

## ABOUT THIS MANUAL

This homeowner manual is intended to be a useful tool where you can find a variety of information about living at The Rockwoods. Inside you will find everything from information about being part of a Strata Corporation, manuals for your appliances, contact information for your property manager, details about garbage pick-up and everything in between.

Occasionally, an issue may arise that requires professional attention. As such, you will also find the contact information for our Customer Service Representative and the trades and subcontractors who worked with us to complete your new home.

You will also find a comprehensive list of specifications for your home right down to the paint manufacturers, colour codes and local distributors. So, if you ever need to make repairs or refresh your home you will be able to match colours and materials with relative ease.

We hope that by passing along these details to you, your transition into The Rockwoods will be an easy one, and you will enjoy the peace of mind that comes with having such an extensive resource at your fingertips.

## TABLE OF CONTENTS

SECTIONS	PAGE
<b>1 Getting Started</b>	<b>3</b>
General Information	4
Community Services	5
Your New Neighbourhood	6
<b>2 Emergency Contact &amp; Info</b>	<b>8</b>
Emergency Phone Numbers	9
Emergency Situations	10
<b>3 Strata Living</b>	<b>12</b>
Property Designations	13
Strata Corporation	14
Strata Property Act	16
Notice of Different Bylaws	23
<b>4 Homecare &amp; Maintenance</b>	<b>28</b>
Maintenance & Care of Finishings & Hardware	30
Maintenance & Care of Mechanical Equipment	34
Maintenance & Care of Exterior Finishes	45
Products Index	47
<b>5 Warranty</b>	<b>61</b>
Third-Party Warranty Providers	62
Warranty Information	62
Definitions	63
Warranty Summary	65
<b>6 After Sales Services</b>	<b>66</b>
Inspections and Service Requests	67
Classifications of problems	68
Building and In-Suite Emergencies	69
Items Requiring Attention	70
Items For Year End Review	70
Service Procedures	70
Service Forms	72
Appliance Records	74
<b>7 Frequently Asked Questions</b>	<b>75</b>
<b>8 Manuals</b>	<b>78</b>

## SECTION 1:

### GETTING STARTED

---

#### **General Information** Page 4

Mailing Address & Mailboxes  
Property Management Contact  
Garbage & Recycling  
Visitors Parking  
Utilities  
Townhome & Amenity Access

---

#### **Community Services** Page 5

City Services  
Surrey City Council (2012)

---

#### **Your New Neighbourhood** Page 6

Parks & Recreation  
Schools & Learning Institutions  
Restaurants & Dining  
Groceries & Shopping



## GETTING STARTED

The following information is provided to you as a quick reference guide.

### **Mailing Address:**

(Your townhouse number) Unit # 8473 163rd St.,  
Surrey, BC, V4N 6M7

### **Mailboxes:**

Your mailbox is located on the ground floor of the Rockwoods Club amenity building. Please use your fob to enter the building and access the mailbox marked with your townhome number, using the key provided to you.

### **Management:**

The Strata Corporation is managed by Baywest Management Corp.

#### **Baywest Management Corp.**

13468 77th Avenue, Surrey B.C. V3W 6Y3  
Bob Adams, Property Manager  
Phone: 604.595.1153  
Email: badams@baywest.ca

### **Emergencies**

For 24 hour response, call 604.591.6060

### **Garbage and Recycling:**

Garbage and recycling collection services will be coordinated by Baywest Management Corporation (604-591-6060). Baywest will provide you with information on collection times.

### **Visitors Parking:**

There are 34 visitor parking stalls available for use located throughout the development. Your strata council will be responsible for defining the regulations for the use of these parking stalls. For further information on parking at The Rockwoods, please refer to the bylaws outlined on page 27 of this manual.

### **Utilities:**

Purchasers are responsible for setting up accounts for their electricity, telephone, cable and internet.

#### **Electricity**

BC Hydro  
604-224-9376 | [www.bchydro.com](http://www.bchydro.com)

#### **Television, Internet, Telephone Telus**

604-310-2255 | [www.telus.com](http://www.telus.com)

*Please note that your townhome is pre-wired to support Telus cable television. Should you choose to set-up your television service with Telus, you will **receive a full-year of free cable, plus the free use of a digital cable box.** For more information on this offer, please call Telus (604-310-6988) and mention that you are a Rockwoods homeowner.*

#### **Shaw**

604-629-8888 | [www.shaw.ca](http://www.shaw.ca)

### **Townhome & Amenity Access:**

Each homeowner will be supplied 2 keys to their respective townhome in addition to 2 garage openers, 2 mailbox keys and access control fob devices for entry to The Rockwoods Club amenity building. Additional townhome keys can be cut for family members by visiting nearby stores offering this service, such as Rona or Home Depot.

Homeowners wishing to obtain additional access control fobs for entry to the amenity building may contact The Rockwoods Strata Manager, Mary Clappa, during regular business hours. If a fob is lost, please report it immediately so that it can be deleted from the system to ensure the security of the amenity building.

## YOUR COMMUNITY SERVICES

### City Services

City of Surrey (General Enquiries)	(604) 591-4011
Parks & Recreation (General Enquiries)	(604) 501-5050
Garbage & Recycling Information	(604) 590-7289
Public Library (Fleetwood)	(604) 572-5922
Economic Development Commission	(604) 591-4128
Cultural Affairs	(604) 501-5050
BC Transit / Translink	(604) 953-3333
BC Ferries	(800) 223-3779
Surrey Traffic Operations	(604) 591-8693

### Surrey City Council (2012)

Mayor Dianne Watts	(604) 591-4126
Councillors	Tom Gill, Bruce Hayne, Linda Hepner, Marvin Hunt, Mary Martin, Barinder Rasode, Barbara Steele, Judy Villeneuve

For information on government agencies in the Surrey area please consult the blue pages in the telephone directory.

## YOUR NEW NEIGHBOURHOOD

The following is a listing of the many facilities and services readily available in your community. For a more comprehensive listing, please visit either [www.surrey.ca](http://www.surrey.ca) or [www.fcasurrey.ca](http://www.fcasurrey.ca).

### PLAY

#### **Green Timbers Urban Forest**

14255 – 96th Ave  
(604) 502-6065

#### **Bear Creek Park**

13750 – 88th Ave  
(604) 501-5050

#### **Maple Green Park**

8959 – 150th Street

#### **Hemlock Park**

9355 – 160th Street

#### **Serpentine Heights Park**

16151 – 92nd Avenue

#### **Woodland Park**

9095 – 158th Street

#### **Fleetwood Park**

15802 – 80th Avenue

#### **Cottonwood Park**

16144 – 78th Avenue

#### **Surrey Golf Course**

7700 – 168th Street  
(604) 576-8224

#### **Surrey Public Library (Fleetwood)**

15996 – 84th Avenue  
(604) 598-7340

#### **Surrey Sports & Leisure Centre**

16555 Fraser Highway #100  
(604) 501-5950

#### **Guildford Golf & Country Club**

7929 – 152nd Street  
(604) 594-0282

#### **Fleetwood Community Centre**

15996 – 84th Avenue  
(604) 501-5030

### LEARN

#### **North Surrey Secondary**

15945 96 Avenue  
(604) 581-4433

#### **Holy Cross Regional High**

16193 88th Ave  
(604) 581-3023

#### **Learn & Play Preschool**

8855 156th Street  
(604) 582-5522

#### **Woodland Park Elementary**

9025-158th Street  
(604) 589-5957

#### **Maple Green Elementary**

14898 Spenser Drive  
(604) 594-8838

#### **Fleetwood Park Secondary**

7940 – 157th Street  
(604) 597-2301

#### **Walnut Road Elementary**

16152 – 82nd Avenue  
(604) 572-6617

## YOUR NEW NEIGHBOURHOOD

### LEARN - con't

**Cornerstone Montessori School**

14724 84th Avenue  
(604) 599-9918

**Frost Road Elementary**

8606 162 Street  
(604) 572-4056

**William Watson Elementary**

16450-80 Avenue  
(604) 574-4141

**ABC Country Restaurant**

15373 Fraser Highway  
(604) 583-3228

**Starbucks**

15599 Fraser Hwy  
(604) 596-5459

**Tim Hortons**

15551 Fraser Highway  
(604) 583-1332

### EAT

**Tobiko Sushi**

15951 Fraser Highway  
(604) 572-5005

**De Dutch Pannekoek House**

Suite 108-8484 162 St  
(604) 543-3101

**Iron Grill**

15940 Fraser Highway  
(778) 593-1071

**Boston Pizza**

15980 Fraser Highway #801  
(604) 507-5507

**Fleetwood Arms Pub**

8410-160th Street  
(604) 597-3220

**China King**

15920 Fraser Highway  
(604) 599-4899

### SHOP

**Evergreen Mall:**

Safeway, Shoppers Drug Mart, Joe's Farm Market,  
Canada Post, BC Liquor Store  
8924 – 152nd St  
(604) 589-1700

**Fleetwood Park Village Centre:**

Fresh Street Market, Pharmasave, TD Canada Trust  
15950 Fraser Highway  
(604) 502-7228

**Bosley's Pet Food Plus**

15428 Fraser Highway  
(604) 589-4211

**Rona**

16659 Fraser Highway  
(604) 576-2955

**Save-On-Foods**

9014 – 152nd St  
(604) 930-1133

## SECTION 2:

### EMERGENCY CONTACTS & INFORMATION

**Emergency Phone Numbers** Page 9

---

**Non-Emergency Phone Numbers** Page 9

---

**Emergency Situations** Page 10

---

Fire

- General Fire Safety Information
- Extinguishers
- Smoke Detectors

Plumbing

- Water Line Burst
- Plugged Plumbing Fixture or Sewer Line
- Minor Plumbing Leak
- Frozen Water Line

Electrical

- Circuit Overload (Breaker Tripping)
- Plugs & Outlets
- Power Outage in Your Home
- Heating



## EMERGENCY CONTACTS & INFORMATION

For a building or in-suite emergency please call the appropriate number listed below.

### Emergency Phone Numbers

RCMP, Fire, Ambulance (emergency)	911
Poison Control	(604) 684-5050
Fortis BC (emergency)	(800) 669-9911
Baywest Management Corp. 24/7 (emergency)	(604) 591-6060
Plumbing - Tap Roots	(604) 222-1282
Electrical - Chevy Electric	(604) 841-8783
	(604) 841-8087

### Non-Emergency Phone Numbers

RCMP (non-emergency)	(604) 599-0502
Fire (non-emergency)	(604) 543-6700
Surrey Memorial Hospital	(604) 581-2211
Fraser Health Authority	(604) 587-4600
Terasen Gas (non-emergency)	(604) 576-7000
BC Hydro (non-emergency)	(604) 528-1776
Anthem Properties (non-emergency)	(604) 689-3040

On the next page, you will find a synopsis of a few emergency situations and what actions you can take prior to phoning for help.

Please note that Anthem Properties can be contacted during office hours for emergencies only in the first year of the warranty period.

## EMERGENCY SITUATIONS

Your safety is important to us, and therefore, we encourage you to establish a family safety plan to be executed in the unlikely event of an emergency within the home. We suggest that you review the following sections outlining emergency scenarios and procedures and agree on a nearby meeting place for you and your family members should you ever need to evacuate your home.

### FIRE

#### Fire Emergencies:

In the case of a fire emergency occurring within the home or the amenity building, it is important to remain calm, remember the following information and procedures and execute them as quickly as possible.

It is also important to note that The Rockwoods Club amenity building emergency system uses a centralized control panel to activate the emergency equipment as well as the alarm bells and lighting. Thus, the safest way to handle a fire occurring within the amenity building is to exit the building quickly and with caution.

#### General Fire Safety Information:

- Keep clear of flames and remember that smoke is deadly
- Stay low to avoid smoke
- Never attempt to extinguish a fire when the flames are higher than desk height
- If the fire is uncontrollable, leave and close all doors behind you
- Feel doors for heat before opening
- Do not use a stairway that is full of smoke
- Do not re-enter the building for any reason
- Provide the fire department with all of the information that they need
- Use the nearest phone at a safe location to call the Fire Department:
  1. Dial 911

2. Stay calm and state your name and phone number
3. Give the address of the fire: **Unit # 8473 163rd Street, Surrey, BC**
4. Follow instructions given by the Fire Department Representative

#### Extinguishers:

In case of fire, every home should have a fire extinguisher. We recommend a small one that would be used primarily to fight small kitchen fires. This type of fire extinguisher can be purchased at your local hardware store. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and avoid placing it over an area like the stove.

#### In-Home Fire Protection Equipment:

Each home has been equipped with one or more in suite smoke detectors.

#### Smoke Detectors:

Hard-wired smoke detectors have been installed throughout your 3-storey townhome for your safety. In case of power outage, smoke detectors with battery backup has been installed on the floors with bedrooms or dens. It is recommended that you check these detectors regularly to ensure that they are functioning properly.

Some models will have a small light that is on when power is being supplied to the alarm. It is visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high pitch squeal will be audible.

Activation of this alarm does not affect the building emergency system. It is not linked to any other alarm system outside the home.

## PLUMBING

### **Water Line Burst:**

It is common for a water line to leak due to a number of reasons, such as a loose joint, freezing or excessive soil compaction and should be dealt with immediately. If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off valve exists, locate the main water shut-off (located in the utilities closet within the garage) and turn it off until the problem can be rectified.

### **Plugged Plumbing Fixture or Sewer Line:**

This generally occurs as a result of inappropriate materials being flushed down a toilet or drain. Do not continue to use the affected fixture once a major blockage has occurred. Attempt to unclog the blockage by using a plunger. If a larger blockage has occurred, the services of a plumber may be required. In this situation, please contact a drain cleaner and have them attend to the blockage.

### **Minor Plumbing Leak:**

If a minor plumbing leak occurs in the line, place a container under it and contact a plumber. If a major leakage occurs, turn off the main water shut-off (located in the utilities closet within the garage) immediately.

### **Frozen Water Line:**

If garden hoses are left attached to hose bibs during the winter, freezing of the water line may occur. This is a result of water that is standing in the hose and the hose bib freezing, causing the metal in the hose bib to expand and crack. The resultant crack will create a water leak and the hose bib will need to be replaced. Garden hoses should be disconnected before the first winter freeze and not reconnect until spring.

## ELECTRICAL

### **Circuit Overload (Breaker Tripping):**

If the breaker trips, ensure that the circuit is not overloaded with too many appliances and that the appliance itself is not faulty. Appliances such as space heaters, hair dryers, toasters and kettles which generate heat tend to draw a lot of electrical current. If more than one of these devices is in use on the same circuit at the same time, a circuit overload can be created. Should a circuit overload occur, unplug one of the appliances and reset the breaker. If the breaker continues to trip, contact an electrician. These occurrences are generally the responsibility of the owner/occupant and not the Strata Corporation. A certified electrician should review continued tripping of the main breaker immediately.

### **Plugs and Outlets:**

If a plug or outlet sparks excessively, turn off the breaker immediately and contact an electrician. However, a small spark from a plug when an appliance is unplugged is not uncommon.

### **Power Outage in Your Home:**

If for any reason, all the power in your home goes out, check to see if there is a power blackout in your neighbourhood. If not, check the main breaker and reset it after checking for an overload situation.

### **Heating:**

If the heating system does not appear to be operational, ensure that the thermostat has not been turned down. Your home uses electric heat and therefore, you may need to check to ensure that the breaker is in the "on" position by tripping it off and resetting it.

## SECTION 3:

### STRATA LIVING

---

<b>Property Designations</b>	<b>Page 13</b>
------------------------------	----------------

- Strata Lot
- Limited Common Property
- Common Property

---

<b>Strata Corporation</b>	<b>Page 14</b>
---------------------------	----------------

- Organization
- Property Management
- Maintenance Fees
- Bylaws
- The Rockwoods Club
- Garbage and Recycling
- Visitors Parking
- Insurance

---

<b>Strata Property Act</b>	<b>Page 16</b>
----------------------------	----------------

- Schedule of Standard Bylaws

---

<b>Notice of Different Bylaws</b>	<b>Page 23</b>
-----------------------------------	----------------

## STRATA LIVING

As the purchaser of a strata lot, you will own your strata lot as well as a share of all the land and buildings outside the individual strata lots that are contained within the development. Collectively, all the owners within the development form the Strata Corporation. The operations of a Strata Corporation are governed by the Strata Property Act (British Columbia).

### PROPERTY DESIGNATIONS

#### Strata Lot

The strata lot designation shown on the preliminary strata plans included in the Disclosure Statement outlines the area to which you have exclusive use. The boundary of this area with another strata lot or with common property is the centre of the wall. Each homeowner is individually responsible for everything within these boundaries.

#### Limited Common Property

Limited Common Property (LCP) is the area that may be designated by the developer or the Strata Corporation as being for the exclusive use of the homeowners which can include the patio, balcony and driveway and some side yard areas. These areas are shown on the strata plans attached to the disclosure statement. The final registered strata plan will show the exact location and dimensions. You should review the plans to ensure you are familiar with the LCP for your particular home. Although the LCP is designated for the exclusive use of the homeowner, it is subject to the right of ingress and egress for members, employees and agents of the Strata Corporation when necessary because of the nature or location of the LCP.

#### Common Property

Common property is defined as that part of the land and buildings in the community that all homeowners have access to. It is very generally those areas that every homeowner uses (i.e. roads, recreational facilities, exterior of the building, etc.). Every part of the property that is not designated as LCP or the strata lot as shown on the strata plans included with the disclosure statement is common property. Each homeowner owns a pro rata share of the common property, and is responsible for the necessary maintenance.

The Strata Property Act defines the Common Property as:

- (a) that part of the land and buildings shown on a strata plan that is not part of a strata lot, and;
- (b) pipes, wires, cables, chutes, ducts and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, television, garbage, heating and cooling systems, or other similar services, if they are located
  - (i) within a floor, wall or ceiling that forms a boundary
    - (A) between a strata lot and another strata lot;
    - (B) between a strata lot and the common property, or;
    - (C) between a strata lot or common property and another parcel of land
  - (ii) wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

## STRATA CORPORATION

### Organization

The Strata Corporation is the body made up of all the owners at The Rockwoods. The Strata Corporation will elect a small "executive" from its members referred to as the Strata Council. The Strata Council carries out the mandate of the Strata Corporation and is charged with the responsibility of organization and operating The Rockwoods with the assistance of professional property managers. They will enforce bylaws, award maintenance contracts and assure payment of corporation billings.

### Property Management

In keeping with the Strata Property Act (British Columbia), the Developer, on behalf of the Strata Corporation, has entered into a management agreement with an independent third party management company, Baywest Management Corporation.

#### **Baywest Management Corporation**

13468 77th Avenue  
Surrey B.C. V3W 6Y3

#### **During office hours:**

Bob Adams  
604-595-1153 / badams@baywest.ca

#### **Emergencies / After hours:**

604-591-6060

### Maintenance Fees

As you are aware, part of living in a strata corporation requires the payment of maintenance fees. These fees are based on unit entitlement - that is, they are assessed and pro-rated on the basis of the square footage of your unit as it relates to the total square footage of all units. They are typically payable on the 1st day of each and every month, in advance, to the Strata Corporation so

that they in turn can pay all the bills relating to the operation of The Rockwoods.

The fees are usually paid by post-dated cheque or a pre-authorized chequing plan and are made payable to **Strata Plan No. BCS#\_\_\_\_\_** in care of your Property Manager.

When submitting any payment ensure your strata plan number, unit number and the strata lot number are clearly identified on the back of your cheque so that it can be credited to the correct account.

### Bylaws

Strata Corporations have bylaws and rules that govern the affairs of the development. Bylaws provide for the control, management, administration, use and enjoyment of the strata lots and common property. Alternatively, rules provide for the enjoyment, safety and cleanliness of the common property.

All homeowners must abide by the bylaws and rules of the Strata Corporation. In the event that a homeowner breaches a bylaw or rule, the Strata Corporation may fine the owner or possibly pursue legal action against the owner in order to correct the breach.

As noted in the disclosure statement, the initial bylaws for The Rockwoods will be those contained in the Schedule of Standard Bylaws attached to the Strata Property Act (British Columbia), as amended in the Amendment to Bylaws included in the disclosure statement (and enclosed on the following pages in this section).

Upon formation of the owners Strata Corporation, owners may adopt, revise or delete bylaws provided that the requirements of the Strata Property Act (British Columbia) are met.

## **The Rockwoods Club**

The Rockwoods Club consists of a fully equipped fitness centre, a yoga studio, a fully furnished entertainment lounge including a full kitchen, dining area and a large outdoor patio for barbeques.

Rules and regulations for usage of The Rockwoods Club will be defined by the Strata Council when formed.

The Rockwoods Club has been fitted with an access control system, accessible with the fobs issued to the homeowner.

## **Garbage and Recycling**

Garbage and recycling collection services will be coordinated by Baywest Management Corporation (604-591-6060). Baywest will provide you with information on collection times.

## **Visitors Parking**

There are 34 visitor parking stalls available for use located throughout the development. Your strata council will be responsible for defining the regulations for the use of these parking stalls. For further information on parking at The Rockwoods, please refer to the bylaws outlined on page 27 of this manual.

## **Insurance**

Generally the strata insurance coverage arranged by the Strata Corporation will replace or repair items that are damaged and were included in the original specification of the developer/builder. This will include such items as the building and its components, carpets and a dishwasher.

## **Household or Content Insurance**

We recommend insurance coverage for your personal possessions and possibly any upgrades to your strata lot above and beyond the building

standard. These are not covered under the Strata Corporation's policy.

**\*\* Note\*\*** We strongly recommend that you contact your insurance agent or your Strata Corporation's agent to clarify any questions about insurance and the coverage provided.

## STRATA PROPERTY ACT

[SBC 1998] CHAPTER 43  
SCHEDULE OF STANDARD 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 rights 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.

(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.

#### 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.

#### 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 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.

(2) The strata 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.

## **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 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 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.

## 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.

(2) A person whose term as council member is ending is eligible for reelection.

(3) to (5) [Repealed 1999-21-51.]

### 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 the 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 after the meeting has been called.

### Repealed

15 [Repealed 2009-17-35.]

### 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.

## 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 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 the sale of other strata lots in the strata plan.

## EXHIBIT C

(Excerpt from The Rockwoods Disclosure Statement)

### NOTICE OF DIFFERENT BYLAWS

**Strata Property Act**  
*Form Y*

### OWNER DEVELOPERS' NOTICE OF DIFFERENT BYLAWS

(Section 245 (d); Regulations section 14.6 (2))

Strata Plan BCS #\_\_\_\_\_, being a strata plan of:

PID: 028-795-822  
Lot A Section 25 Township 2  
New Westminster District  
Reference Plan BCP50392

The Bylaws of the Strata Corporation shall be as set out in the Schedule of Standard By-laws under the Strata Property Act (the "Bylaws") amended as set out below:

Section 3 shall be amended by adding the following:

"3 (5) An owner, tenant, occupant or visitor shall not:

(c) use a strata lot, the common property, any limited common property or any other common assets for any purpose which is illegal, injurious to the reputation of the building, causes a hazard to any other person, results in excessive or disproportionate use of the common property or the common facilities or is contrary to the uses permitted under applicable zoning bylaws and regulations;

(d) make undue noise in or about, or use or permit the use of the strata lot, common property or limited common property in a manner which would create undue noise, emit odors, create a nuisance or offend the

moral standards of the community within which the strata lot is located, or which would disrupt the owner, tenant or occupant of any of the strata lots, or any of their visitors, customers or clients;

(e) hang or place any window drapes, blinds, signs or other objects which will adversely affect the consistency of the exterior appearance of the building;

(f) move or permit to be moved furniture or furnishings in or out of the building except in accordance with the rules and regulations passed by the strata council from time to time; and

(g) park any recreational vehicle, boat, trailer or other property, except passenger vehicles, on the common property or limited common property at any time. The storage of any recreational vehicle, boat, trailer or other property, except passenger vehicles, must be completely enclosed within a parking garage appurtenant to the owner's strata lot."

Section 8 shall be amended by adding the following to 8(c)(ii):

"(F) maintenance and landscaping of yards"

Section 23 shall be deleted in its entirety and replaced with the following:

"23. The strata corporation may fine an owner or tenant a maximum of

(a) \$200 for each contravention of a bylaw, and

(b) \$50 for each contravention of a rule."

Section 30 shall be deleted in its entirety and replaced with the following:

(1) During the time the owner-developer is the owner or lessee of any strata lot in the development, it shall have the right to:

- (a) maintain any strata lot or strata lots, whether owned or leased by it, as display suites and to carry on any marketing and sales functions within such strata lots and within any area of the common property of the development including the recreational facilities,
- (b) erect and maintain such signage on the common property of the development,
- (c) have access to any and all parts of the common property and common facilities for the purpose of showing strata lots, the common property and the common facilities to prospective purchasers and realtors,
- (d) to allow sales, customer service and construction staff of the owner and Developer, their contractors and sub-contractors to park on-site and use visitors parking, and
- (e) to hold sales and marketing events within the common property,

in each case as may be reasonably determined by the owner-developer to be necessary or expedient in order to enable or assist it in marketing or selling strata lots in the development.

The following by-laws shall be added:

#### “Section 31 Exterior Appearance

- 1. No signs, fences, gates, billboards, placards, advertising or notices of any kind shall be erected or displayed on the common property or limited common property or a strata lot without prior written approval by the strata council save and except for advertising for the resale or rental of a strata lot permitted pursuant to Section 32(20).
- 2. No awning, shade, screen, smoke stack, satellite dish, radio or television antenna shall be

hung from or attached to the exterior of a strata lot or situated within the strata lot's limited common property or within the common property without the prior written consent of the strata council, which consent will be based on the opinion of the building envelope consultant on record for the strata lots, or if he is unable or unwilling to act, the opinion of a building envelope consultant specializing in multifamily wood frame buildings in the lower mainland. Any units incurred in obtaining the opinion of an envelope consultant pursuant to this bylaw will be the responsibility of the strata lot owner requesting the strata council's consent.

3. No laundry, clothing, bedding, or other articles shall be hung or displayed from windows, decks, patios, or other parts of a strata lot so that they are visible from the outside of the buildings. Visible deck or patio storage is prohibited. Storage is also prohibited under patios, in driveways, outside parking areas and front yards.

4. Drapes or blinds visible from the outside of the building shall be neutral in colour.

#### Section 32 - Additional Provisions

- 1. Any maintenance or alteration to a strata lot fire sprinkler or fire alarm system shall be carried out by the company retained by the strata corporation to maintain the building fire sprinkler and fire alarm system.
- 2. 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 development within thirty (30) days of the strata council providing the owner with written notice that the pet is deemed to be a nuisance. Strata lot owners are responsible for advising



their visitors of the rules concerning pets and will be responsible for any cleanup or damage repair caused by their guests' pets.

3. No vicious dogs are permitted permanently, temporarily, or otherwise in any strata lot or on any portion of the limited common property or common property.

For purposes of this By-law a vicious dog means the following:

- (i) any dog that has killed or injured
  - A) any person; or
  - B) another animal while running at large; or
- (ii) any dog that aggressively harasses or pursues another person or animal while running at large; or
- (iii) any dog primarily owned or in part for the purpose of dog fighting or is trained for dog fighting; or
- (iv) a Pit Bull Terrier, American Pit Bull Terrier, Pit Bull, Staffordshire Bull Terrier, American Staffordshire Terrier, or any dog of mixed breeding which includes any of these breeds; or any dog which has the appearance and physical characteristics predominately conforming to these standards for any of the above breeds, as established by the Canadian Kennel Club or the American Kennel Club or the United Kennel Club, as determined by a veterinarian license to practice in the Province of British Columbia

4. An owner, tenant or occupant shall not feed nuisance birds such as pigeons, seagulls, crows, starlings and other birds from any strata lot, limited common property or the common property.

5. 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.

6. 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. No material substances, especially burning material such as cigarettes or matches shall be permitted to be dropped from any window, balcony, door, patio or other part of a strata lot or the common property.

7. No barbecues other than those fuelled by propane or natural gas or electricity may be used. No owner shall operate his/her barbecue in a manner, which, in the opinion of the council, interferes with another owner's enjoyment of his/her 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.

8. No enclosures of limited common property or other structural alterations either to the interior of the strata lot or the exterior of the common property or changes in flooring materials of the common property, shall be made, nor any other services altered or supplemented within any walls or on the common property without previous written approval by the strata corporation.

9. Owners are not permitted to convert garages into habitable space.

10. Cycling on common property other than the roadways and driveways is prohibited.

11. All grass, trees, paving and landscaping will be maintained by the strata corporation.

12. Owners shall not impede access by maintenance personnel to their limited common property.

13. Owners are responsible for watering the landscaping within their limited common property and/or adjacent common areas in accordance with a schedule issued by the strata council. The costs for rectifying any damage to landscaping caused by a failure to water will be charged to the owner. Owners should make arrangements for watering during any prolonged absence.

14. Carpentry or similar alterations shall be limited to the hours as determined by the City of Surrey.

15. Parking stalls shall only be used for vehicles less than 4,000 kg G.V.W. owned or leased by persons who are residents of the building or visitors of such residents. A resident shall use only the parking spaces assigned to his strata lot, save and except for private arrangements with other owners for the use of parking spaces assigned to such other owners. Assigned space(s) shall not be leased or rented to a non-resident.

16. The user of each parking space will be responsible for the cleaning of any excessive oil spills in the parking space. Continuous oil spills will result in prohibition from parking on common property until the vehicle is repaired.

17. Parking is only permitted in a designated parking space, and shall not reduce the width of an access driveway. Any vehicle which does not comply with this paragraph may be removed at the owner's expense.

18. No major repairs or adjustments shall be made to motor vehicles on the common prop-

erty or the limited common property.

19. 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.

20. No advertising for the resale or rental of a strata lot shall be permitted within the boundaries of the strata corporation other than specified herein without the prior consent of the strata council. The strata council shall provide for a central resale directory board adjacent to the entry where strata lot owners may advertise their strata lot for sale and the strata council shall ensure that individual resale signage is restricted to notification in such directory.

21. Owners shall refrain from causing unnecessary noise to other strata lots from any source including without limitation, noise from kitchen sources, washing and drying machines, stereos and parties.

22. 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 and 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 and 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.

23. 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 \$200.00 for every month or part thereof that a tenant is in occupancy of the lot and the Form K is not submitted.

24. Strata lot owners or residents are responsible for anyone they admit onto or about the common property, inclusive of agents, servants, licensees, or invitees.

25. A fine of \$50.00 may be levied against any owner whose payments for maintenance charges, special assessments or any other charges levied against the owner for a particular month have not been received by the strata corporation by the 5th day of that month. A fine of \$50.00 may be levied against an owner for each infraction or violation of any other by-law or rule and regulation of the strata corporation pursuant to section 23; however, fines may be increased by ordinary resolution of the strata corporation.

26. Anything affixed or attached to the exterior of a strata lot or on the limited common property of a strata lot by the owner/developer may remain, notwithstanding any subsequent bylaw amendments which would prohibit such fixture or attachment.

27. The sales, customer service and construction staff of the owner and Developer, their contractors and sub-contractors are permitted to park on-site and use visitors parking after occupation and the formation of the strata corporation, until the sale of the last strata lot by the owner and Developer.

28. With respect to quorum requirements for Annual General Meetings of the strata corporation, notwithstanding Section 48(3) of the Strata Property Act, the eligible voters present, in person or by proxy, at call to order of the meeting shall constitute a quorum.

29. All household refuse and recycling material shall be secured in suitable plastic bags, garbage containers and recycling containers and will be kept in garages, placed in the garbage room, or other inside areas until the day of collection by the City. The owners will comply with the City's recycling program as it is implemented.

30. Strata fees are due and payable on or before the first day of each month. Strata fees not received by the 10th day of the month in which they are due are subject to a 10% per annum interest penalty compounded annually until paid.

31. 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.

32. Except as otherwise permitted by the Strata Corporation, the owners access to and use of the amenity building is restricted to those hours between 6 am to 11 pm.

These by-law amendments shall be read and construed in conjunction with the By Laws and, except as modified and amended by these amendments, the By laws shall continue in full force and effect.

## SECTION 4:

### HOME CARE & MAINTENANCE

---

#### Maintenance & Care of Finishings & Hardware

Page 30

- Countertops
- Cabinets
- Kitchen Sink
- In-Sink Disposal Unit
- Kitchen Hood Fan/Microwave and Filter
- Engineered Laminate Flooring
- Nylon Carpet
- Ceramic Floor Tiles
- Windows
- Window Blinds
- Drywall
- Wall Paint
- Faucets
- Plumbing Fixtures
- Doors
- Acrylic Bathtub

---

#### Maintenance & Care of Mechanical Equipment

Page 34

- Electrical System
- Plumbing
- Interior Environmental Controls
- Heating
- Humidity
- Dryer Venting



## SECTION 4 - con't

### HOME CARE & MAINTENANCE

---

#### Maintenance & Care of Exterior Finishes

Page 45

Weather Stripping  
Caulking  
Deck Drains and Scuppers  
Deck Membranes  
Concrete  
Ledgestone  
Fibre Cement Siding / Panel  
Vinyl Siding  
Cedar Siding  
Landscaping and Irrigation  
Asphalt  
Chemical Spills  
Hot Weather

---

#### Product Index

Page 47

Appliances  
Interior Finishes  
Electrial Systems  
Heating & Ventilation  
Plumbing  
Exterior Components

---

#### Trades List & Contact Info

Page 60

## MAINTENANCE & CARE OF FINISHINGS & HARDWARE

To ensure that your new home is as impressive as the first day you move in, we have provided the following home care and maintenance guides. The following advice may be used as a guide for the care and maintenance of your home.

In general, we do not recommend the use of abrasive cleansers or solvents for cleaning your home.

### Countertops

#### Granite Stone Countertops

The Granite countertops are a natural stone. To clean the surface you should use natural cleaners (i.e. stone soap or mild liquid dishwashing soap). Avoid cleaners with chemicals. The granite should be sealed regularly otherwise staining will occur. Sealers are available at your local hardware store.

Please avoid:

- The use of abrasive cleaners, solvents or steel wool. These products can damage the surface.
- The use of solvents. These products can affect the adhesives allowing the top to lift.
- Cutting directly on the surface.
- Opening the dishwasher door to allow dishes to dry.
- Placing hot items on the surface. Heat can cause the top to delaminate or burn.
- Using bleach as it can cause discolouration.
- Water on the mitre joints. The joints are assembled with water resistant glue. They are not waterproof and the substrate will swell.
- Placing coffee makers over the mitre. The heat and condensation from the hot plate will cause the counter to lift in this area.

#### Laminated Countertop

To clean the surface, use a damp cloth or sponge with a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a mild household cleaner and baking soda; mixing to achieve a paste consistency. Use a stiff nylon bristle brush, scrubbing (approx. 15-20 strokes) the affected area. Do not scrub the surface finish excessively as it will damage the finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Use a cotton ball saturated with bleach or nail polish remover (acetone), gently rub the stain for up to two minutes. Rinse thoroughly with warm water and wipe dry using a soft cloth. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

#### Cabinets

Your cabinet doors and drawers are covered with a laminate. They will resist staining and provide years of service.

Cleaning of the surfaces can be achieved by using a damp cloth to wipe them down. To remove grease spots mix in a small amount of vinegar with the water.

Please avoid the use of abrasive cleaners.

It is recommended that when using the self-clean cycle of your oven that the doors and drawers adjacent to the oven be opened. The temperatures inside the stove in the self-clean cycle are very high and the heat can affect the laminate finishes.

## Stainless Steel Sinks

Your sink can be cleaned with a mild abrasive such as Vim. Avoid using steel wool as it can leave small bits of metal lodged in the sink and will cause rust spots. The sink itself will not rust.

Caution: Use of anti-bacterial soaps may cause discolouration of the surface if the sink is not rinsed thoroughly after use.

## In-Sink Garbage Disposal

It is recommended that you run cold water through the in-sink garbage disposal before, during and after use. The water before and after will help flush the main sewer lines. Avoid greases as they may build up in the drain trap and cause blockage. Fibrous foods such as celery will jam under the pivots and cause them to stick.

To help maintain your in-sink garbage disposal, every 1-2 months place 2-4 ice cubes in the disposer and turn it on. If the disposer fails to operate, check to make sure that the thermal protector on the motor has not tripped. There is a small reset button located on the side or bottom of the unit – push it in. Confirm that there are no foreign objects in the unit before resetting.

## Kitchen Hood Fan and Filter

Your hood fan and filter require cleaning. The frequency of cleaning will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with dish detergent. It is also recommended that you clean the fan housing regularly with warm water and dish detergent.

## Engineered Laminate Floors

The laminate flooring in your home is made from pressed high density fiberboard (HDF). It is

susceptible to expansion and shrinkage caused by variations in humidity levels in the living space. This may cause some creaking and cracking and slight separation of the seams. Excessive humidity should be avoided.

We recommend:

- Wiping up spills immediately.
- Isolating planted pots from the floor surface.
- Placing felt pads or a similar product under table and chair legs.
- Avoiding high heels or stilettos.
- Avoiding excessive wet or damp mopping of the floor.

## Nylon Carpet

Your nylon carpet will require regular vacuuming in order to maintain its appearance. If your vacuum cleaner is fitted with a beater bar or bristle strip, use with caution while vacuuming as damage can occur to your carpet.

The following procedure should be used in spot cleaning and stain removal for all stains except those caused by hazardous chemicals.

1. Remove the excess spillage immediately by scraping or blotting with an absorbent material such as a clean towel, absorbent cloth or paper towel.
2. Use a spoon or dull knife to remove the bulk of semi-solids or greasy substances and follow by blotting with an absorbent material such as a paper towel or tissue.
3. Remove large quantities of liquid spillage with a sponge, towel or wet vacuum cleaner. Begin at the outer edge and work toward the centre of the stained area. For manual removal do not brush or rub the spot. Use a blotting or

dabbing motion. After most of the spill has been absorbed, place a fresh pile of paper towels over the spill area and place a flat weight on them for a few minutes until the majority of the liquid has been removed.

4. Be careful of over-wetting the carpet. This may result in shrinkage, discolouration or odour.
5. Shampoo/detergent solutions will leave a sticky residue and should not be used as this will lead to rapid re-soiling of the carpet.

Quick action may remove the substance before it penetrates into the carpet pile. The longer the spill remains on the carpet, the more difficult it will be to remove it.

### **Ceramic Floor Tiles**

Ceramic floor tiles have been used in some areas of your home (i.e.. the bathrooms). If you wish you may seal the grout between the tiles, this is your decision and responsibility.

To effectively clean and care for your ceramic tile, we recommend:

- Padding should be used to help avoid chipping or scratching the tile when moving a heavy object across the surface.
- Remove any wet spillage immediately with a damp mop.
- Using a broom to sweep the tile or a damp mop to wash the surface, household detergents can leave a film on the surface and strong degreasers may actually damage the grout.
- Not applying wax to floor tiles. The surface may become very slippery.

### **Windows**

Windows that open may allow some water that passes by the weather stripping during a wind storm or heavy rain to enter the window frame.

The window frame has been built to direct this water to the bottom track and exit via the drip caps in the bottom track.

Your windows do not require special cleaning materials. The following are some recommendations supplied by our window and frame manufacturers:

- Remove stubborn stains with alcohol or a slightly acidic solvent. Clean with clear water immediately.
- Use plenty of clean water for washing and rinsing.
- Do not use sharp objects such as scrapers as they will scratch the glass.
- Avoid solvents on frames. Should some solvent residue be on the frame rinse immediately with clear water.
- Do not use abrasive cleaners.
- The use of harsh detergents is not recommended.

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

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

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



## Window Blinds

These are made of a lightweight metal and coated with an enamel finish. Regular dusting with a feather duster, a blind duster or vacuuming is recommended. Blinds can be washed with a soft cloth and mild soap or vinegar and water solution. Do not use steam, hot water, bleach or any abrasives. The blinds, when closed, should have slates turned up. This will allow hot moist air that would be trapped against the window to escape and in the winter will help to avoid condensation forming on the windows.

## Drywall

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

Cracks and nail pops can be repaired with patching compounds available at hardware stores or retail building supply stores. Cracks and nail pops appearing as a result of normal settling are expected and will be covered under the first year new home warranty.

## Wall Paint

The interior drywall surfaces of your new home have been painted with latex (water base) paint. To maintain the surfaces, gently wash with a damp cloth and a mild soap or detergent. Be careful not to wash for an extended period. Avoid abrasive solutions, or over scrubbing as that will remove the paint.

## Faucets

Your faucets should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

## Plumbing Fixtures

Plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided, as these products will cause the finish to become dull and porous.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect. A solution of baking soda and white table vinegar will generally remove these stains. Thoroughly rinse with water after cleaning.

## Doors

Doors can become misaligned or hard to latch. This will usually manifest itself within the first year and is not unusual in wood frame construction. Lifting or pushing down on the door handle may help temporarily to operate the door. The door should be re-aligned properly. If the misalignment is the result of climatic conditions, warm and humid inside and cold and dry outside, the door can warp by as much as ¼". Try to refrain from making adjustments until the weather improves and matches the interior conditions more closely.

## Acrylic Bathtub

Your tub has been vacuum-formed from acrylic, a warm, extremely durable surface that will remain bright and shiny for years. Do not use an abrasive cleaner when cleaning your bath tub. For regular cleaning use warm water and a liquid detergent.

## MAINTENANCE & CARE OF MECHANICAL EQUIPMENT

### ELECTRICAL

The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code. Your home has its own electrical service panel with circuit breakers to control the power being supplied to the different electrical circuits.

The breakers serve the same function as fuses did in older homes, but they are much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated by an overload on the electrical system. Each breaker will operate an appliance, lights, plugs or a specific outlet.

Always remember to turn off the appropriate breaker when attempting any wiring hookups by a qualified electrician.

### Resetting Breakers

When resetting a circuit breaker it is important to wait 30 seconds before turning it back on. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, isolate the circuit and check for the cause of the overload or short and disconnect it. To reset the breaker make sure it has been turned all the way to the "off" position before turning it to the "on" position.

### Finding Your Circuit Pattern

If your panel labelling is incomplete it is possible to determine what each breaker does control.

At the panel turn one breaker to the "off" position. Check to see exactly what lights, plugs or appliance has been disconnected. Note this on the panel label beside the corresponding breaker number. Repeat this operation until all the breakers have been labelled.



## Short Circuits

If a breaker disconnects follow these steps:

1. Unplug the appliance you suspect of causing the problem.
2. Reset the breaker.
3. If the breaker disconnects again, check other appliances for frayed or broken wiring.
4. Disconnect the suspect appliance and try it on another circuit.
5. If the appliance trips the breaker on the new circuit then this is most likely the cause of the problem. Have the appliance properly repaired or replaced before attempting to use it.
6. Reset the breakers.
7. If there is still a problem with the breaker tripping have a qualified electrician inspect the electrical system.

## Switch Activated Outlets

In your home there are switches that control ceiling and wall lightings. We have also included some switches that will control ½ of an electrical plug. This will enable you to turn a plugged in lamp on and off via the wall switch.

## Kitchen Counter Plugs

Your kitchen counter plugs/receptacles are wired with 20A breaker thus allowing you to plug in two high draw appliances like a toaster and a kettle into the same outlet without the hazard of tripping the breaker.

## Appliances

Please read the manuals that were provided with each appliance. Familiarize yourself with the operation of the appliance, and follow the instructions for its care. See Section 8 for the appliance manuals.

## Arc Fault Interrupter (AFI)

The Arc Fault Interrupter is a circuit breaker installed in your main electrical panel. The purpose of this breaker is to monitor the current in the line. When an appliance is turned on by a switch or device other than a standard wall switch the resulting arc will trip out the breaker, shutting off the power to that circuit. The breaker has to be switched all the way off and reset to the on position.



## Ground Fault Circuit Interrupter (GFCI)

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



Testing: The GFCI should be checked monthly. Follow these simple steps for testing:

1. Plug in an appliance like a hair dryer and turn it on.
2. Push the TEST button.
3. This should cause the RESET button to pop out and turn the power (hair dryer) off.
4. If the power remains on or the RESET button does not pop out, turn off the breaker and have the plug checked by a qualified electrician. **DO NOT ATTEMPT TO OPERATE AN APPLIANCE FROM THIS OUTLET WHEN IT IS IN THIS CONDITION.** Serious injury may occur.
5. If the appliance is off and the RESET button has popped out, push in the reset button to restore the power to the plug and the appliance.
6. If the GFCI trips automatically follow steps 4 and 5.

## Smoke Detectors

Smoke detectors have been provided in accordance with the Building Codes. Hard-wired smoke detectors have been installed throughout your 3-storey townhome for your safety. In case of power outage, smoke detectors with battery backup has been installed on the floors with bedrooms or dens. It is recommended that you check these detectors regularly to ensure that they are functioning properly.

In the event that there is a false alarm, clear the room of any smoke by opening windows and fan the smoke away from the detectors. If the detector rings for no reason, press the reset button and hold to clear the alarm.



To help ensure that dust particles do not inhibit the performance and function of the alarm, vacuum the contacts by periodically holding the vacuum nozzle to the grill of the smoke detector.

## PLUMBING

If you should ever notice dampness or a growing discoloration on any wall or ceiling, please notify your Property Manager. If within the first year of occupancy, during regular business hours, please contact Anthem Properties. You will find the phone number for both parties in the Emergency Contacts & Info section.

### Drains and Waste Water Lines

P-Traps are located at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains that are used infrequently may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will restore the trap and will likely stop the odour.

The water flow in sinks and or tub drains may begin to slow down. This is result of foreign material getting caught in the drains and restricting the flow. They should be checked and cleaned regularly.

The waste water lines have been provided with clean-outs throughout your home. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean-outs must remain accessible as they are the means of access to the piping should a blockage occur.

Any waste materials such as fats, grease and petroleum products, should not be disposed of down the waste lines. These materials will accumulate in the piping, especially in the P-traps and can significantly reduce the flow of water through the waste system. These substances are very detrimental to the municipal sewage treatment systems.

### Shut Off Values

Each suite has main shut-off valves (hot and cold) installed within the home to isolate the home water supply from the city supply in the event of an in-suite emergency. All residents should be aware of their main shut-off valves' location and operation. In addition some suites may have shut-off valves to isolate a plumbing fixture from the in-suite water supply. They are generally located beneath the sink in the kitchen and bathroom. Additionally there are shut-offs located in the laundry area and behind each toilet.

### Faucet Cartridge

The faucets that have been installed in your sinks and tub use a washerless type faucet cartridge. The cartridge controls the flow of water and is replaceable. To resolve a dripping problem the best option may be to replace the cartridge. For replacement please refer to your local plumbing supplier. Follow replacement instructions on the package or hire a qualified plumber. The kitchen sink faucet may require tightening on occasion to prevent leaks. Simply pull the spout down and tighten.

### Water Conservation

To promote sustainability, all plumbing fixtures have water conservators/restrictions installed in them. The water pressure in the water lines is normal but the plumbing fixtures themselves have been designed to reduce the volume of water being supplied. This measure reduces the amount of waste water going to municipal sewage treatment plants. Every effort to reduce wastes create a better living environment for you and your family.

## Toilets

The toilets installed in your home also reduce water usage and use much less water when compared to older toilets.

Never flush hair, grease, lint, diapers, sanitary products, "Q" tips or plastic products in the toilet. This form of waste can plug the toilet. To remove blockages try clearing it with a plunger. A more severe blockage will require the help of a plumber.

If water continuously runs into the toilet bowl from the tank, one or two situations may be occurring:

- The float in the tank is set too high allowing water to drain down the overflow tube into the bowl. To rectify this, simply adjust the height of the ball valve so that the water will be shut off before it reaches the height of the overflow outlet.
- There may be a poor seal at the flapper valve at the base on the interior of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve will require replacement.

Avoid the use of the in tank sanitizers. Some of them can cause the flapper valve to harden and distort the valve, causing the water to constantly drain from the tank.

**Outside Taps (Hose Bibs for Garden Connection)**  
Some homes may have exterior hose bibs installed. During the winter months, the line may need to be isolated or drained. If garden hoses are left attached to hose bibs during the winter freezing of the water line can occur. This is problematic once the pipes thaw as they may leak.

## Frost Free Hose Bib

The frost free valve when it is turned off actually shuts the water off inside your home thus preventing freezing on the pressure side of the water supply. The valve stem is approximately 10" to 12" long.

If this type of valve is installed on the exterior of your home simply turn the valve off and remove the garden hose or any other attachment when the outside temperatures are expected to go below 10°C. We are suggesting this temperature because a cool wind in conjunction with lower temperatures can create a wind chill that might cause freezing or gelling of any water trapped inside the tubing. Store the hose inside.

Should the water freeze in the tube it will cause the tube to expand and break. The next time the valve is turned on it will cause flooding.

## Back Flow Preventer

This device will help prevent water and especially soap from being circulated back into your domestic water system when a pressure device with a soap dispenser is operated using the exterior tap as the water supply.

If there is an exterior tap on your patio be sure to familiarize yourself with the type of hose bib installed and remember to winterize it before the cooler temperatures.

## **INTERIOR ENVIRONMENTAL CONTROLS**

There are three components to consider when creating a comfortable and healthy indoor environment:

- Temperature
- Ventilation
- Humidity

Achieving the proper balance between these three variables is a matter of building design, construction materials and personal environment.

### **Design**

The Rockwoods has been designed to provide flexible climate controls to each home. All environmental systems are controlled by individual owners and service only their homes.

### **Construction**

During the building process, a variety of materials and techniques are used to create a building that is well protected from the outside environment. Weather scaling and insulation are used extensively to make your home dry and energy efficient. However, beneficial in many ways, we have all come to learn that a tightly sealed building does have its drawbacks. Poor ventilation and internal humidity that builds up can be unpleasant, unhealthy and damaging to the building. To counter these potential problems, your home has been equipped with features for you to use in creating your ideal interior climate.

## Homeowner's Role

For your use and convenience three different control mechanisms are available for you to manage your environment. Thermostats for heat, a de-humidistat for fan exhaust and windows for ventilation.

## Thermostats

Each room in your home has a thermostat controlled electric heater. With these it is possible to control the heat distribution throughout your home more precisely. For the sake of energy conservation, you may wish to turn down thermostats in a room not frequently used. The thermostats should not be set to zero. Too low a temperature will create unnecessary condensation and possibly mold. A more desirable setting would be 15°C or 59°F for inactive rooms.



Thermostats can vary by as much as plus or minus 3°C as a result it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that will provide a comfortable room temperature.

## Fan Control Timer

Generally, the control is located in a closet space near the main bathroom on a wall about five feet off the floor. There is a timer for running the bathroom fan that should be set to run from 8am to noon and from 4 pm to 8 pm daily. If the owner is finding condensation on the windows, the time should be increased by an hour. If there is still condensation on the windows, increase the operating cycle again by an hour until there is no longer condensation

As this device uses the bathroom fan exclusively, you may want to leave the bathroom door open to enable the system to work at peak efficiency. The manual switch in the bathroom also controls the same fan. However, the timer control will however override the manual fan switch.



We have provided some examples of humidity levels and corresponding outside temperatures that can be used as a guideline to help evaluate the amount of humidity in your home.

Outside Temperature	Relative interior Humidity at an indoor temperature of 21°C
-30°C	15%
-24°C	20%
-18°C	25%
-12°C	30%
-6°C	40%
Above 0°C	and higher turn off

To change the time settings, please refer to the Wall Box Timer Manual in the Manual Section of this homeowner's manual.

**CAUTION:** Do not turn the timer dial counter clockwise when resetting the time.



## De-humidistat (Fan Control Timer)

Generally the control is located in a closet space near the main bathroom on a wall about five feet off the floor. In units where there is a bathroom on the ground floor, the control is located in the closets closest to this bathroom. The device used to control the humidity is a timer. This device automatically activates the bathroom fan at preset times. The clock is set to activate the bathroom fan at two different times of the day for 4 hour period.

As this device uses the bathroom fan exclusively, you may want to leave the bathroom door open to enable the system to work at peak efficiency. The manual switch in the bathroom also controls the same fan. The timer control will however override the manual fan switch.

We have provided some examples of humidity levels and corresponding outside temperatures that can be used as a guideline to help evaluate the amount of humidity in your home.

Outside Temperature	Interior Relative Humidity at an indoor temperature of 21°C
-30°C	15%
-24°C	20%
-18°C	25%
-12°C	30%
-6°C	40%
Above 0°C	and higher turn off

To change the time settings please refer to the Wall Box Timer Manual in the Manual Section of this homeowner's manual.

**CAUTION:** Do not turn the timer dial counter clockwise when resetting the time.

## Windows

Windows that open are necessary for ventilation purposes during the colder seasons. The building

is well sealed and insulated making it difficult for fresh air to enter and circulate. Opening a window, even slightly, will provide a fresh air flow for your comfort.

## Integration

All of the items noted above work most effectively when coordinated. As the combinations of settings are endless, your best bet is to experiment. However, for your convenience, and to assist you in finding the most appropriate configuration some tips are listed below.



- The system will operate best under moderate demands. For instance, with a temperature setting of 20°C and humidity level relative to the outside temperature your home should be very comfortable.
- Heat sensitive metals govern the thermostats. They can vary by as much as plus or minus 3°C. With this in mind it may be beneficial to achieve a setting in combination with your comfort level and with the thermostat setting.
- All radiators work by heating the air around them. In order for the heaters to maximize their output capabilities it is important not to place large pieces of furniture in front of them. However, when decorating your home it may be somewhat inconvenient to do this. A possible resolution is to set the furniture 10" – 12" from the face of the heater. Also make sure there are no skirts or valances at the bottom of the furniture.
- It is important not to place heat sensitive items (i.e.: drapes in close proximity to the heaters). There is a risk of fire.

- A final consideration is that heating equipment should be vacuumed/cleaned at least once a year to help enhance airflow through them.

### Fresh Air Grill

Complete exhaust ventilation systems require the right complementary make-up air solutions.

The make-up air which is the fresh air to the room or work area that replaces the exhausted air. This can either be forced make up air (air forced into the room with a fan) or passive make-up air (air drawn into the room through openings such as doors, windows, or exterior vents). Each unit in the Rockwoods is complete with a make-up air system introducing fresh air into the suite through the grill located next to the deck sliding doors or the third floor closet.

### Bathroom Fans

Bathroom fan(s) installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. Some switches can be overridden by the de-humidistat controller when the humidity level in the home is higher than the setting on the controller. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.

### HEATING

Regardless of the type of heating equipment being utilized, the heating system is designed to maintain a minimum indoor temperature of 21°C at the outside design temperature. The indoor temperature is measured in the centre of the room. This calculation is a health issue defined by the Building Code and is not directly related to comfort. Temperature variations from room to room can be expected. Heating equipment can be noisy as the metal expands and contracts when it

is heated and cooling down. This does not affect the systems performance.

Radiant wall heaters (electric) are typically placed below a window or door whenever possible so that the supply of heat will counteract the downward flow of cool air on an outside wall. The heaters at The Rockwoods are much smaller and slimmer in profile than conventional baseboard heaters so you have more flexibility with furniture placement than ever before.

You will find a thermostat in each room to control the temperature. The thermostats use a heat sensitive metal to react to the temperature change. When there is sufficient change in temperature the thermostat will turn the heat on or off. Each thermostat can vary by as much as plus (+) or minus (-) 3°.



### What affects the temperature in the home?

#### Exterior Walls and Windows

Cold will radiate through the exterior insulated walls and windows. This will make the walls and windows feel cold to the touch. It will also have a cooling effect on the warm interior air as the cold mixes with the interior air.

#### Convection

Typically warm air migrates to the centre of a room and rises to the ceiling. It begins to lose some of its heat as cold radiating from the outside mixes and cools the warm interior air. As the interior air loses heat and is cooled it begins to move downward (cold air is heavier than warm air). This downward

motion will create a “draft” of cooler air at exterior windows and walls.

### **Humidity (Condensation)**

Humidity (condensation) is water vapour or moisture in the air.

The optimum year-round humidity level to be maintained within the residence is approximately 45%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment. We have provided mechanical equipment and controls to help you manage humidity levels in your home.

Due to Building Code requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air leakage. This prevents the leakage of warm air to the outside from within the home. It also prevents the interior moisture in the air from being expelled.

Warm air has the ability to hold more moisture than cold air. When the warm moist air comes in contact with a cold surface the water condenses forming water droplets. If water droplets are constantly forming on a cold surface, such as window frames or toilet tanks, it is your early warning sign to adjust the humidity level in your home. As the outside temperature drops it becomes increasingly important to control the level of moisture inside. If humidity is allowed to go unchecked the excess level of moisture can provide a breeding ground for mold and mildew growth, rot wood and peel paint.

If you are experiencing a build-up of moisture in your home (moisture on windows and a general dampness), open windows in different rooms of

the home to allow the interior stale moist air to be replaced with fresh drier air from the outside. Also set the de-humidistat to control the humidity level to correspond with the outside temperature. Use bathroom and cooking fans to exhaust moist air. One of the most effective methods of controlling humidity is with a small portable dehumidifier. This device will remove water from the air. They are available at hardware stores.

Family lifestyle significantly influences the amount of moisture in the form of water vapour being released into the air. The average family can release between 10–50 litres (2–10 gallons) of water into the air every day from such things as cooking, washing dishes and clothes, and showers and baths.

Do not underestimate the importance of finding and maintaining a good interior climate.

The failure of an owner to properly ventilate and maintain proper heating and humidity levels can seriously affect a new home and the health of the occupants. Any resulting damage due to an owner's actions or inaction would not be covered under the warranty.

### **Things to Watch For:**

#### **Bathroom**

- Condensation of the toilet tank
- Mold and mildew on tile grout
- Condensation of walls
- Water dripping from vents

#### **Kitchen**

- Water streaming off windows
- Damaged walls under windows
- Mold in cupboards

- Doors difficult to open

## Bedroom

- Water running off windows
- Rotting window sills
- Cracked or bulging ceiling
- Peeling paint or wallpaper
- Mold in closets, corners of interior surfaces of outside walls, behind furniture

## Living Areas

- Excessive condensation on windows
- Rotting window sills
- Damaged gypsum board
- Moldy drapes, carpets or furniture near outside wall

## Probable Causes

- Excessive house humidity levels
- Moisture from hot baths
- Inadequate ventilation
- Cooking food (especially simmering or boiling)
- Washing dishes
- Combustion moisture from gas ranges
- Poor air circulation between rooms or within a room
- Room temperatures in some rooms much lower than other parts of the home

## Practical Solutions

- Close bathroom door when using shower or bathtub and turn the fan on
- Use the vented hood fan when cooking
- Open window coverings
- Leave doors open between rooms to allow better air circulation
- Install a de-humidifier

## DRYER VENTING

There are four key items that will affect the drying

time for your dryer. They are location, electrical power, blocked piping and size of load.

### 1. Location

In a townhouse, the in-suite laundry room will be located toward the center of the building away from exterior walls typically on the top floor and vents through roof. This maximizes the amount of useable living space and window openings in your home.

This will also increase the length of the piping used to exhaust the air from the dryer. The dryer is designed to operate within these parameters.

### 2. Electrical Power

The electrical supply for the building is three phase 120/208 volts.

### 3. Loading

When loading the dryer it is a good idea to minimize the load. A smaller load will dry more quickly than a full load.

### 4. Piping

Always make sure that the lint trap and the dryer venting is clear of lint. Clean the lint trap after each use. The dryer ducting should be professionally cleaned at least once a year and the vent cover should be cleaned about once a month if accessible.

The preceding factors or a combination thereof will impact the drying time for an in-suite dryer.

## MAINTENANCE & CARE OF EXTERIOR FINISHES

Maintenance and care of exterior finishes are the responsibility of the property management company. The following information is provided for preventive measures.

### Weather Stripping

Weather stripping on exterior doors and windows will not provide an air tight seal. At the intersection of doors where there is side weather stripping and a bottom door sweep there will be a small gap. This cannot be avoided. The weather stripping should be checked annually to ensure the seal is adequate.

### Caulking

Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints of exterior finishes. In some cases it is used for aesthetic reasons however its main purpose is to work in conjunction with other water proofing procedures to prevent water from penetrating the building envelope. Should the caulking show signs of shrinkage and/or gaps it should be reported to the Strata Council for its removal and replacement with new caulking.

### Deck Drains and Scuppers

It is the responsibility of each resident to ensure that their deck drain(s) or scupper(s) are kept clear of debris. A blockage can cause serious problems such as water entering the building interior. This would not be covered under the five year Building Envelope Warranty.

### Deck Membranes

Regularly inspect for damage (cuts, tears, etc.) and report any damage immediately. Do not cover with materials such as carpet. Water will be retained in the carpet and become a breeding ground for mold. Wash with a mild solution of soap and water.

### Concrete

Concrete is susceptible to shrinkage as it cures. This shrinkage causes stress within the concrete, which often results in surface cracks as the stress is released. This is normal. Some of the cracking can be controlled by the installation of control joints in the concrete.

Salt and some de-icing chemicals can damage the concrete when used on sidewalks and driveways and cause it to spall (pieces of the surface lift off). This will void the warranty. Other alternatives should be found for problem areas. Some types of de-icers or sand may be used.

### Ledgestone

Neither the mortar joints in the stonework or themselves are entirely waterproof. Behind the bottom course of the stone contains intentional openings (via bug screens) which allow for the drainage of moisture from the cavity located behind the stone. These openings must remain unobstructed and must be a consideration when landscaping.

Efflorescence is a whitish powder-like substance that may appear on the surface of concrete and clay products (i.e.: bricks), but not likely for a stone product. It does not affect the integrity or the performance of the product. Efflorescence is not a warrantable issue.

As the concrete product dries some of the calcium oxide will convert to calcium hydroxide. This is soluble in water and will migrate to the surface. On the surface a chemical reaction occurs between the calcium hydroxide, water and carbon dioxide from the air to form water insoluble calcium carbonate (efflorescence). A chemical reaction will continue

to occur between the calcium carbonate, water and carbon dioxide to form water soluble calcium bicarbonate. In most cases the efflorescence can be removed with a brush. If there is a residue that remains a product called "Mineral Spirits," available at stone suppliers will aid in the removal.

### **Fiber Cement Siding / Panel**

Fiber cement is an extremely durable manufactured siding material derived from cement, sand, and cellulose fibers. The materials are bonded together during a baking process called autoclaving, using high-temperature steam.

The good news is that it is low-maintenance compared to many other siding options, including wood siding. Since it is resistant to insects, fungus, extreme temperature shifts, rain, UV rays, and high winds, most of the preventative maintenance other siding types require is unnecessary.

### **Vinyl Siding**

Vinyl is made from plastic PVC thus it quite durable and easy to clean.

### **Cedar Siding**

Cedar is a natural wood that is stained to its current shade and colour. Though it is a durable material it does require the reapplication of staining to protect the longevity as well as aesthetics of the material.

Any concerns about the envelope and the way it is being maintained should be directed to the attention of the Strata Council or Property Manager.

### **Landscaping and Irrigation**

Maintaining the landscaping and irrigation systems is the responsibility of the contractors that are hired by the Strata Council and your Property Manager.

Any concerns about the landscaping and the way it is being maintained should be directed to the attention of the Strata Council or Property Manager.

### **Asphalt**

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time the effects of weather and earth movement will cause minor settling and cracking.

### **Chemical Spills**

Asphalt is a petroleum product. Gasoline, oil and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water and then rinse thoroughly with clean water.

### **Hot Weather**

Avoid prolonged loads on the asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle stands, trailers or even cars left in the same spot for long periods of time can create depressions or punctures in the asphalt.

## PRODUCT INDEX

The following pages contain a detailed listing of all the products in your home.

We think that you will find this section to be very useful. For example, sometimes simply knowing the model number of a particular appliance can help.

Appliances	Page 47
Interior Finishes	Page 49
Electrical Systems	Page 54
Heating & Ventilation	Page 56
Plumbing	Page 57
Exterior Components	Page 59

## APPLIANCES

Item	Model	
<b>Washing Machine</b>	<b>YFW9050XW</b>	
Warranty:	1 yr Limited	
Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company Whirlpool
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone 1-800-807-6777
Location:	Laundry	
Item	Model	
<b>Dryer</b>	<b>YWED9050XW</b>	
Warranty:	1 yr Limited	
Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company Whirlpool
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone 1-800-807-6777
Location:	Laundry	
Item	Model	
<b>Automated Garage Door</b>	<b>Stratford 1000</b>	
Warranty:	15 yrs Limited Lifetime	
Manufacturer*	Supplier*	Installer*
Company Amarr	Company The Garage Door Depot	Company The Garage Door Depot
Phone 1-800-503-DOOR	Phone 604.526.1086	Phone 604.526.1086
Location:	Garage	

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## APPLIANCES

Item	Model
<b>Electronic Garage Door Operator</b>	<b>LDO 50</b>

Warranty: Limited 1 yr Electrical, 5 yrs Mechanical

Manufacturer*	Supplier*	Installer*
Company Linear	Company The Garage Door Depot	Company The Garage Door Depot
Phone 1-800-421-1587	Phone 604.526.1086	Phone 604.526.1086

Location: Garage

Item	Model
<b>Electric Range</b>	<b>YGY397LXUS</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company N/A
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone N/A

Location: Kitchen

Item	Model
<b>Dishwasher</b>	<b>WDF310PAAS</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company Tap Roots
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone 604-222-1282

Location: Kitchen

Item	Model
<b>Oven</b>	<b>W10432288A</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company N/A
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone N/A

Location: Kitchen

Item	Model
<b>Refrigerator</b>	<b>WRF560SFYM</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Whirlpool	Company Whirlpool	Company N/A
Phone 1-800-807-6777	Phone 1-800-807-6777	Phone N/A

Location: Kitchen

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## APPLIANCES

Item	Model
<b>Microwave &amp; Hood Fan</b>	<b>YWMH31017AS</b>

Warranty: 1 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Whirlpool	Company	Whirlpool	Company	Whirlpool
Phone	1-800-807-6777	Phone	1-800-807-6777	Phone	1.888-807-6777

Location: Kitchen

Item	Model
<b>In-Sink Disposal</b>	<b>Legend 111</b>

Warranty: 1 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Waste King	Company	Tap Roots	Company	Tap Roots
Phone	1-888-875-9283	Phone	604-222-1282	Phone	604-222-1282

Location: Kitchen

## INTERIOR FINISHES

Item	Model (Dogwood Colour Scheme)
<b>Cabinetry</b>	<b>Lower Arborite T492CA White Chocolate; Upper Wilsonart Frosty White</b>

Warranty: 2 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.
Phone	604.527.2088	Phone	604.527.2088	Phone	604.527.2088

Location: Kitchen, Bathroom, Fireplace Surround (Optional)

Item	Model (Fern Colour Scheme)
<b>Cabinetry</b>	<b>Lower Formica 5883-58 Pecan Woodline; Upper same as lower</b>

Warranty: 2 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.
Phone	604.527.2088	Phone	604.527.2088	Phone	604.527.2088

Location: Kitchen, Bathroom, Fireplace Surround (Optional)

Item	Model (Burlrush Colour Scheme)
<b>Cabinetry</b>	<b>Lower Arborite T496CA Monaco; Upper 1500-60 Grey</b>

Warranty: 2 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.	Company	Wortra Enterprises Ltd.
Phone	604.527.2088	Phone	604.527.2088	Phone	604.527.2088

Location: Kitchen, Bathroom, Fireplace Surround (Optional)

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.

## INTERIOR FINISHES

Item	Model
<b>Cabinetry - Hardware - Chrome</b>	<b>Inspiration Contemporary Chrome</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
Richelieu	Wortra Enterprises Ltd.	Wortra Enterprises Ltd.
Phone: 604.273.3494	Phone: 604.527.2088	Phone: 604.527.2088

Location: Kitchen, Bathroom,

Item	Model
<b>Millwork (Upgrade - closet, work station)</b>	<b>3 schemes per above</b>

Warranty: 2 yr Limited

Manufacturer* Company	Supplier* Company	Installer* Company
TS Manufacturing	TS Manufacturing	TS Manufacturing
Phone: 604-576-7511	Phone: 604-576-7511	Phone: 604-576-7511

Location: Living Room, Kitchen

Item	Model
<b>Countertops - Granite</b>	<b>Moon White (Dogwood Scheme), Ivory Gold (Fern Scheme), Kodiak (Bulrush)</b>

Warranty: 1 yr Limited

Manufacturer* Company	Supplier* Company	Installer* Company
Margranite Industry	Arctic Stone Ltd.	Arctic Stone Ltd.
Phone: 604-435-4431	Phone: 604.276.8481	Phone: 604.276.8481

Location: Kitchen, Master Ensuite, Bath Upgrade

Item	Model
<b>Countertops - Arborite Laminate</b>	<b>Arborite Snow White</b>

Warranty: 1 yr Limited

Manufacturer* Company	Supplier* Company	Installer* Company
Arborite	The Countertop Shop	The Countertop Shop
Phone: 604-790-2411	Phone: 604.244.9320	Phone: 604.244.9320

Location: Bathroom Vanity

Item	Model
<b>Backsplash - Tile - Ceramic</b>	<b>1CDEWHG816 White</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
N/A	ICAN Tile	ICAN Tile
Phone: N/A	Phone: 604.299.0146	Phone: 604.299.0146

Location: Kitchen

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## INTERIOR FINISHES

Item	Model
<b>Wall - Tile - Ceramic</b>	<b>6-1/2" x 18" - ICDEWHG816 White</b>

Warranty: N/A

Manufacturer*	Supplier*	Installer*
Company N/A	Company ICAN Contracting Ltd.	Company ICAN Contracting Ltd.
Phone N/A	Phone 604.299.0146	Phone 604.299.0146

Location: Bathroom

Item	Model
<b>Bathroom Accessories</b>	<b>Qube Collection (Polished Chrome)</b>

Warranty: Limited Lifetime

Manufacturer*	Supplier*	Installer*
Company Taymor	Company McGregor & Thompson	Company Rosewood Finishing
Phone 1.800.387.7064	Phone 604.253.8252	Phone 604.339.6320

Location: Bathroom

Item	Model
<b>Doors - Interior Shower</b>	<b>6mm Semi-Frameless</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Rahul Glass Ltd.	Company Rahul Glass Ltd.	Company Rahul Glass Ltd.
Phone 604.596.2651	Phone 604.596.2651	Phone 604.596.2651

Location: Bathroom

Item	Model
<b>Mirrors</b>	<b>5mm Polished Edge</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Rahul Glass Ltd	Company Rahul Glass Ltd	Company Rahul Glass Ltd
Phone 604.596.2651	Phone 604.596.2651	Phone 604.596.2651

Location: Bathroom

Item	Model
<b>Doors - Interior</b>	<b>Honeycomb Hardboard</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company McGregor & Thompson	Company McGregor & Thompson	Company McGregor & Thompson
Phone 604.253.8252	Phone 604.253.8252	Phone 604.253.8252

Location: Indoor

Item	Model
<b>Doors - Interior - Hardware</b>	<b>Astra AS-11 Satin Chrome</b>

Warranty: 3 yr Limited

Manufacturer*	Supplier*	Installer*
Company Orion Hardware	Company McGregor & Thompson	Company Rosewood Finishing
Phone 1.800.276.6627	Phone 604.253.8252	Phone 604.339.6320

Location: Indoor

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.

## INTERIOR FINISHES

Item	Model
<b>Flooring - Carpet</b>	<b>Style #4027 32 on Nylon Cut Pile (Colour: Stratford II)</b>

Warranty: 3 yr Texture Rention, 5 yr Stain, 10 yr wear

Manufacturer*	Supplier*	Installer*
Company Beaulieu Canada	Company Ploutos Enterprises Ltd.	Company Ploutos Enterprises Ltd.
Phone 604.875.6484	Phone 604.875.6484	Phone 604.875.6484

Location: Bedrooms, Dens, Stairs, Hallways

Item	Model (High Performance Collection Natural)
<b>Flooring - Laminate Wood Flooring</b>	<b>Driftwood (Dogwood Scheme), Latte (Fern Scheme), Natural Mystic Grey (Bulrush Scheme)</b>

Warranty: 5 yr Limited

Manufacturer*	Supplier*	Installer*
Company Satin Finish	Company Ploutos Flooring	Company Ploutos Flooring
Phone 1.800.26.SATIN	Phone 604.875.6484	Phone 604.875.6484

Location: Living Areas

Item	Model
<b>Flooring - Tile</b>	<b>12x24: ICCOMO1224 Moss (Building 1), ICDEOL1227 Olive Colour (All other buildings)</b>

Warranty: N/A

Manufacturer*	Supplier*	Installer*
Company N/A	Company ICAN Tile	Company ICAN Tile
Phone N/A	Phone 604.299.0146	Phone 604.299.0146

Location: Bathroom, Entry Foyer, Laundry

Item	Model
<b>Closet - Shelving</b>	<b>Closet Maid Standard White Wiring Shelving</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Closet Maid	Company Rahul Glass Ltd	Company Rahul Glass Ltd
Phone N/A	Phone 604.596.2651	Phone 604.596.2651

Location: Bathroom

Item	Model
<b>Interior Woodwork - Baseboard</b>	<b>Flat stock 3 1/2" H x 1/2" thick</b>

Warranty: N/A

Manufacturer*	Supplier*	Installer*
Company UltraLite	Company Dick's Lumber / Curtis	Company Rosewood Finishing
Phone N/A	Phone 604.591.1222	Phone 604.339.6320

Location: Indoor

Item	Model
<b>Interior Woodwork - Casing</b>	<b>Flat stock, 2 1/2" x 9/16" (side) 3 1/2" x 11/16" (header)</b>

Warranty: N/A

Manufacturer*	Supplier*	Installer*
Company N/A	Company McGregor & Thompson	Company McGregor & Thompson
Phone N/A	Phone 604.253.8252	Phone 604.253.8252

Location: Indoor

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## INTERIOR FINISHES

Item	Model
<b>Stair Railing - Wood</b>	<b>Painted, Round 1 5/8"</b>

Warranty: 1 yr Limited

Manufacturer* Company	Supplier* Company	Installer* Company
N/A	Dick's Lumber / Curtis	Rosewood Finishing
Phone	Phone	Phone
N/A	604.591.1222	604.339.6320

Location: Stairs

Item	Model
<b>Interior Paint</b>	<b>C1290001 Color SW7014, Comex Ultratech Flat</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
General Paint	Peter's Painting Ltd	Peter's Painting Ltd
Phone	Phone	Phone
1.604.536.56747	604.805.2804	604.805.2804

Location: Indoor

Item	Model
<b>Interior Paint</b>	<b>C1360001 Color SW7014, Comex Ultratech Semi Gloss</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
General Paint	Peter's Painting Ltd	Peter's Painting Ltd
Phone	Phone	Phone
1.604.536.56747	604.805.2804	604.805.2804

Location: Doors, Trims, Ceilings, Baseboards

Item	Model
<b>Interior Paint</b>	<b>C1320001 Color SW7014, Comex Ultratech Eggshell</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
General Paint	Peter's Painting Ltd	Peter's Painting Ltd
Phone	Phone	Phone
1.604.536.56747	604.805.2804	604.805.2804

Location: Bathroom Walls

Item	Model
<b>Interior Paint</b>	<b>Textured Ceiling</b>

Warranty: N/A

Manufacturer* Company	Supplier* Company	Installer* Company
N/A	Hi Beam Contracting	Hi Beam Contracting
Phone	Phone	Phone
N/A	604.207.1300	604.207.1300

Location: Ceilings

Item	Model
<b>Window Covering - Blinds</b>	<b>1" Horizontal Aluminum (White)</b>

Warranty: 1 yr Limited

Manufacturer* Company	Supplier* Company	Installer* Company
MGR Installations	MGR Installations	MGR Installations
Phone	Phone	Phone
604.689.2732	604.689.2732	604.689.2732

Location: Indoor

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## INTERIOR FINISHES

Item	Model				
<b>Patio Door Covering - Blinds</b>	<b>1" Horizontal Aluminum (White)</b>				
Warranty:	1 yr Limited				
Manufacturer* Company	MGR Installations	Supplier* Company	MGR Installations	Installer* Company	Rosewood Finishing
Phone	604.689.2732	Phone	604.689.2732	Phone	604.339.6320
Location:	Indoor				

## ELECTRICAL SYSTEMS

Item	Model				
<b>Track Lighting</b>	<b>Track: 20148WH/20196WH Head: MLV34WH or PLV34/1WH Monopoint</b>				
Warranty:	1 yr Limited				
Manufacturer* Company	Banvil 2000	Supplier* Company	Design Lighting	Installer* Company	Energy Electric
Phone	1.888.822.6845	Phone	(604) 576-8733	Phone	604.575.5559
Location:	Kitchen & (Some) 3rd Floor Landings				

Item	Model				
<b>Vanity Lamp 2'</b>	<b>710717CH - Polished Chrome</b>				
Warranty:	1 yr Limited				
Manufacturer* Company	Galaxy Lighting	Supplier* Company	Design Lighting	Installer* Company	Energy Electric
Phone	604.278.8881	Phone	(604) 576-8733	Phone	604.575.5559
Location:	Bathrooms				

Item	Model				
<b>Vanity Lamp 3'</b>	<b>71078CH - Polished Chrome</b>				
Warranty:	1 yr Limited				
Manufacturer* Company	Galaxy Lighting	Supplier* Company	Design Lighting	Installer* Company	Energy Electric
Phone	604.278.8881	Phone	(604) 576-8733	Phone	604.575.5559
Location:	Bathroom Showers				

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## ELECTRICAL SYSTEMS

Item	Model
<b>Recessed Lighting (Wet Areas)</b>	<b>4" Shower Trim</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Galaxy Lighting	Company: Design Lighting	Company: Energy Electric
Phone: 604.278.8881	Phone: (604) 576-8733	Phone: 604.575.5559

Location: Living

Item	Model
<b>Stair Wall Sconce</b>	<b>213130BN</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Galaxy Lighting	Company: Design Lighting	Company: Energy Electric
Phone: 604.278.8881	Phone: (604) 576-8733	Phone: 604.575.5559

Location: Bathrooms

Item	Model
<b>Recessed Ceiling Fixtures</b>	<b>4" Recessed Pot Light</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Galaxy Lighting	Company: Design Lighting	Company: Energy Electric
Phone: 604.278.8881	Phone: (604) 576-8733	Phone: 604.575.5559

Location: Throughout Home

Item	Model
<b>Surface-Mounted Ceiling Fixtures</b>	<b>680412 BN - Brushed Nickel</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Galaxy Lighting	Company: Design Lighting	Company: Energy Electric
Phone: 604.278.8881	Phone: (604) 576-8733	Phone: 604.575.5559

Location: Throughout Home

Item	Model
<b>Marine Light Sconce</b>	<b>305012WH - Round Cast Aluminium Gasket Marine Light</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Galaxy Lighting	Company: Design Lighting	Company: Energy Electric
Phone: 604.278.8881	Phone: (604) 576-8733	Phone: 604.575.5559

Location: Under the Stairs

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



## HEATING & VENTILATION

Item	Model
<b>Fan Controller - In-Wall Timer</b>	<b>KM2 Series</b>

Warranty: 1 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Intermatic	Company	Tap Roots	Company	Tap Roots
Phone	815-675-7000	Phone	604-222-1282	Phone	604-222-1282

Location: Utility Room (in Garage)

Item	Model
<b>Heating - Electric Baseboard</b>	<b>LC Series</b>

Warranty: 10 yr element, 1 yr on unit

Manufacturer*		Supplier*		Installer*	
Company	Dimplex	Company	Energy Electric	Company	Energy Electric
Phone	1.888.668.6663	Phone	604.575.5559	Phone	604.575.5559

Location: Indoor

Item	Model
<b>Thermostat</b>	<b>TS521W</b>

Warranty: Limited

Manufacturer*		Supplier*		Installer*	
Company	Dimplex/ Chromalox	Company	Energy Electric	Company	Energy Electric
Phone	1.888.443.2640	Phone	604.575.5559	Phone	604.575.5559

Location: Indoor

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.





## HEATING & VENTILATION

Item	Model
<b>Hot Water Tank</b>	<b>All except construction unit Type C: Residential Lowboy Energy Saver M2-50L6DS</b>

Warranty: 6 yr limited tank

Manufacturer*	Supplier*	Installer*
Company: Bradford White	Company: Tap Roots	Company: Tap Roots
Phone: 1.866.690.0961	Phone: 604-222-1282	Phone: 604-222-1282

Location: Utility Room (in Garage)

Item	Model
<b>Hot Water Tank</b>	<b>Construction unit Type C - Residential Upright M-2-HE50S6DS</b>

Warranty: 6 yr limited tank

Manufacturer*	Supplier*	Installer*
Company: Bradford White	Company: Tap Roots	Company: Tap Roots
Phone: 1.866.690.0961	Phone: 604-222-1282	Phone: 604-222-1282

Location: Utility Room (in Garage)

Item	Model
<b>Exhaust Fans</b>	<b>Broan QTRE090C</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Broan	Company: Tap Roots	Company: Tap Roots
Phone: 1.888.882.7626	Phone: 604-222-1282	Phone: 604-222-1282

Location: Bathroom

## PLUMBING

Item	Model
<b>Undermount Kitchen Sink</b>	<b>Urban Edge - 3658 - Urban Edge</b>

Warranty: Limited

Manufacturer*	Supplier*	Installer*
Company: Julien	Company: Tap Roots	Company: Tap Roots
Phone: 1-800-461-3377	Phone: 604-222-1282	Phone: 604-222-1282

Location: Kitchen

Item	Model
<b>Kitchen Sink Faucet</b>	<b>31349 - Conetto - Chrome</b>

Warranty: 10 yr Limited

Manufacturer*	Supplier*	Installer*
Company: Grohe	Company: Tap Roots	Company: Tap Roots
Phone: 1-905-271-2929	Phone: 604-222-1282	Phone: 604-222-1282

Location: Kitchen

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



# HOMEOWNER'S MANUAL

## PLUMBING

**Item** **Model**  
**Lavatory Faucet** **347270 - Concetto Centreset - Chrome**

Warranty: 10 yr Limited

Manufacturer*		Supplier*		Installer*	
Company	Grohe	Company	Tap Roots	Company	Tap Roots
Phone	1-905-271-2929	Phone	604-222-1282	Phone	604-222-1282

Location: Bathrooms

**Item** **Model**  
**Bath & Shower Faucet Trim** **35009 - Concetto - Chrome**

Warranty: 6 yr limited tank

Manufacturer*		Supplier*		Installer*	
Company	Grohe	Company	Tap Roots	Company	Tap Roots
Phone	1-905-271-2929	Phone	604-222-1282	Phone	604-222-1282

Location: Bathrooms

**Item** **Model**  
**Square Shower Base** **3636**

Warranty: 5 yr limited

Manufacturer*		Supplier*		Installer*	
Company	Venco	Company	Tap Roots	Company	Tap Roots
Phone	604-940-4960	Phone	604-222-1282	Phone	604-222-1282

Location: Bathrooms

**Item** **Model**  
**Rectangular Shower Base** **6030**

Warranty: 5 yr limited

Manufacturer*		Supplier*		Installer*	
Company	Venco	Company	Tap Roots	Company	Tap Roots
Phone	604-940-4960	Phone	604-222-1282	Phone	604-222-1282

Location: Bathrooms

**Item** **Model**  
**Bathtub** **Naturelle 32 - White**

Warranty: 5 yr limited

Manufacturer*		Supplier*		Installer*	
Company	Venco	Company	Tap Roots	Company	Tap Roots
Phone	604-940-4960	Phone	604-222-1282	Phone	604-222-1282

Location: Bathrooms

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.



# HOMEOWNER'S MANUAL

## PLUMBING

Item	Model
<b>Elongated Toilet</b>	<b>2120501 00 - Stark 3 - White</b>

Warranty: 5 yr on ceramic, 1 yr on parts

Manufacturer*	Supplier*	Installer*
Company Duravit	Company Tap Roots	Company Tap Roots
Phone 1.770.931.3575	Phone 604-222-1282	Phone 604-222-1282

Location: Bathrooms

Item	Model
<b>Toilet Seat + Cover</b>	<b>006332 00 - Stark 3 - White</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Duravit	Company Tap Roots	Company Tap Roots
Phone 1.770.931.3575	Phone 604-222-1282	Phone 604-222-1282

Location: Bathrooms

Item	Model
<b>Drop-In Lavatory</b>	<b>Neptune - White</b>

Warranty: 1 yr Limited

Manufacturer*	Supplier*	Installer*
Company Acri-Tec	Company Tap Roots	Company Tap Roots
Phone 604.607.0856	Phone 604-222-1282	Phone 604-222-1282

Location: (Some) Bathrooms

## EXTERIOR COMPONENTS

Item	Model
<b>Privacy/Security - Railing - Aluminum</b>	<b>Custom Design</b>

Warranty: 2 yr Limited

Manufacturer*	Supplier*	Installer*
Company Eliros Aluminum	Company Eliros Aluminum	Company Eliros Aluminum
Phone 604.580.3332	Phone 604.580.3332	Phone 604.580.3332

Location: Deck

Item	Model
<b>Privacy Screen - Aluminum</b>	<b>Custom Design</b>

Warranty: 2 yr Limited

Manufacturer*	Supplier*	Installer*
Company Eliros Aluminum	Company Eliros Aluminum	Company Eliros Aluminum
Phone 604.580.3332	Phone 604.580.3332	Phone 604.580.3332

Location: Front Entrance where applicable

\*Please contact your home builder directly to resolve any issues that may arise during the home warranty period. Failure to do so may void your home warranty.

## THE ROCKWOODS TRADES LIST PHONE NUMBERS

The following sub-trade contractors and product manufacturers or suppliers were used in the construction of your new home. Should you require service, you may wish to contact the appropriate supplier or sub-trade directly. Please document any contact and if prompt service is not provided, contact your Anthem Properties directly.

<b>Description</b>	<b>Sub-trade</b>	<b>Contact</b>	<b>Telephone</b>
Appliances	Whirlpool Appliances	Whirlpool	1-800-807-6777
Bathroom Accessories	McGregor & Thompson	Matt Maseko	(604) 253-8252
Cabinets	Wortra Enterprises Ltd.	Terry Kim	(604) 527-2088
Ceramic Tile	Ican Contracting Ltd.	Tony / Ravi	(604) 299-0146
Closet Shelving	Rahul Glass Ltd	Sandeep Gill (Sandy)	(604) 596-2651
Countertops (Granite)	Arctic Stone Ltd.	Lorraine Chan	(604) 276-8481
Countertops (Laminated)	The Countertop Shop Ltd.	Les Szymanski	(604) 244-920
Doors and Hardware	McGregor & Thompson	Matt Maseko	(604) 253-8252
Electrical	Energy Electric	Mike Stam	(604) 575-5559
Electrical Fixtures	Design Lighting	Teresa Deddens	(604) 576-8733
Flooring (Carpet & Laminate)	Ploutos Enterprises Ltd.	Jim Wesley	(604) 875-6484
Mirrors	Rahul Glass Ltd	Sandeep Gill (Sandy)	(604) 596-2651
Painting	Peter's Painting Ltd.	Sebastian Strycharek	(604) 805-2804
Plumbing/Sprinkler/Gas/ HVAC	Tap Roots Plumbing & Heating Ltd.	Walter Regehr	(604) 222-1282
Shower Doors	Rahul Glass Ltd	Sandeep Gill (Sandy)	(604) 596-2651
Window Coverings	MGR Installations	Murray Reid	(604) 689-2732

## SECTION 5:

### WARRANTY

---

<b>Third-Party Warranty Providers</b>	Page 62
---------------------------------------	---------

National Home Warranty  
The Homeowner Protection Office

---

<b>Warranty Information</b>	Page 62
-----------------------------	---------

---

<b>Definitions</b>	Page 63
--------------------	---------

Building Envelope  
Defect  
Delivery & Distribution Systems  
Material & Labour  
Warranty Exclusions

---

<b>Summary</b>	Page 65
----------------	---------

## WARRANTY

### Third-Party Warranty Providers:

#### National Home Warranty

Suite 1100 – 1125 Howe Street

Vancouver, BC, V6Z 2Y6

T: (604) 608-6678

Toll Free: 1 (888) 243-8807

F: (604) 408-1001

Website: [www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)

#### The Homeowner Protection Office

Suite 650 – 4789 Kingsway

Burnaby, BC, V5H 0A3

T: (604) 646-7050

F: (604) 646-7051

Website: [www.hpo.bc.ca](http://www.hpo.bc.ca)

### Warranty Information

The Homeowner Protection Act regulates the residential construction industry. Builder licensing and mandatory home warranty coverage came into effect July 1, 1999. The standard for home warranty coverage has been established by the act and is commonly referred to as a 2-5-10 New Home Warranty.

Home warranty is an insurance product. Only an insurance company that has been approved by the Financial Institutions Commission can provide the warranty coverage. Home warranty is a regulated insurance product designed for the benefit of new homeowners.

### The warranty coverage is as follows:

First twelve months – coverage for any defect in materials and labour within the home.

First fifteen months – coverage for any defect in materials and labour in the common property of a multi-unit building.

First twenty-four months – coverage for any defect in materials and labour supplied for the electrical, plumbing, heating and ventilation delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home.

Five Years – This warranty provides coverage for the building envelope for up to five (5) years against unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

Ten Years – This is for structural defects

1. Any defects in materials and labour that results in the failure of a Load Bearing part of the new home, and
2. Any defects which cause structural damage that materially and adversely affect the use of the new home for residential occupancy.

## WARRANTY

### DEFINITIONS

#### **Building Envelope:**

Means the assemblies, components and materials of a new home which are intended to separate and protect the interior space of the new home from the adverse affects of exterior climate conditions. Interior space of the new home includes all material not directly exposed to the exterior climatic conditions. Exterior climatic conditions mean the direct affect of weather on the above-grade portion of the new home.

#### **Defect:**

Means any design or construction that is contrary to the Building Code or that requires repair or replacement due to negligence of a Builder or person for whom the Builder is responsible at law.

#### **Delivery and Distribution Systems:**

Means the mechanical and electrical systems for delivery and distribution of gas, electricity, water, waste, heat and air within and throughout a new home, but excludes plumbing and electrical fixtures and appliances.

#### **Material and Labour:**

Means only the materials and labour supplied by the Builder for construction of the new home.

### Warranty Exclusions

The warranty does not cover the following:

1. Weathering, normal wear and tear, deterioration consistent with normal industry standards;
2. Normal shrinkage of materials caused by drying after construction;
3. Any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
4. Materials, labour or design supplied by an owner;
5. Any damage to the extent it is caused or made worse by an owner or third party;
6. Failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to National Home Warranty of a defect or discovered loss or a potential defect or loss;
7. Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the building code by the builder or its employees, agents or sub-contractors;
8. Accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide and changes in the level in the underground water table which are not reasonably foreseeable by the builder.

9. Bodily injury or damage to personal property or real property which is not part of the new home;
10. Any defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents or sub-contractors;
11. Changes, alterations or additions made to the new home by anyone after initial occupancy, except those performed by the builder or its employees, agents or sub-contractors under the construction contract or sales agreement or as required by National Home Warranty;
12. Contaminated soil;
13. Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways and walkways;
14. Diminution in value of the home;
15. Landscaping both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
16. Non-residential structures including sheds, garages, carports or outbuildings or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
17. Roads, curbs and lanes;
18. Site grading and surface drainage, except as required by the Building Code;
19. The operation of municipal services, including sanitary and storm sewer;
20. The quality or quantity of water, either piped municipal water supply or from a well;
21. Damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

For complete warranty information on coverage, exclusions, terms, etc., please refer to National Home Warranty 2-5-10 Home Warranty Certificate



## WARRANTY - SUMMARY

Your new home, equipment and the common areas of the building are covered by several warranties. This section includes information about these warranties. The chart below summarizes the most important warranties that apply to your home.

<b>Defect</b>	<b>Time Covered</b>	<b>Warranted By</b>
Workmanship and Materials	One year from possession	Anthem Properties
Drywall - Once Only*	One year from possession	Anthem Properties
Main Distribution Systems	Two years from possession for in-suite or from common area warranty start	Anthem Properties
Building Envelope	Five years from common area warranty start	National Home
Major Structural Defects	Ten years from common area warranty start	National Home
Appliances	Please refer to the appropriate appliance manuals. Record the model and serial numbers at the back of this section. Purchasers are responsible for registering for the appliances' warranty.	Appliance Manufacturer

\*The drywall warranty applies to shrinkage cracks and nail pops. Anthem Properties will repair them once during the warranty period. It is recommended that homeowners wait until the eleventh (11) month before requesting drywall repairs. Anthem will only paint the areas that have been repaired, not the entire wall. We cannot guarantee a colour match as ultraviolet light causes the original paint to fade.

## SECTION 6:

### AFTER SALES SERVICES

<b>Classifications of problems</b>	Page 68
<b>Building and In-Suite Emergencies</b>	Page 69
<b>Items Requiring Attention</b>	Page 70
<b>Items For Year End Review</b>	Page 70
<b>Service Procedures</b>	Page 70
<b>One-Year Full Service Program</b>	Page 71
<b>Final Year End Service Call</b>	Page 71
<b>Service Forms</b>	Page 72
<b>Appliance Records</b>	Page 75

## AFTER SALES SERVICE

### **On Possession Only**

Your new home at The Rockwoods is complete and ready for you to enjoy. However, during the first year there may be some minor adjustments that need to be taken care of.

The first year your new home is covered by Anthem's comprehensive warranty that is regulated by The Homeowner Protection Act and is supported by National Home Warranty, the third party warranty provider. During construction and right through to the end of the first year, Anthem Properties will make every effort to warrant the quality and satisfaction of our product with multiple milestone inspections.

### **Construction Inspection**

In addition to our own quality control inspection, architects, city inspectors and other consultants inspect the building throughout the construction process to ensure all work is being completed with care and to the guidelines of The Building and Municipal Codes and our specifications.

### **Pre-Occupancy Orientation**

As you have already experienced, prior to occupancy you have toured your new home with an Anthem Properties representative to perform your in-home orientation. At this time, any items needing attention will be identified and listed on the Possession Addendum Report and signed by both parties. Our representative will then make repairs or adjustments as required based on the report.

### **Year End Service Request**

Toward the end of the first year of your one year Workmanship and Materials Warranty we recommend that any concerns you have documented be forwarded to our office. Please use the service request form provided. It is located at the back of this section. A representative from Anthem Properties will contact you to arrange a review of your concerns with you during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Home Warranty Materials and Labour Standards Guide provided by National Home Warranty.

If you are not in agreement with the corrective measures taken or the standards, National Home Warranty or the Homeowner Protection Office will assist you with your concerns.

There are five things you should keep in mind to make certain your warranty serves you well:

1. Read all operation manuals that were supplied with your home. It is recommended although not essential that you fill out any warranty cards that were provided with the appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make repairs.
3. Use and maintain all equipment properly as recommended in their respective manuals. This is especially true in regard to your humidity control, kitchen fans and other moisture control devices within your home. Please read the 'Maintenance & Care of Mechanical Equipment' section of this manual for more detail.
4. Keep informed of the work of your Strata Council, especially in regard to the warranty for common areas. Remember that the common area warranty starts with the first possession or occupancy of the first home. Thus the expiry for the common area warranty will be different than the expiry for every residential home.
5. If you wish an item to be covered by your

warranty and corrected by Anthem Properties, please do not attempt the repairs yourself, or contract anyone else to do the work.

## CLASSIFICATIONS OF PROBLEMS

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code and the Homeowner Protection Act. Additionally, Anthem Properties takes great pride in the quality of the homes we build and the satisfaction of our customers.

Over the course of the first year of any new building, a certain amount of change and movement is expected. There may be some cracking of drywall due to building material shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but do not constitute a hazard or, in any way interfere with the enjoyment of your home. For your own peace of mind and convenience, it is important to report problems at the appropriate time. Some items should be considered emergencies and should be dealt with immediately. Others may require prompt attention, but can wait until normal working hours. Lastly there are those items to be noted for the six month and year end review. The following are examples of each type of problem and the appropriate response.

## BUILDING AND IN-SUITE EMERGENCIES

An emergency is a problem that will affect the wellbeing of the resident(s) and requires immediate skilled attention to the defect. Examples might include:

### Gas Smell

If at any time you smell gas contact your gas utility supplier immediately. They will check your system and advise you of any problems.

### Water Leak

If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off exists locate the main water shut-off (usually located in the garage closet by the hot water tank) and turn it off until the problem can be rectified.

### Plugged Sewer Line or Fixture

A plugged sewer line or fixture generally occurs because users of the facility are flushing inappropriate materials down a toilet or drain. DO NOT continue to use the facility once a blockage has occurred. Attempt to unclog the line by using a plunger. If a larger blockage has occurred the services of a plumber may be required. If the blockage is the result of a proven builder defect please contact Anthem Properties.

### Electrical

**Sparking** – If a plug or outlet sparks excessively, immediately turn off the breaker and contact an electrician or Anthem Properties. A small spark when an appliance is unplugged is not uncommon.

**Circuit Tripping** – Appliances plugged into the same circuit that is tripping should be unplugged one at a time until an overload is alleviated. This will stop the breaker from tripping.

**Power Outage** – If all power is out at your home, check to see if there is power to your neighbour's home. If there is power, check the main breaker on your electrical panel and reset it after checking for an overload.

### No Heat

If the heating system does not appear to be operational ensure the thermostat has not been turned down. For electric heat check to ensure that the breaker is in the on position by tripping it off and resetting it.

## ITEMS REQUIRING ATTENTION

Items falling into this category are those that could pose a safety hazard or which, if left unattended until the year-end review, they can do greater harm to your home or the building. In our experience, these items are rare, but might include such things as:

- Frozen water lines
- Loose railings and other safety concerns
- Malfunctioning plumbing
- Electrical problems, including inadequate heat or environmental control
- Water seepage visible as damp areas on exterior surfaces
- Window seal failure (the space inside the sealed glass becomes foggy)
- Window cracks not due to accidents
- Exterior or entry doors and windows that no longer fit or function properly
- Cracked or broken tile in the shower not due to accidents

## ITEMS FOR YEAR END REVIEW

For the purpose of recording these items, Anthem Properties has provided service request forms for your convenience. By using these forms, you will be able to note each item for review, giving appropriate details and date. Having a written record is important. We would appreciate you forwarding your service request to us at approximately eleven (11) months after your possession.

Some examples of items that should be repaired or replaced at the end of the year might include:

- Drywall cracks and nail pops
- Cracked floor tile

It is our intention to rectify all of the small defects that you may find in your home by the end of the year.

If you are not in agreement with the proposed corrective measures or the standards for repair, National Home Warranty or the Homeowner Protection Office will assist you with your concerns. Their phone numbers and addresses are located in the Warranty section.

## SERVICE PROCEDURES

If you feel a defect exists and is covered under the warranty, please provide written correspondence to Anthem Properties and your warranty provider. Upon receipt, a representative of Anthem Properties will contact you to arrange an appropriate time to review your concerns so that they may be dealt with effectively.

**Please ensure that you review all of your warranty documentation closely so that you are aware of all the deadlines and complaint procedures.**



To contact the Anthem Service Representative, please email:

***customerservice@rockwoodsliving.com***

Or phone:

***(604) 559-8323 or 1(800) 926-8436***

Your Service Representative will confirm a date and time with you prior to each service call for your new Anthem home. At this time they will call to make arrangements with you on or before the:

- Final Year End Service Call – eleven months after possession/occupancy

Regardless of the time of the scheduled service calls we would be pleased to address any questions or concerns that you might have during the next year. Just email us.

You can assist your service representative in doing their job more efficiently by:

- Preparing a list of items that you would like to have reviewed and adjusted as required.
- Calling them to cancel your appointment if you are planning on being away from your home at the scheduled time of your appointment.



## SERVICE REQUEST FORM ELEVEN (11) MONTHS

Homeowner Name: \_\_\_\_\_ Date: \_\_\_\_\_

Please Print

Address: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_ Cell: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

I/We have the following concerns regarding our home. I/We request that you review our concerns and advise when and how they will be resolved.

### SERVICE REQUESTS:

1. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

2. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

3. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

4. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

5. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

Please mail, fax or email to:

Anthem Properties  
Suite 300 – 550 Burrard Street,  
Vancouver, BC V6C 2B5  
Fax: (604) 689-5642  
Email: [customerservice@anthemproperties.com](mailto:customerservice@anthemproperties.com)





## SERVICE REQUEST FORM

Homeowner Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Please Print

Address: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_ Cell: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

I/We have the following concerns regarding our home. I/We request that you review our concerns and advise when and how they will be resolved.

### SERVICE REQUESTS:

1. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

2. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

3. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

4. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

5. Area/Room \_\_\_\_\_

Problem \_\_\_\_\_

Please mail, fax or email to:

Anthem Properties  
Suite 300 – 550 Burrard Street,  
Vancouver, BC V6C 2B5  
Fax: (604) 689-5642  
Email: [customerservice@anthemproperties.com](mailto:customerservice@anthemproperties.com)



## APPLIANCE RECORDS

POSSESSION OR OCCUPANCY DATE: \_\_\_\_\_

Service is supplied by:

<b>Appliance</b>	<b>Manufacturer</b>	<b>Model #</b>	<b>Service Phone #</b>
Electric Range	Whirlpool	YGY397LXUS	1(800) 807-6777
Dishwasher	Whirlpool	WDT710PAYM	1(800) 807-6777
In-Sink Garbage Disposal	Waste King	Legend 111	1(888) 875-9283
Microwave & Hood Fan	Whirlpool	YWMH2205XVS	1(800) 807-6777
Refrigerator	Whirlpool	WRF560SFYM	1(800) 807-6777
Washer	Whirlpool	YFW9050XW	1(800) 807-6777
Dryer	Whirlpool	YWED9050XW	1(800) 807-6777

**\*\*Note\*\*** Appliance manufacturers may require proof of purchase to validate the warranty. They will accept a copy of the legal document that you signed prior to closing. Your possession date is recorded at the top of this document or alternatively on your National Home Warranty Certificate. All other detailed information of your purchase is confidential to you and can be deleted from the photocopied document by blanking it out.

**SECTION 7:****FREQUENTLY ASKED QUESTIONS**

---

What is a Strata Council?	Page 77
Has the strata Council been formed?	
What are the Bylaws?	
Who is the Property Manager?	
What does the property management company do?	
How is the operation budget prepared?	
Are pets allowed?	
Can I have a barbecue on my deck?	
What are the on-site amenities?	

---

How do you book the amenity room for an event?	Page 78
What are the hours of the amenities?	
How and where do I get my mail?	
My neighbours are noisy, who should I contact?	
Where do my guests park their cars?	
I have an extra vehicle. Can I park it in visitor parking?	
Can I hang clothes on my patio/deck to dry?	
Can I place sliding door screens on my patio/deck?	
Are there any restrictions pertaining to window coverings?	
Am I able to get extra keys for my home?	
Do I need permission to make improvements/renovations to my townhome?	

## QUESTIONS & ANSWERS

### **What is a Strata Council?**

A Strata Council consists of three to seven homeowners selected by their fellow owners at an Annual General Meeting. The Strata Council is authorized to conduct the business of the corporation. The Council uses the expertise of the property management company for advice and direction. The Strata Council must conduct the Corporation's business in accordance with the Strata Property Act of British Columbia.

### **Has the Strata Council been formed, and if yes, can I read the minutes?**

The Strata Council members will be elected at the 1st Annual General Meeting. Minutes of the meeting can be obtained from Baywest Property Management Corporation.

### **What are the Bylaws?**

The proposed amendments to the schedule of standard Bylaws under the Strata Property Act are set forth in Exhibit C of your Disclosure Statement. Strata Corporation Bylaws protect the interests of all owners by providing a set of rules that promote a harmonious living environment.

### **Who is the Property Manager?**

Bob Adams, Property Manager I (604) 595-1153  
Baywest Property Management Corporation

### **What does the property management company do?**

Baywest Management Corporation has been chosen as the property management company for your Strata Corporation. The company will provide professional advice to the Strata Council and all owners on matters relating to the Strata Property Act, the Bylaws and the Regulations, and the function and operation of the Strata Corporation.

### **How is the operation budget prepared?**

The interim operating budget is for the first twelve months of the Strata Corporation operation. It is set forth in Exhibit D-1 of your disclosure statement. The developer has prepared the budget based on costs incurred by comparable projects and historical costs. The next budget will be prepared by the Strata Corporation assisted by Baywest Management Corporation. The new budget must be approved at an Annual General Meeting of the owners.

### **Are pets allowed?**

Owners are allowed to keep pets as long as it does not create a nuisance or undue noise and owners take responsibility to pick up waste on or about the property, meeting the standards in Exhibit C, section 32 of the Disclosure Statement. Dogs must be kept on a leash at all times while on the common property or limited common property. Please refer to Exhibit C of the Disclosure Statement, Bylaw 32 (3) for a detailed description of allowable pets.

### **Can I have a barbecue on my deck?**

No barbecues other than those fuelled by propane/ electricity may be used. Please refer to Exhibit "C" of the disclosure statement, Bylaw 32 (7).

### **What are the on-site amenities?**

The Rockwoods Club offers a variety of amenities including a furnished Clubhouse, complete with kitchen, entertainment lounge and oversized deck for BBQs and a fitness room. The development also offers a children's play area and gardening plots.

## QUESTIONS & ANSWERS

### **How do you book the amenity room for an event?**

This will be determined by the Strata Council.

### **What are the hours of the amenities?**

6am to 11pm unless otherwise permitted by the Strata Corporation.

### **How and where do I get my mail?**

Your mailbox is located on the ground floor of The Rockwoods Clubhouse amenity building. Please use your fob to enter the building and access the mailbox marked with your townhome number, using the key provided to you.

### **My neighbours are noisy, who should I contact?**

Contact the Property Manager to register a complaint. You should also refer to the Strata Bylaws.

### **Where do my guests park their cars?**

There are designated 'visitor' parking stalls clearly marked within the development for the express use of owners' guests. Further guidelines will be determined by the Strata Council.

### **I have an extra vehicle. Can I park it in visitor parking?**

No. Visitor parking is reserved for guests only.

### **Can I hang clothes on my patio/deck to dry?**

No. Please refer to your Strata Bylaws in Exhibit C Bylaw 31(4).

### **Can I place sliding door screens on my patio/deck?**

Only with the express permission of the Strata Corporation.

### **Are there any restrictions pertaining to window coverings?**

Owners may not hang or place any window drapes, blinds, signs or other objects which will adversely affect the consistency of the exterior appearance of the building. (Please refer to Exhibit C of the Disclosure Statement, Bylaw 3(5)(e))

### **Am I able to get extra keys for my home?**

Extra keys are the responsibility of the homeowner. Extra FOBs can be purchased from the Property Manager.

### **Do I need permission to make improvements/renovations to my townhome?**

Owners wishing to modify their unit must notify Baywest Management Corporation in writing in advance for approval.

### **General questions**

If you have any questions whatsoever about the building procedures, Bylaws or use the facilities, please contact Baywest Management Corporation.

We trust this information is useful and provides an insight into townhome living at The Rockwoods. If there are any details you would like to discuss regarding the Strata Corporation, please contact Baywest Management Corporation at 604.591.6060.

## SECTION 8:

## MANUALS

### Appliances

---

Refrigerator  
Electric Range  
Dishwasher & In-Sink Garbage Disposal Unit  
Microwave/Hoodfan  
Washer & Dryer

### Electrical

---

Garage Door / Operator  
Exhaust Fan & De-humidistat  
Baseboard Heater & Thermostat  
Hot Water Tank