

# thurston street

## Homeowner Guide



*Part of Anthem's Neighbourhood Series*

## WELCOME HOME

To ensure a successful ownership experience, the Anthem Properties Team has provided you with this Homeowner Guide and an online and mobile Homeowner Portal. Combined, these resources give you everything you need to manage and protect your investment.

Get instant access to key information such as product information, recommended maintenance, service procedures and operation and care instructions for your home's components.

Log in today using the online access information on the label provided to you. We hope that this guide gives you peace of mind knowing that the answers to any questions are at your fingertips.



## CONTENTS

### **INTRODUCTION TO MY HOME / 3**

About This Guide / 5

My Amenities / 6

My Community / 7

Strata Living / 8

Property Manager / 14

### **IN CASE OF EMERGENCY / 15**

Important Contacts / 17

What to Do In Case Of Fire / 18

Emergency Preparedness / 22

### **MY HOME / 25**

Items in My Home / 27

Operating My Home Systems / 40

### **WARRANTY / 41**

Warranty Summary / 43

My Home Warranty / 44

Service and Repair During My Home Warranty / 46

Types of Warranties / 49

### **PROTECTING MY INVESTMENT / 53**

New Home Maintenance Guide / 55

Seasonal Maintenance Checklist / 78

### **ADDRESS BOOK / 81**

Neighborhood Contacts / 83

My Home Contacts / 85

### **SUPPORT / 91**

Using My Online Homeowner Portal / 93

Homeowner Guide FAQs / 97

---

These documents are also available online. Visit [www.homeinformationpackages.com](http://www.homeinformationpackages.com) to access even more information about the products in your home!



## INTRODUCTION TO MY HOME

Welcome to your new home. This section provides introductory information such as:

- About This Guide
- My Amenities
- My Community
- Strata Living
- Property Manager



## About This Guide

This homeowner guide is intended to be a useful tool where you can find a variety of information about living at Thurston. 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 Thurston will be an easy one, and that you will enjoy the peace of mind that comes with having such an extensive resource at your fingertips.

Thank you for choosing Thurston.

Welcome home!

The Anthem Properties Team

300 - 550 Burrard Street, Vancouver, BC V6C 2B5 | 604-689-3040

## My Amenities

Our common area is spacious and interlinked... essentially providing all the amenities and interaction of life within a small village. Residents can meet in small or large groups, enjoy chatting with their closest friends or getting together with all residents.

To provide security and peace of mind, all common areas are equipped with modern fire alarms and sprinkler systems, as well as surveillance cameras that monitor entrances and exits.

Our common areas include:

- children's play zone
- outdoor chess
- garden plots

# My Community

Welcome to your new home! To help orientate you to your new surroundings here is a list of the important things you will need to know.

## **BUILDING ACCESS & SECURITY**

### *Access*

You have been issued two secure key fobs which will provide access to entry points of the building and the parkade. Please report lost or stolen key fobs to the Property Manager immediately.

### *Security*

Every courtyard entry is secured and controlled by an Enterphone, with built in cameras. The Enterphone has been programmed with your last name for visitors to easily locate you in the directory. The parkade is monitored by security cameras at primary locations and 24 hour surveillance. Please do not provide access to anyone other than your family and friends.

## **PARKING**

Parking stalls in the underground parkade have been allocated to each unit. Please do not use any parking stall except the numbered parking stall(s) assigned to you, or in the handicap stall unless permitted.

### *Visitor Parking*

There are designated parking spaces for visitors. Please be courteous to our guests and do not park your vehicle in the visitor spaces.

## **GARBAGE & RECYCLING**

The garbage and recycling room is located in the parkade. This room can only be accessed by residents with key fobs. Remember that recycling is mandatory for all residents. Residents must break down all large containers, such as cardboard boxes, and place them in the appropriate bins.

## **STORAGE ROOMS**

The storage rooms are located in the parkade and can be accessed using your key fob. Storage lockers are assigned with your Purchase and Sale agreement. Please ensure all articles are stored within your designated locker. Storing these items is done at your own risk; the Corporation is not responsible for lost, stolen or damaged items. We encourage you to keep it secured and store items elevated off the floor or covered in plastic to prevent water damage.

# Strata Living

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

## WHAT IS A STRATA UNIT?

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

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

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

### *Strata Lot*

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

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

### *Common Property*

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

### *Limited Common Property*

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

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

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

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

## THE STRATA CORPORATION

### *What is a Strata Corporation?*

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

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

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

### *What does a Strata Corporation Do?*

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

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

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

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

- Preparing, retaining and making accessible various records;
- Holding general meetings, or obtaining the appropriate waiver of general meetings;
- Giving notices of general meetings;
- Preparing "Information Certificates" (Form B) and "Certificates of Payment" (Form F);
- Ensuring that the strata corporation address is correct at the Land Title Office;

- Maintaining and repairing common property, except any limited common property that the owners may have to maintain under the bylaws;
- Complying with work orders which deal with common property;
- Maintaining a contingency reserve fund which is accounted for separately from the operating fund;
- Paying common expenses;
- Determining the amount of contributions which owners must make to the operating fund and contingency reserve fund;
- Preparing annual budgets;
- Informing owners of any changes to strata fees;
- Obtaining adequate insurance coverage; and
- Informing owners if the strata corporation is sued.

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

## THE STRATA COUNCIL

### *What is a Strata Council?*

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

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

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

### *How is the Strata Council formed?*

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

### ***Who is eligible to sit on the Strata Council?***

The following persons are eligible to sit on strata council:

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

### ***What about Strata Council Meetings?***

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

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

## **YOUR RIGHTS AND RESPONSIBILITIES**

### ***The Rights of Strata Lot Owners***

Owners have the right to:

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

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

Owners do not have the right to:

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

### *The Obligations of Strata Lot Owners*

Strata lot owners must do the following:

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

### *What Owners Should be Willing to Do*

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

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

### *Resolving Complaints*

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

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

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

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

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

# Property Manager

## MANAGEMENT TEAM

AWM manages over 190 properties containing in excess of 12,000 residential strata suites throughout greater Vancouver and the Province of BC. Our strata portfolio includes properties containing up to 500 suites, of various types from townhomes to low rise and high rise buildings. AWM has developed effective systems that streamline the ability to incorporate the Strata Property Act providing strategic value and synergy with our management operating systems. AWM considers the full service requirements of both the Physical and Asset responsibility. We believe in a proactive management approach and a standard of care that is unmatched.

The demands of the strata portfolio are met with the experience of the AWM management team, who possess over 100 years of combined strata management experience. In addition AWM manages over 600 suites in multiple buildings that are governed by the Company Act and located on leased land. This additional type of Ownership brings forth specific demands in the understanding of the various regulations under the Company Act and implementing the same to a residential living concept.

## LYNDON KING

AWM Alliance  
401 - 958 West 8th Ave  
Vancouver, BC, V5Z 1E5

Phone (24-hours): 604-685-3227  
Fax: 604-893-1721  
Email: lyndon@awmalliance.com

**IN THE EVENT OF A SERIOUS EMERGENCY SUCH AS CRIME, FIRE OR PERSONAL INJURY,  
PLEASE CALL 911 FIRST.**

## IN CASE OF EMERGENCY

This section provides important information such as:

- Important Contacts
- What to Do In Case Of Fire
- Emergency Preparedness



## Important Contacts

IMPORTANT: For life threatening emergencies, always call 911.

### WARRANTY SERVICE AND REPAIR

Anthem Thurston Developments LP  
300 - 550 Burrard Street  
Vancouver, BC V6C 2B5

Phone: 604-559-8323  
Fax: 604-689-5642  
Email: [customerservice@anthemproperties.com](mailto:customerservice@anthemproperties.com)

### OTHER CONTACTS

#### *Home Warranty Provider*

National Home Warranty Group Inc  
1100 - 1125 Howe St  
Vancouver, BC V6Z 2Y6

Phone: 604-608-6678  
Fax: 604-408-1001  
Website: [www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)

#### *Property Manager*

Lyndon King  
AWM Alliance  
401 - 958 West 8th Ave  
Vancouver, BC, V5Z 1E5

Phone (24-hours): 604-685-3227  
Fax: 604-893-1721  
Email: [lyndon@awmalliance.com](mailto:lyndon@awmalliance.com)

#### *Homeowner Protection Office*

Branch of BC Housing  
650 - 4789 Kingsway  
Burnaby, BC V5H 0A3

604-646-7050  
Email: [hpo@hpo.bc.ca](mailto:hpo@hpo.bc.ca)  
Website: [www.hpo.bc.ca](http://www.hpo.bc.ca)

# What to Do In Case Of Fire

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

## GENERAL FIRE SAFETY INFORMATION

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator in a fire.
- Feel doors for heat before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the fire department with all the information they need.
- Use the nearest phone at a safe location to call the fire department. 1) Dial 911; 2) Stay calm and state your name and phone number; 3) Give the address of the fire; 4) Follow instructions given by the Fire Department representative.

## FIRE PLANNING

It is important to be prepared for a fire should one occur. Here are some things to consider:

- Always have a pre-determined plan of action in case of fire.
- Plan and practice an escape route for you and your family.
- Establish a meeting place with friends and family for after you leave the building.
- Know the location of fire extinguishers, fire alarms and fire exits.

Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but may save lives.

## FIRE PREVENTION

The best way to fight fires is to prevent them. Here are a few common sense rules to help reduce the likelihood of a fire.

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

## SMOKE DETECTORS

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

## PORTABLE FIRE EXTINGUISHERS

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

Make sure you purchase a CO<sub>2</sub> or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

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

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

Before you attempt to fight a fire make sure that:

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

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

## **CHOOSE A FIRE EXTINGUISHER FOR THE RIGHT KIND OF FIRE**

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire are A, B, and C. The fourth class is D.

### ***Class A***

Class A extinguisher may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.

### ***Class B***

Class B extinguisher is appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.

### ***Class C***

Class C extinguisher may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.

### ***Class D***

Class D extinguisher may be used on some types of combustible metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a "D" Class fire in the home or office.

## INSTALLATION AND MAINTENANCE

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

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

## USE THE P.A.S.S. WORD

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

1. Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.
2. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
3. Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
4. Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you. Call the Fire Department, and ensure the Fire Department inspects the fire site even if you think the fire is extinguished.

# Emergency Preparedness

Public Safety Canada recommends that you follow these 3 simple steps to ensure your family is prepared in the case of an emergency:

Know the risks

Make a plan

Get a kit

For more information on any of the above please visit: [www.getprepared.gc.ca](http://www.getprepared.gc.ca).

## KNOW THE RISKS

Canada is a vast country with extreme weather conditions and dramatic geological features. Take the time to learn about natural hazards and, more importantly, learn how to prepare for them.

Major hazards can vary by region and include:

- Avalanches
- Earthquakes
- Floods
- Hurricanes
- Landslides
- Severe Storms
- Storm Surges
- Tornadoes
- Tsunamis
- Wildfires

## MAKE A PLAN

Your family may not be together when an emergency occurs. Your plan should cover:

- Household – Document the emergency exits and safe meeting places nearby.
- Workplace – Learn about evacuation plans and consider keeping some basic supplies at work.
- Children – Find out about your children's school or daycare emergency policies and ensure the school or daycare has updated contact information for parents, caregivers, and designated persons.
- Pets – Pets may not be allowed in some shelters due to health regulations. Identify alternate pet boarding facilities along the evacuation route.
- Special health needs – Ensure your family, friends, and neighbors understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- Safe home instructions – Ensure everyone in your household knows the location and operating instructions for: the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

## GET A KIT

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

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

## IN AN EMERGENCY

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



## MY HOME

In this section you can find information that is specific to your home, like model numbers of the items installed and paint codes as well as some quick tips on how to operate your home's system.

- Items in My Home
- Operating My Home Systems



## Items in My Home

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

- A) each product used in your home;
- B) where it is located in your home;
- C) who manufactured, supplied and installed it;
- D) if you have an extended manufacturer warranty; and,
- E) if you have online documentation for this product.

<p><b>Smoke Detector/Alarm</b></p> <p><b>Model:</b> 2012HA/Temp-3 Sounder</p> <p><b>Location:</b> Hallway</p>	
<p><b>Manufacturer:</b> System Sensor Inc</p> <p><b>Supplier:</b> Electrical Supplies Inc</p> <p><b>Installer:</b> Electrical Supplies Inc</p>	<p><b>Manufacturer Warranty:</b> 1 yr Limited</p>
<p> <b>Documents Online</b></p>	<p>Specification, Operation, Care, Warranty</p>

**IMPORTANT:** Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty. Please consult the "Service and Repair During My Home Warranty" section of this guide for more information.

Don't forget to log in to your online portal for access to the detailed documentation for each product. Find your unique login information on the label provided to you.

Appliances

**Dishwasher**

**Model:** KDTE104DSS/Stainless Steel

**Location:** Kitchen

**Manufacturer:** KitchenAid Canada

**Supplier:** Trail Appliances Ltd

**Installer:** Faria Mechanical

**Manufacturer Warranty:** 1 yr limited, 2-5 yr Limited Parts, Lifetime Limited Parts and Labour



Documents  
Online

Operation, Care, Warranty

**Dryer**

**Model:** YWED7500VW/White

**Location:** Laundry

**Manufacturer:** Whirlpool Canada LP

**Supplier:** Trail Appliances Ltd

**Installer:** Trail Appliances Ltd

**Manufacturer Warranty:** 1 yr Limited



Documents  
Online

Specification, Care, Warranty

**Range**

**Model:** YKES907SS/Stainless Steel

**Location:** Kitchen

**Manufacturer:** KitchenAid Canada

**Supplier:** Trail Appliances Ltd

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



Documents  
Online

Specification, Operation, Care, Warranty

**Range Hood**

**Model:** Perfekt Glide 30

**Location:** Kitchen

**Manufacturer:** AEG Electrolux

**Supplier:** Midland Appliance

**Manufacturer Warranty:** 2 yr Limited



Documents  
Online

Specification, Operation, Care, Warranty

**Refrigerator**

**Model:** KBR/LS19KCMS/Stainless Steel

**Location:** Kitchen

**Manufacturer:** KitchenAid Canada

**Supplier:** Trail Appliances Ltd

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



Documents  
Online

Operation, Care, Warranty

## Appliances

### Refrigerator

**Model:** WRB551WNBS/Stainless Steel

**Location:** Kitchen

**Manufacturer:** Whirlpool Canada LP

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Trail Appliances Ltd



Documents  
Online

Operation, Care, Warranty

### Washer

**Model:** WFC7500VW/White

**Location:** Laundry

**Manufacturer:** Whirlpool Canada LP

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Trail Appliances Ltd

**Installer:** Trail Appliances Ltd



Documents  
Online

Specification, Operation, Care, Warranty

## Electrical

### Gas Detector

**Model:** 900-0128

**Location:** Other

**Manufacturer:** Kidde Canada

**Manufacturer Warranty:** 5 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Operation, Care, Warranty

### GFCI Breaker/Outlet

**Model:** X-7599-W

**Location:** Bathroom(s)

**Manufacturer:** Leviton Mfg

**Manufacturer Warranty:** 2 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Operation, Warranty

### GFCI Breaker/Outlet

**Model:** X-7899-W

**Location:** Kitchen

**Manufacturer:** Leviton Mfg

**Manufacturer Warranty:** 2 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Operation, Warranty

### Lighting - Flush Mount

**Model:** 612314BN

**Location:** Other

**Manufacturer:** Galaxy Lighting

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric



Documents  
Online

Specification

### Lighting - Pot Light

**Model:** B51C-AT/B507CL/WH

**Location:** Exterior

**Manufacturer:** Elite Lighting USA

**Manufacturer Warranty:** 3 yr Limited

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric



Documents  
Online

Specification, Warranty

## Electrical

### Lighting - Pot Light

**Model:** B51C-AT/B507MB/BK

**Location:** Exterior

**Manufacturer:** Elite Lighting USA

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric

**Manufacturer Warranty:** 3 yr Limited



Documents  
Online

Specification, Warranty

### Lighting - Pot Light

**Model:** LV 4000B

**Location:** Bathroom(s)

**Manufacturer:** Galaxy Lighting

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric

**Manufacturer Warranty:** 1 yr Limited



Documents  
Online

Specification

### Lighting - Pot Light

**Model:** RS 2000B

**Location:** Other

**Manufacturer:** Galaxy Lighting

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric

**Manufacturer Warranty:** 1 yr Limited



Documents  
Online

Specification

### Lighting - Track

**Model:** MLV34ST

**Location:** Other

**Manufacturer:** Banvil 2000

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric

**Manufacturer Warranty:** N/A



Documents  
Online

Care

### Lighting - Track

**Model:** PLV34/1ST

**Location:** Living Room

**Manufacturer:** Banvil 2000

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric

**Manufacturer Warranty:** N/A



Documents  
Online

Care

Electrical

**Lighting - Under Cabinet**

**Model:** X1055FR-SN-10W w/ RPS60 Driver

**Location:** Kitchen

**Manufacturer:** DALS Lighting Inc

**Manufacturer Warranty:** N/A

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric



Documents  
Online

Specification

**Lighting - Wall Sconce**

**Model:** 213151BN

**Location:** Stairs

**Manufacturer:** Galaxy Lighting

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric



Documents  
Online

Care

**Lighting - Wall Sconce**

**Model:** MX 20130528-A

**Location:** Bathroom(s)

**Manufacturer:** Maxilite

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Design Lighting Ltd

**Installer:** Energy Electric



Documents  
Online

Warranty

**Smoke Detector/Alarm**

**Model:** MIX-2251-BA

**Location:** Other

**Manufacturer:** Mircom

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Warranty

## Exterior

### Deck Membrane

**Model:** Vulkem/350/351/Grey

**Location:** Exterior

**Manufacturer:** Tremco Inc

**Manufacturer Warranty:** Lifetime Limited

**Supplier:** Hallmark Decking & Waterproofing

**Installer:** Hallmark Decking & Waterproofing



Documents  
Online

Specification, Operation, Care, Warranty

### Railing

**Model:** Aluminum/Black w/ Glass

**Location:** Exterior

**Manufacturer:** H&L Aluminum Railing Ltd

**Manufacturer Warranty:** 1 yr Limited Parts & Labour; 5 yr Limited Powder Coating Finish

**Supplier:** H&L Aluminum Railing Ltd

**Installer:** H&L Aluminum Railing Ltd



Documents  
Online

Warranty

### Windows - Vinyl

**Model:** 300/Black

**Location:** Exterior

**Manufacturer:** Oasis Windows Ltd

**Manufacturer Warranty:** 20 yr Limited

**Supplier:** Oasis Windows Ltd

**Installer:** Oasis Windows Ltd



Documents  
Online

Specification, Care, Warranty

### Windows - Vinyl

**Model:** 5000/Black

**Location:** Exterior

**Manufacturer:** Oasis Windows Ltd

**Manufacturer Warranty:** 20 yr Limited

**Supplier:** Oasis Windows Ltd

**Installer:** Oasis Windows Ltd



Documents  
Online

Care, Warranty

## Heating and Ventilation

### Baseboard Heater

**Model:** LCM Series

**Location:** Other

**Manufacturer:** Dimplex (Chromalox)

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Operation, Care, Warranty

### Exhaust Fan

**Model:** ODS-8003

**Location:** Bathroom(s)

**Manufacturer:** Ortech Distributors Inc

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Infinity Mechanical Ltd

**Installer:** CMJ Sheet Metal Ltd



Documents  
Online

Operation, Care, Warranty

### Thermostat

**Model:** DTK-SP WH

**Location:** Baseboard Heater Control

**Manufacturer:** Dimplex (Chromalox)

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Operation, Care

### Thermostat

**Model:** OTL101C

**Location:** Other

**Manufacturer:** Ouellet Canada Inc

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** Energy Electric

**Installer:** Energy Electric



Documents  
Online

Specification, Warranty

## Interior

### Cabinet

**Model:** Edgewood/KMAH3033/Miele Textured  
**Location:** Bathroom(s), Kitchen

**Manufacturer:** KML Corp Inc  
**Supplier:** Wortra Enterprises Ltd  
**Installer:** Wortra Enterprises Ltd

**Manufacturer Warranty:** N/A



Documents  
Online

Specification

### Cabinet

**Model:** Edgewood/KMD7342/Hudson Textured  
**Location:** Bathroom(s), Kitchen

**Manufacturer:** KML Corp Inc  
**Supplier:** Wortra Enterprises Ltd  
**Installer:** Wortra Enterprises Ltd

**Manufacturer Warranty:** N/A



Documents  
Online

Specification

### Countertops - Quartz

**Model:** FirStone/3cm/Pure White  
**Location:** Bathroom(s), Kitchen

**Manufacturer:** VQuartz  
**Supplier:** Arctic Stone Ltd  
**Installer:** Arctic Stone Ltd

**Manufacturer Warranty:** N/A



Documents  
Online

Care

### Drywall

**Model:** N/A  
**Location:** Other

**Supplier:** National Drywall Ltd  
**Installer:** National Drywall Ltd

### Flooring - Carpet

**Model:** HGL84/103/Soft Smoke  
**Location:** Bedroom(s), Master Bedroom

**Manufacturer:** Shaw Industries Inc  
**Supplier:** Friesen Floor & Window Fashions  
**Installer:** Friesen Floor & Window Fashions

**Manufacturer Warranty:** 10 yr Limited Quality Assurance; Stain & Soil



Documents  
Online

Operation, Care, Warranty

Interior

**Flooring - Laminate**

**Model:** Super Natural Classic/8631/Castle Oak  
**Location:** Dining Room, Entry, Kitchen, Living Room

**Manufacturer:** Kronoflooring GmbH **Manufacturer Warranty:** 20 yr Limited  
**Supplier:** Friesen Floor & Window Fashions  
**Installer:** Friesen Floor & Window Fashions

 Documents Online Specification, Care, Warranty

**Flooring - Laminate**

**Model:** Super Natural Classic/8634/Light Brushed Oak  
**Location:** Dining Room, Entry, Kitchen, Living Room

**Manufacturer:** Kronoflooring GmbH **Manufacturer Warranty:** 20 yr Limited  
**Supplier:** Friesen Floor & Window Fashions  
**Installer:** Friesen Floor & Window Fashions

 Documents Online Specification, Care, Warranty

**Flooring - Tile**

**Model:** Coastal/12x24/ICCOCE1224/Cement/Matte  
**Location:** Bathroom(s), Laundry

**Manufacturer:** Ican Tile Distributors Ltd **Manufacturer Warranty:** N/A  
**Supplier:** Ican Tile Distributors Ltd  
**Installer:** Ican Tile Distributors Ltd

 Documents Online Care

**Paint**

**Model:** Matched to Sherwin Williams/Black Label/55-050/SW 7011/Natural Choice/Eggshell  
**Location:** Walls Throughout

**Manufacturer:** General Paint Ltd **Manufacturer Warranty:** 1 yr Limited  
**Supplier:** Peter's Painting Ltd  
**Installer:** Peter's Painting Ltd

 Documents Online Specification, Warranty

**Paint**

**Model:** Matched to Sherwin Williams/HP 2000/58-020/SW 7008/Alabaster/Semi-Gloss  
**Location:** Trims Throughout

**Manufacturer:** General Paint Ltd **Manufacturer Warranty:** 1 yr Limited  
**Supplier:** Peter's Painting Ltd  
**Installer:** Peter's Painting Ltd

 Documents Online Specification, Care, Warranty

Interior

**Wall Tile**

**Model:** 12x24/MW1224G/White/Gloss

**Location:** Bathroom(s)

**Manufacturer:** Centura Floor & Wall Fashion

**Manufacturer Warranty:** N/A

**Supplier:** Ican Tile Distributors Ltd

**Installer:** Ican Tile Distributors Ltd



Documents  
Online

Care

**Wall Tile**

**Model:** 4x24/ICDEWHG-424/White/Matte

**Location:** Kitchen

**Manufacturer:** Ican Tile Distributors Ltd

**Manufacturer Warranty:** N/A

**Supplier:** Ican Tile Distributors Ltd

**Installer:** Ican Tile Distributors Ltd



Documents  
Online

Care

**Wall Tile**

**Model:** Marmi Evoluzione/12x24/Calcutta Marble

**Location:** Bathroom(s)

**Manufacturer:** Olympia Tile

**Manufacturer Warranty:** N/A

**Supplier:** Ican Tile Distributors Ltd

**Installer:** Ican Tile Distributors Ltd



Documents  
Online

Care

**Window Covering**

**Model:** Aluminum/1"/0896

**Location:** Other

**Manufacturer:** Forever Window Screens & Blinds

**Manufacturer Warranty:** 1 yr Limited

**Supplier:** MGR Installations

**Installer:** MGR Installations



Documents  
Online

Care, Warranty

## Plumbing

### Bathtub

**Model:** AVLD6032SK/White

**Location:** Other

**Manufacturer:** Venco Products Ltd

**Manufacturer Warranty:** 5 yr Limited

**Supplier:** Faria Mechanical

**Installer:** Faria Mechanical



Documents  
Online

Specification, Care, Warranty

### Faucet

**Model:** Concetto/320665-001/Starlight Chrome

**Location:** Kitchen

**Manufacturer:** GROHE Canada Inc

**Manufacturer Warranty:** Lifetime Limited

**Supplier:** Faria Mechanical

**Installer:** Faria Mechanical



Documents  
Online

Specification, Care, Warranty

### Faucet

**Model:** Concetto/34270-001/Starlight Chrome

**Location:** Bathroom(s)

**Manufacturer:** GROHE Canada Inc

**Manufacturer Warranty:** Lifetime Limited

**Supplier:** Faria Mechanical

**Installer:** Faria Mechanical



Documents  
Online

Specification, Care, Warranty

### Shower Base

**Model:** 3636,6030,ACR3774/White

**Location:** Other

**Manufacturer:** Venco Products Ltd

**Manufacturer Warranty:** 3 yr Limited

**Supplier:** Faria Mechanical

**Installer:** Faria Mechanical



Documents  
Online

Specification, Care, Warranty

### Sink

**Model:** Pedestal/Sacramento/442121/White

**Location:** Powder (if applicable)

**Manufacturer:** Sterling Plumbing

**Manufacturer Warranty:** Lifetime Limited

**Supplier:** Faria Mechanical

**Installer:** Faria Mechanical



Documents  
Online

Operation, Care, Warranty

Plumbing

**Sink**

**Model:** ProInox/IHO-UR-331810/Stainless Steel

**Location:** Kitchen

**Manufacturer:** Prochef  
**Supplier:** Faria Mechanical  
**Installer:** Faria Mechanical

**Manufacturer Warranty:** Lifetime Limited



Documents  
Online

Specification, Care, Warranty

**Sink**

**Model:** ProInox/IHO-US-23188/Stainless Steel

**Location:** Kitchen

**Manufacturer:** Prochef  
**Supplier:** Faria Mechanical  
**Installer:** Faria Mechanical

**Manufacturer Warranty:** Lifetime Limited



Documents  
Online

Specification, Care, Warranty

**Sink**

**Model:** Undermount/UL2014/White

**Location:** Bathroom(s)

**Manufacturer:** Chelini Collection  
**Supplier:** Faria Mechanical  
**Installer:** Faria Mechanical

**Manufacturer Warranty:** 2 yr Limited



Documents  
Online

Specification, Care

**Toilet**

**Model:** Stark 3/212501.00 w/ 6332.0 Seat

**Location:** Bathroom(s)

**Manufacturer:** Duravit USA Inc  
**Supplier:** Faria Mechanical  
**Installer:** Faria Mechanical

**Manufacturer Warranty:** 5 yr Limited



Documents  
Online

Specification, Care, Warranty

# Operating My Home Systems

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several tips, but be sure to contact your builder for professional help in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your or your neighbor's home.

## HEATING AND HUMIDITY

### Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. You can find them in your online homeowner portal. If you are experiencing a loss of heat, you may wish to check your thermostat instructions before contacting your builder, as this may fix the problem for you.

### Humidity

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

## PLUMBING

### Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-off valves. If they do not and you live in a multi-unit building, your building likely has water shut-off valves for your unit as a whole. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent emergency leaks during your absence.

### Fire Sprinklers

Fire sprinklers have been installed to protect your home. They operate based off of a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to contact them if you are moving furniture. Do not hang things from them.

### Frozen Pipes

Avoid burst pipes in your home, by keeping doors and windows closed during cold fall and winter months.

### Hose Bibs

While the hose bibs are designed to be frost free, it is still recommended that you disconnect your hose during the cold season.

# WARRANTY

This section provides information on your new home warranty and how to maximize your product warranty coverage.

This section includes the following documents:

- Warranty Summary
- My Home Warranty
- Service and Repair During My Home Warranty
- Types of Warranties



## 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.

Defect	Time Covered	Warranted By
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	Anthem Properties
Major Structural Defects	Ten years from common area warranty start	National Home Warranty
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.

# My Home Warranty

Warranty Provider: National Home Warranty Group Inc

IMPORTANT: Please consult your Warranty Certificate for confirmation of the above, as well as other details of your coverage.

## COVERAGE

### *2 Year Materials & Labour Warranty*

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

### *5 Year Building Envelope Warranty*

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

### *10 Year Structural Defects Warranty*

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

## LIMITATIONS & EXCLUSIONS

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

- Normal shrinkage of materials caused by drying after construction;
- Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lighting, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Non-residential structures including sheds, garages, carports or any structure or construction;
- Roads, curbs, and lanes;
- Site grading and surface drainage, except as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Contaminated soil.

IMPORTANT: For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines in either your online manual or at:

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

## YOUR RESPONSIBILITIES

There are three things you should keep in mind to be certain that your home warranty serves you well:

1. **Know your home.** Operational instructions are available in your online homeowner portal.
2. **Maintain all equipment.** Detailed instructions are available in your online homeowner portal.
3. **Understand your coverage.** Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.

# Service and Repair During My Home Warranty

At Anthem Properties we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the Province's building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues. 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 again recommend that any concerns you have documented be forwarded to our customer service department.

Please use the service request form that will be mailed to you approximately eleven months from date of occupancy. 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 of the corrections, National Home Warranty or the Homeowner Protection Office will assist you with your concerns.

When dealing with any problem, it is important to classify the nature of the issue to ensure an appropriate response.

## **EMERGENCY ISSUES**

**IMPORTANT:** For life threatening emergencies, always call 911.

## OTHER ISSUES

We ask that you further classify the non-emergency issue(s) to facilitate appropriate resolution:

Classification	Description	Handling
<ul style="list-style-type: none"> <li>High</li> </ul>	<p>An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect.</p>	<p>For emergency repairs, please contact AWM Alliance.</p>
<ul style="list-style-type: none"> <li>Medium</li> </ul>	<p>These defects could pose a safety hazard or could cause create greater harm to your home. Examples include:</p> <ul style="list-style-type: none"> <li>Loose railings;</li> <li>Malfunctioning plumbing;</li> <li>Water seepage visible as damp areas on surfaces such as exterior stucco;</li> <li>Window seal failure (the space inside the sealed glass becomes foggy);</li> <li>Window cracks not due to accidents;</li> <li>Exterior or entry doors and windows that no longer fit or function properly;</li> <li>Cracked or broken tile in the shower not due to accidents.</li> </ul>	<p>These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.</p>
<ul style="list-style-type: none"> <li>Low</li> </ul>	<p>These items do not require immediate attention. Examples include: drywall cracks or nail pops.</p>	<p>These items should be compiled and submitted at the end of the warranty period.</p>

## SERVICE REQUEST PROCESS

Contact AWM Alliance to assist with an emergency. If you have issues that require attention before your Year End Service Request, please submit them in writing via the service request feature in your homeowner portal or by emailing us at [customerservice@anthemproperties.com](mailto:customerservice@anthemproperties.com)

Once received, your request will be processed as follows:

1. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s) and to arrange access to your suite for initial inspection and/or service.
2. Customer service will arrange for service with the appropriate service/trade(s). **IMPORTANT:** Please be prepared to provide the service/tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.

3. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners.
4. Customer service will follow-up with you to verify that the work has been completed.

### *Tips for a Successful Service Request*

#### **Please do:**

- Send requests prior to the expiration date of your warranty;
- Report your request for service in writing;
- Be prepared to provide access to your home for repair work;
- Where possible, please save up your requests to be sent in all at once.
- 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.
- 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.
- Use and maintain all equipment properly as recommended in their respective manuals. This is especially important regarding the humidity control, kitchen fans and other moisture control devices within your home.

#### **Please do not:**

- Report warranty items over the phone;
- Present service requests to anyone other than your builder and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you;
- Ask the contractors to fix anything else.

## Types of Warranties

Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by manufacturer, supplier, or installer warranties. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how the types of warranties differ in coverage and the terms laid out for each of the components in your home.

"A warranty is the manufacturer/supplier/installer promise to back their product/service."

### HOW DO WARRANTIES DIFFER

#### *Full Warranty*

If your warranty states that it is a full warranty, you can generally assume that the defective product will be fixed or replaced at no charge. Most often this includes removal and reinstallation of the product if required. If after successive attempts the faulty product cannot be repaired, you get a new product, a credit or your money back.

You should not have to do anything unreasonable to obtain warranty service, such as sending your built-in dishwasher to the supplier in its original packaging.

The warranty may be in effect throughout the entire term of its coverage, regardless of whether or not the product changes hands to a new owner.

Please note: A full warranty may not cover the entire item; it may only cover certain components of the product such as the picture tube of a colour television or certain internal parts. Read your manufacturer's information.

#### *Limited Warranty*

A limited warranty provides you with fewer features than a full warranty, but still affords you with some recourse to problems. Your limited warranty may cover parts but not labour.

There might be a charge for handling if the item is picked up for service, which may be especially troublesome in the case of a large item such as a refrigerator. Also, you may find that the value of the limited warranty is pro-rated, so you may have to absorb some of the cost of repair.

Please note: Read the specific warranty information. A product may carry a full warranty on part of the product and have limited coverage on the remainder of the components.

### ***Company Letter of Guarantee***

Sometimes a manufacturer may not offer a hardcopy warranty card, but instead provide a “Letter of Guarantee”. This is a signed document, usually on company letterhead, that states how the company will help if you encounter a problem with their product. A “Company Letter of Guarantee” is generally very short and to the point, but it is specific in regards to how a problem will be addressed.

### ***Implied Warranty***

If your product does not come with an expressed written warranty, you still have coverage in the form of an implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are basically two types of implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. For example, if a vendor suggests that you buy a certain sleeping bag for -10°C weather, he warrants that the sleeping bag will be suitable in -10°C weather. Abuse, misuse, improper maintenance and ordinary wear are not covered under an implied warranty.

If you purchase a product without a warranty, it may indicate that the item is risky (either low quality, discontinued or damaged) and therefore should be available at a reduced price.

### ***Spoken Warranty***

A spoken warranty is a verbal promise that should not be considered as coverage. Sales people will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the sales person put their promises in writing. If they are sincere in their statements, they will not object to your request.

### ***Extended Warranty***

A warranty by itself is included in the purchase price of the product and an extended warranty is usually purchased separately. Quite often an extended warranty will be purchased through a third party.

If you are thinking of purchasing an extended warranty you should consider these points:

- Does your present warranty already cover the repairs you would get through the extended warranty?
- How much longer will the extended warranty go on after your existing warranty has expired?
- Does the extended warranty provider have a good reputation and a solid track record?

An extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered you should assume that it is not.

There are sometimes certain clauses that require you to take specific action to fulfill your end of the contract, such as contacting the company as soon as a problem begins to surface. There may be some costs involved even after you have paid for your extended warranty. Some contracts require you to pay a deductible, or even a cancellation fee, if you decide to get out of the program. If you feel that the product is most likely to outlive the length of the extended warranty, or any repair costs would be minimal, you probably don't need an extended warranty.

## **AVOIDING PROBLEMS**

Take the following precautions to avoid problems in having warranty issues addressed:

- Know exactly what the warranty does and does not do. Are you expected to pay labour costs or any other expenses to have issues addressed?
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.
- Will the company cover any "consequential damages"? For example, if your freezer quits operating, will you be reimbursed for the loss of food?
- Finally, read and understand your warranty information and you should not encounter any surprises.



## PROTECTING MY INVESTMENT

This section provides information on how to take care of your new home, as well as a checklist of recommended seasonal maintenance items:

- New Home Maintenance Guide
- Seasonal Maintenance Checklist



## New Home Maintenance Guide

*Maintenance of the home is your responsibility. All homes require periodic maintenance to prevent premature deterioration and to ensure proper functioning and systems integrity. In addition to this homeowner guide, we have provided you with access to and have made available to you written warranties on consumer products which may be installed in your home. Please familiarize yourself with these documents, as we are not responsible for maintenance issues related to your home, or for damage that results from your failure to maintain your home.*

This maintenance guide covers general maintenance and care required for items and fixtures in your home. It is by no means an all-inclusive list and may not apply to all items in your home. For full maintenance details, please consult all guides, manuals, warranties, and literature provided by the manufacturer which may be found in your Homeowner portal or on the manufacturer's web site.

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

**National Home Warranty**

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

**Homeowner's Protection Office**

[www.hpo.bc.ca/MAINTENANCE-MATTERS](http://www.hpo.bc.ca/MAINTENANCE-MATTERS)

## TABLE OF CONTENTS

### APPLIANCES

- Cooktop
- Dishwasher
- Microwave
- Oven
- Range
- Refrigerator
- Washer/Dryer

### ELECTRICAL SYSTEMS

- AFCI (Arc Fault Circuit Interrupters)
- Circuit Breaker
- GFCI (Ground Fault Circuit Interrupters)
- Interior Lighting
- Outlets and Switches
- Smoke Detectors
- Wall Timer and De-humidistat

### HEATING & VENTILATION

- Baseboard Heater
- Exhaust Fans
- Range Hood
- Thermostat

### INTERIOR FINISHES

- Backsplash and Wall Tiles
- Cabinets
- Countertops
- Doors and Hardware
- Flooring
- Interior Paint
- Trim

### PLUMBING

- Bathtubs, Showers, and Surround Enclosures
- Clogged Drains
- Fixtures
- Shower Doors
- Sinks
- Toilets
- Water Conservation
- Water Lines

### STRUCTURE

- Caulking
- Ceilings
- Condensation
- Drywall
- Effects of Weather and Temperature
- Expansion and Contraction
- Interior Walls
- Mold
- Settlement

## APPLIANCES

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any operation, maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference.

If a problem arises with an appliance, call the warranty service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:

- 1) The date of purchase (closing or move-in date, whichever occurred first);
- 2) The serial and model numbers (found on a metal plate on side, back or bottom of appliance);
- 3) A description of the problem.

### *Cooktop*

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

### *Dishwasher*

- 1) Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
- 2) Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.
- 3) Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.

### *Microwave*

- 1) If your microwave has a hood fan, run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.
- 2) Do not remove the waveguide cover. To clean, wipe with a damp cloth.
- 3) Clean the inside and outside surfaces of the oven with a damp cloth and mild detergent if needed. Do not use harsh abrasives.
- 4) If your oven has a glass tray, remove it for cleaning. Use warm soapy water, or you may put the tray in the dishwasher.
- 5) Keep the oven clean and dry to avoid rusting or arcing.

### *Oven*

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

### *Range*

- 1) Do not use abrasive cleaners on the surface of the range. Use warm water and mild soap instead.
- 2) Wipe up spills promptly to avoid buildup, which can catch fire during cooking.

### *Refrigerator*

- 1) To prevent odour build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
- 2) Wipe up any spills immediately.
- 3) Do not use abrasive cleaners or scouring pads and brushes.

### *Washer/Dryer*

- 1) Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
- 2) Do not use abrasive cleaners on the exterior. Use warm water and mild soap instead.
- 3) Do not overload machine.
- 4) Use laundry soap, detergent and bleach as recommended by the manufacturer.

## ELECTRICAL SYSTEMS

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

### *AFCI (Arc Fault Circuit Interrupters)*

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

### *Circuit Breaker*

During your orientation walk-through your builder will have pointed out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers.

Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: ON, OFF, and TRIPPED. When a circuit breaker trips it must first be turned OFF before it can be turned ON. Switching the breaker directly from TRIPPED to ON will not restore service. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position.

### **In the event of a loss of electrical power in your home, follow these steps:**

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

### *GFCI (Ground Fault Circuit Interrupters)*

During your orientation walk through your builder will have pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

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

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

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

### *Interior Lighting*

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

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

Translucent panels can be cleaned by removing them. First push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse; the soap film will reduce static electricity.

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

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

### *Outlets and Switches*

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

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

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

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your builder if your home is still covered under your third party warranty policy.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

***Smoke Detectors***

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

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

***Wall Timer and De-humidistat***

Your wall timer operates the bathroom fan(s) in your home on a timed schedule. These are installed according to building code and should run for a period of 8 hours per day.

## HEATING & VENTILATION

### *Baseboard Heater*

Electric baseboard heaters are maintenance free except for the cleaning of the appliance surface. Occasional dusting of the element (with caution) may be required. Do not place furniture in front of the baseboard heaters as they require airflow to function properly.

### *Exhaust Fans*

The exhaust fans provided in your home are designed to reduce odours, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection quarterly (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Your wall timer operates the bathroom fan(s) in your home on a timed schedule. These are installed according to building code and should run for a period of 8 hours per day.

### *Range Hood*

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every three months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters.

### *Thermostat*

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

## INTERIOR FINISHES

### *Backsplash and Wall Tiles*

Regular maintenance of your tile backsplash will keep it looking good. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

### *Cabinets*

To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. The beauty of the wood can be preserved by polishing with a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax. Do not wash laminated cabinets with water or water-based cleaners.

The wood in your cabinets is a natural product. Some fading of the original color will occur. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets. Excessive heat and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet.

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

### *Countertops*

The countertops in your home may be constructed of ceramic tile, granite, marble, plastic laminate, limestone or quartz. To maintain your countertops, follow these general care instructions:

- Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, plastic laminate and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface. Be aware of placing extremely hot pans on the counter.
- Re-caulk separations that occur around sinks and along the backsplash of countertops, before water can enter into those separations and cause damage.

## Quartz

For routine cleaning of quartz, use a mild soap and warm water solution. Hot objects and harsh chemicals on your countertop should be avoided. Use a cutting board to prevent scratches. Remove spills immediately to avoid stains.

## *Doors and Hardware*

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

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

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

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

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

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

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

## ***Flooring***

The flooring in your home requires routine maintenance and care.

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

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

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

## **Carpet**

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

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams.

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

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

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

You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

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

Refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting.

### **Grout**

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

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

### **Tile (Ceramic, Porcelain)**

Ceramic tiles are available in a wide variety of colors, sizes and finishes. Generally glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance.

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

Porcelain tiles are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Always wipe up spills immediately to prevent staining of the grout.

Refer to the manufacturer's recommendations on care for additional information.

## Vinyl

The following are tips for proper care of your new vinyl floor.

- Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired.
- Ladies' high-heeled shoes and furniture without proper casters are particularly damaging to vinyl. Gouging from sharp objects under pressure will cut any floor covering. All heavy furniture, appliances and chairs should be supported with wide weight-bearing glides or casters. When moving heavy appliances across the floor, protect your vinyl flooring.
- Do not use abrasive cleansers or full strength bleach on vinyl floors. Abrasive cleaners will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
- Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner.
- Remove spills immediately to avoid staining and damage to the flooring. Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Use a sponge or soft cloth. Dry the floor after removing the spill.

## Wood (Hardwood, Laminate, Cork, Bamboo)

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

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your wood floors:

1. Clean your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
2. Do not use water or water-based cleaners, bleach or one-step floor cleaners.
3. Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
4. Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.
5. Exposure to direct sunlight can cause damage, discoloration or fading to wood floors. Use window coverings in these areas.
6. Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood floorings worst enemies.

7. Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent wood flooring.
8. Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
9. Your wood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

### ***Interior Paint***

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

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

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

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

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

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

Always dispose of paint and other hazardous materials properly.

### ***Trim***

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

## PLUMBING

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

Please make certain that everyone in your household knows the locations of the main shut-off valves in your home.

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

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

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

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

### *Bathtubs, Showers, and Surround Enclosures*

Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon-scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

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

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

### ***Clogged Drains***

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

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

### ***Fixtures***

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

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

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

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

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

### ***Shower Doors***

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

### ***Sinks***

Regular cleaning is important to maintain the appearance of your sink.

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

### *Toilets*

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

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

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

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

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

### *Water Conservation*

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances.

Every time a toilet is flushed, about 6 litres of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.

A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub (35 to 55 litres).

Rinse your dishes and always load your dishwasher to capacity before turning it on. Most models use between 30 to 50 litres per run.

Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 30 to 40 litres a day. Turn off the water while brushing your teeth or shaving to avoid wasting more water.

### *Water Lines*

Plumbing systems should be maintained by running water through each faucet for approximately one minute each month, to minimize stagnation.

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

## STRUCTURE

### *Caulking*

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

### *Ceilings*

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

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

### *Condensation*

Condensation is normal in a new home because many litres of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks.

Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvers and crawl spaces are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

### *Drywall*

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

### *Effects of Weather and Temperature*

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

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

Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and landscape improvements, which will move again after the ground thaws. You should take care to properly "winterize" your home's exterior and garage areas, including water lines, irrigation lines, etc.

### ***Expansion and Contraction***

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

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

### ***Interior Walls***

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

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

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

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

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

### ***Mold***

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

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

### **Limiting mold growth**

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

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

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

### **Mold Prevention Obligations**

1. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
2. To regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;

3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing;
5. To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;
7. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
8. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible (note: mold can grow on damp surfaces within 24 to 48 hours);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
10. Do not hang wet clothing on indoor drying line;
11. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
12. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
13. To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
14. To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
15. To maintain positive drainage and grading away from the foundation and walls of the home;
16. To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;
17. To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, awnings, satellite dishes, etc.);
18. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
19. To maintain and not obstruct ventilation installed by the builder in attic, basements, crawl spaces or other locations in the home;
20. To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
21. To properly use and maintain appliances containing water and other liquids;
22. To not alter insulation installed by builder;
23. To prevent clogging of plumbing.

### ***Settlement***

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

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

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

# Seasonal Maintenance Checklist

## **REGULAR MAINTENANCE IS THE KEY**

Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and not very time-consuming. A regular schedule of seasonal maintenance can put a stop to the most common — and costly — problems, before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later.

This checklist is intended to provide you with a list of common maintenance tasks that most homeowners are required to perform, but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties, and documentation provided to you by your builder, in your homeowner portal and on the manufacturer's web sites.

If you do not feel comfortable performing some of the home maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you.

## MONTHLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
ELECTRICAL	Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
	Test GFCI/AFCI receptacles and outlets.
HEATING & VENTILATION (HVAC)	Clean/replace heating and ventilation (HVAC) filters.
	Clean dryer vent exhaust ducts.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

## QUARTERLY (JANUARY, APRIL, JULY & OCTOBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
EXTERIOR	Inspect exterior doors. Lubricate hinges and locks if required, adjust door sweeps and replace weather stripping as needed.
	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Vacuum electric baseboard heaters to remove dust.
INTERIOR	Check for cracks or separations and mildew in caulking around sinks, bathtubs, showers, toilets, faucets, countertops, backsplashes, ceramic tiles and floors, windows etc. Repair with the appropriate caulking compound as needed.
	Inspect shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Clean interior drains.

## EVERY SIX MONTHS (MARCH AND SEPTEMBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary.
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords.
	Check window screens and replace or repair as necessary.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed.
	Ensure that air supply registers are not blocked by rugs, furniture etc.
	Have an HVAC professional inspect and calibrate your heating system.
	Check the ductwork leading to and from the heating system is in good condition, the joints are tightly sealed and any duct insulation and plastic duct wrap is free of tears and holes.
INTERIOR	Check cabinet drawers and hinges for proper alignment. Tighten and adjust as necessary.
	Review cabinet manufacturer recommendations as to proper products to maintain the wood finish.
	Vacuum/clean windows and sliding door tracks, lubricate with a suitable product.
	Inspect tiled areas for loose or missing grout/caulking. Re-grout or re-caulk as necessary.
	Check security of guardrails and handrails.
PLUMBING	Check hot water heater for leaks. Drain and flush to remove sediment following manufacturer's instructions.
	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

## ONCE EVERY YEAR (APRIL)

CATEGORY	MAINTENANCE REQUIRED
INTERIOR	Deep clean carpets and rugs.
PLUMBING	Inspect and test your hot water heater safety valve.

## ADDRESS BOOK

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

- Neighborhood Contacts
- My Home Contacts



## Neighborhood Contacts

### RESTAURANTS

Max's Restaurant	604-435-3505	3546 Kingsway
Kingsway Sushi	604-433-6388	3665 Kingsway
Minoas Greek Taverna	604-430-2545	3823 Kingsway
Pho Thai Hoa Restaurant	604-568-8884	3524 Kingsway
Saffron Indian Cuisine	604-436-5000	4300 Kingsway

### SHOPPING

Metropolis at Metrotown	604-438-4700	4720 Kingsway
Old Orchard Shopping Centre	604-569-5566	4429 Kingsway
Your Dollar Store With More	604-438-6861	5268 Joyce St
Canadian Tire	604-431-3570	2830 Bentall St
Walmart	604-435-6905	3585 Grandview Hwy

### COMMUNITY CENTRES

Westburn Community Centre	604-297-4845	4781 Parkwood Ave
Collingwood Neighborhood House	604-435-0323	5288 Joyce St
Edmonds Community Centre	604-297-4838	7433 Edmonds St

### PARKS AND RECREATION

Central Park		3883 Imperial St
Aberdeen Park		3525 Foster Ave
George McLean Park	604-294-7450	5477 Patterson Ave
Bonsor Recreation Complex	604-297-4947	6550 Bonsor Ave
Swangard Stadium	604-297-4848	3883 Imperial St

## GOLF COURSES

Central Park Pitch & Putt	604-434-2757	3883 Imperial St
Fraserview Golf Course	604-257-6923	7800 Vivian Dr
Riverway Golf Course	604-280-4653	9001 Bill Fox Way

## ARTS AND ENTERTAINMENT

SilverCity Metropolis Cinemas	604-435-1999	4700 Kingsway
Michael J Fox Theatre	604-664-8875	7373 Macpherson Ave
Shadbolt Centre for the Arts	604-291-6864	6450 Deer Lake Ave

## My Home Contacts

Below is contact information for companies who have provided a product or service to your home. For more detailed information, see the "Items in My Home" section of this guide, or visit your online portal at [www.homeinformationpackages.com](http://www.homeinformationpackages.com).

**AEG Electrolux | Manufacturer**

905-829-3980 • [www.aeg.com](http://www.aeg.com)  
2278 Speers Rd, Oakville, ON L6L 2X8

---

**Anthem Thurston Developments LP | Builder**

604-689-3040 • [www.anthemproperties.com](http://www.anthemproperties.com)  
300 - 550 Burrard Street, Vancouver, BC V6C 2B5

---

**Arctic Stone Ltd | Installer, Supplier**

604-276-8481  
12240 Vulcan Way, Richmond, BC V6V 1J8

---

**AWM Alliance Real Estate Group | Property Manager**

604-685-3227 • [www.awmalliance.com](http://www.awmalliance.com)  
Suite 401 - 958 West 8th Ave, Vancouver, BC V5Z 1E5

---

**Banvil 2000 | Manufacturer**

888-822-6845 • [www.banvil2000.com](http://www.banvil2000.com)  
775 Main St E, Milton, ON L9T 3Z3

---

**Centura Floor & Wall Fashion | Manufacturer**

800-263-9400 • [www.centura.ca](http://www.centura.ca)  
53 Apex Rd, Toronto, ON M6A 2V6

---

**Chelini Collection | Manufacturer**

604-985-7202 • [www.chelinicollection.com](http://www.chelinicollection.com)  
2413 Weymouth Pl, North Vancouver, BC V7K 2Z3

---

**CMJ Sheet Metal Ltd | Installer**

604-299-8233 • [www.cmjsheetmetal.com](http://www.cmjsheetmetal.com)  
105 - 7382 Winston St, Burnaby, BC V5A 2G9

---

**DALS Lighting Inc | Manufacturer**

450-430-1818 • [info@dalslighting.com](mailto:info@dalslighting.com)  
104 - 30 Rolland Briere, Blainville, QC J7C 5R8

---

## My Home Contacts

### **Design Lighting Ltd | Supplier**

604-576-8733 • [www.designlighting.ca](http://www.designlighting.ca)  
100 - 5499 192 St, Surrey, BC V3S 8E5

---

### **Dimplex (Chromalox) | Manufacturer**

800-668-6663 • [www.dimplex.com](http://www.dimplex.com)  
1367 Industrial Rd, Cambridge, ON N1R 7G3

---

### **Duravit USA Inc | Manufacturer**

888-387-2848 • [www.duravit.us](http://www.duravit.us)  
500 - 1750 Breckinridge Pkwy, Duluth, GA 30096

---

### **Elite Lighting USA | Manufacturer**

877-375-5555 • [www.iuseelite.com](http://www.iuseelite.com)  
1530 Church Rd, Montebello, CA 90640-6502

---

### **Energy Electric | Installer, Supplier**

604-575-5559  
123 - 18525 53 Ave, Surrey, BC V3S 7A4

---

### **Faria Mechanical | Installer, Supplier**

604-944-2900 • [www.fariamechanical.com](http://www.fariamechanical.com)  
103 - 137 Glacier St, Coquitlam, BC V3K 5Z1

---

### **Forever Window Screens & Blinds | Manufacturer**

604-231-0993 • [www.foreverwindows.ca](http://www.foreverwindows.ca)  
2940 Olafsen Ave, Richmond, BC V6X 2R3

---

### **Friesen Floor & Window Fashions | Installer, Supplier**

604-850-6644  
31726 S Fraser Way, Abbotsford, BC V2T 1T9

---

### **Galaxy Lighting | Manufacturer**

604-278-8881 • [www.galaxy-lighting.com](http://www.galaxy-lighting.com)  
13611 Maycrest Way, Richmond, BC V6V 2J4

---

## My Home Contacts

**General Paint Ltd | Manufacturer**

604-253-3131 • [www.generalpaint.com](http://www.generalpaint.com)  
950 Raymur Ave, Vancouver, BC V6A 3L5

---

**GROHE Canada Inc | Manufacturer**

905-271-2929 • [www.groheamerica.com](http://www.groheamerica.com)  
1226 Lakeshore Rd E, Mississauga, ON L5E 1E9

---

**H&L Aluminum Railing Ltd | Installer, Manufacturer, Supplier**

604-293-0268  
104 - 8575 Government St, Burnaby, BC V3N 4V1

---

**Hallmark Decking & Waterproofing | Installer, Supplier**

604-522-9913  
112 - 1090 Clivedon Ave, Delta, BC V3M 6E6

---

**Homeowner Protection Office (HPO) | Consultant**

1-800-407-7757 • [www.hpo.bc.ca](http://www.hpo.bc.ca)  
650 - 4789 Kingsway, Burnaby, BC V5H 0A3

---

**Ican Tile Distributors Ltd | Installer, Manufacturer, Supplier**

604-299-0146 • [www.icanceramic.com](http://www.icanceramic.com)  
8059 Fraser Way, Burnaby, BC V5J 5M8

---

**Infinity Mechanical Ltd | Supplier**

604-477-1103 • [www.infinitymechanical.ca](http://www.infinitymechanical.ca)  
24760 102A Ave, Maple Ridge, BC V2W 0A1

---

**Kidde Canada | Manufacturer**

800-880-6788 • [www.kiddecanada.com](http://www.kiddecanada.com)  
130 Esna Park Dr, Markham, ON L3R 1E3

---

**KitchenAid Canada | Manufacturer**

800-807-6777 • [www.kitchenaid.ca](http://www.kitchenaid.ca)  
1901 Minnesota Crt, Mississauga, ON L5N 3A7

---

My Home Contacts

**KML Corp Inc | Manufacturer**

253-475-7541  
1616 E Saint Paul Ave, Tacoma, WA 98421

---

**Kronoflooring GmbH | Manufacturer**

+49 3522 33-30  
Mühlbacher Straße 1 Lampertswalde , Dresden D-

---

**Leviton Mfg | Manufacturer**

800-469-7890 • [www.leviton.com](http://www.leviton.com)  
165 Hymus Blvd, Pointe-Claire, QC H9R 1E9

---

**Maxilite | Manufacturer**

604-461-4747 • [www.maxilite.net](http://www.maxilite.net)  
3008 Spring St, Port Moody, BC V3H 1Z8

---

**MGR Installations | Installer, Supplier**

604-521-2732  
803 - 2061 Beach Ave, Burnaby, BC V5B 4Y2

---

**Midland Appliance | Supplier**

604-608-0600 • [www.midlandappliance.com](http://www.midlandappliance.com)  
2015 Columbia St, Vancouver, BC V5T 3J2

---

**Mircom | Manufacturer**

604-941-6314 • [www.mircom.com](http://www.mircom.com)  
313 - 2071 Kingsway Ave, Port Coquitlam, BC V3C 6N2

---

**National Drywall Ltd | Installer, Supplier**

604-240-4563  
3545 45 Ave E, Vancouver, BC V5R 3G2

---

**National Home Warranty Group Inc | Warranty Provider**

604-608-6678 • [www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)  
1100 - 1125 Howe St, Vancouver, BC V6Z 2Y6

---

## My Home Contacts

**Oasis Windows Ltd | Installer, Manufacturer, Supplier**

604-597-5033 • [www.oasiswindows.com](http://www.oasiswindows.com)  
109 - 12889 84 Ave, Surrey, BC V3W 0K5

---

**Olympia Tile | Manufacturer**

604-294-2244 • [www.olympiatile.com](http://www.olympiatile.com)  
2350 Willingdon Ave, Burnaby, BC V5C 5J6

---

**Ortech Distributors Inc | Manufacturer**

888-543-6473 • [www.ortechlighting.com](http://www.ortechlighting.com)  
33 - 13290 78 Ave, Surrey, BC V3W 0H6

---

**Ouellet Canada Inc | Manufacturer**

800-463-7043 • [www.ouellet.com](http://www.ouellet.com)  
180 3 Ave, L'Islet, QC G0R 2C0

---

**Peter's Painting Ltd | Installer, Supplier**

604-552-0494 • [www.peterspaintingltd.com](http://www.peterspaintingltd.com)  
3308 Oxford Pl, Coquitlam, BC V3E 3G4

---

**Prochef | Manufacturer**

418-687-8192  
955 Rue Lachance, Quebec City, QC G1P 2H3

---

**Shaw Industries Inc | Manufacturer**

800-441-7429 • [www.shawfloors.com](http://www.shawfloors.com)  
PO Box 2128 - 616 E Walnut Ave, Dalton, GA 30722-2128

---

**Sterling Plumbing | Manufacturer**

800-783-7546 • [www.sterlingplumbing.com](http://www.sterlingplumbing.com)  
444 Highland Dr, Kohler, WI 53044

---

**Trail Appliances Ltd | Installer, Supplier**

604-434-8711 • [www.trailappliances.com](http://www.trailappliances.com)  
2876 Rupert St, Vancouver, BC V5M 3T7

---

## My Home Contacts

### **Tremco Inc | Manufacturer**

800-363-3213 • [www.tremcosealants.com](http://www.tremcosealants.com)  
220 Wicksteed Ave, Toronto, ON M4H 1G7

---

### **Venco Products Ltd | Manufacturer**

604-940-4960 • [www.venco.ca](http://www.venco.ca)  
7584 Vantage Pl, Delta, BC V4G 1A5

---

### **VQuartz | Manufacturer**

[www.vquartz.com](http://www.vquartz.com)  
China

---

### **Whirlpool Canada LP | Manufacturer**

800-807-6777 • [www.whirlpoolcanada.com](http://www.whirlpoolcanada.com)  
1901 Minnesota Crt, Mississauga, ON L5N 3A7

---

### **Wortra Enterprises Ltd | Installer, Supplier**

604-527-2088 • [www.wortra.com](http://www.wortra.com)  
109 - 1750 Hartley Ave, Coquitlam, BC V3K 7A1

---

## SUPPORT

This section provides reference material on how to use the online resources that accompany this guide, as well as a general list of answers to questions you may have about how to get the most out of your homeowner guide and online portal.

Documents you can find here include:

- Using My Online Homeowner Portal
- Homeowner Guide FAQs



# Using My Online Homeowner Portal

Visit your online portal at

**[www.homeinformationpackages.com](http://www.homeinformationpackages.com)**

to explore your new home and all its features!

## *My portal offers:*

1. **What's Happening:** includes a welcome message, an overview of the information available in your portal, and the latest news.
2. **My Home:** a library of products and finishes used in the construction of your home, with detailed operating, care and warranty documents. Explore by room, product type, or search for something specific.
3. **Maintenance List:** a monthly list of items needing maintenance as recommended by your builder and warranty provider.
4. **Neighborhood Information:** an interactive map showing local shops and services.
5. **Documents:** includes supplemental information about your home, such as service request forms, landscaping tips, and more.
6. **Warranty Information:** an online overview of your home warranty with links to limitations and exclusions.
7. **Address Book:** a contact list of the companies and manufacturers involved in the construction of your home.
8. **Request Service (if enabled by your builder/developer):** an online form to submit service requests to your builder or property manager.
9. **Share:** a way to share access to your online portal with friends or family.
10. **Registration:** Sign up to receive periodic maintenance reminders and warranty milestones.

## ACCESSING THE ONLINE PORTAL

Please access the portal by using the latest version of the following web browsers to ensure maximum performance:

- Apple Safari
- Internet Explorer
- Google Chrome
- Mozilla Firefox

To access the online portal:

1. Find your login ID and password. This can be found:
  - a. On your access label, typically affixed to the electrical panel, furnace, or inside a kitchen cabinet.
  - b. Through the link "forgot password?"
2. Navigate your browser to the website above.
3. Enter the login ID and password and click "Log In". You will be directed to the "What's Happening" page.

NOTE: Unless otherwise specified, all sections below assume that you have completed the steps above and obtained access to the online portal.

## WHAT'S HAPPENING

This page offers a snapshot of current information you need to know about your home, including what items are due for maintenance, what home warranty milestones are approaching, and latest news feeds. This page also provides access to supplemental information available for view or download, such as service request forms, landscaping information, and more.

## MY HOME

This section provides access to a searchable list of the key products installed in your home. Obtain information like care, operating and warranty information, as well as model numbers and finishes that make replacement a breeze.

1. Click on the "My Home" icon in the navigation bar on the left side of the screen.
2. Select which room you would like to explore, if not available, click on "All".
3. Select which category you would like to view, such as appliances or interior finishes.
4. Each product is listed in alphabetical order, and offers access to any care, operating and warranty documents, along with links to manufacturer and other websites.
5. To search for a product, key the product name (like fan) into the search box in the top right corner, and click on the search icon.

## MAINTENANCE LIST

The maintenance list features periodic or seasonal maintenance recommended by your builder and warranty provider. It is organized by month, so you can see what might need maintenance at any given time of the year.

1. Click the "Maintenance List" icon in the navigation bar on the left side of the screen.
2. Select the desired month.
3. Select the category of item you wish to explore, such as appliances or interior.
4. Items that are highlighted in the maintenance list can be explored in detail by clicking the item's link or viewing the item's drop-down display.

## NEIGHBORHOOD

Here you can explore the shops and services available in your local area through Google Maps.

## DOCUMENTS

In this section you will find supplemental information and documents available for download, such as a copy of your printed homeowner guide, service request forms, or other information related to your neighborhood or building.

## WARRANTY

Click on the "Warranty" icon in the navigation bar on the left side of the screen. It displays a summary of your home warranty coverage and has links to your warranty provider's web site and more.

## ADDRESS BOOK

A list of the companies involved in the construction of your home, including product, manufacturers and the trades who performed the work.

1. Click on the "Address Book" icon in the navigation bar on the left side of your screen.
2. Each contact contains addresses, phone numbers, and website links where applicable.

## REQUEST SERVICE

This section allows you to submit service requests to your builder, in the case that you need items repaired under your new home warranty.

**IMPORTANT: This form is NOT for emergency issues. If the issue affects the safety of residents or presents an immediate danger to the home (flooding, etc.) call your property manager or builder directly for service.**

- 1) Click "Request Service" icon in the navigation bar on the left side of the screen.
- 2) Complete the form on this page:
  - a. Your contact information is required in the case that a service representative or trade needs to reach you.
  - b. Be as descriptive as possible when entering the issue. Wherever possible, name specific areas of your home along with the name of the component(s) involved.
- 3) Optional: Associate the products related to the request to assist your builder.
- 4) If you have photos of the issue, or other documentation, upload them with your request.
- 5) Click "Submit". You will receive an immediate email notification indicating that your request has been received.

## SHARE

If you have someone visiting or house-sitting, or if you just want to share your home's information with someone, you may use this page to send a sharing link. Simply enter the required information and click on "Send".

## PERSONALIZING MY LOGIN AND SIGNING UP FOR AUTOMATIC EMAIL REMINDERS

You may elect to create a user ID that you can easily remember, that will give you access to your portal and that offers automatic email reminders for periodic maintenance and warranty milestones.

1. Click on the REGISTER icon in the "Register Now" widget on the "What's Happening" page.
2. Enter the required information and click on "create account".

3. You will receive an automated email confirming you have registered.
4. Enter your new user ID and password to access your portal.

NOTE: Your Builder may have pre-registered you to receive automated email reminders about upcoming warranty or maintenance milestones. If you wish to stop receiving these reminders, simply click on the link to "unsubscribe" contained in the reminder email message you receive, or go to the "Edit Properties" page and uncheck the box for email reminders.

## **ADDING HOMES TO MY HOMEOWNER PORTAL**

If you own or manage other homes in your building or community, you may add them to your profile to enable you to access all your homes from one portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Properties" tab.
3. Click the "Add New" button and enter the login ID and password of the home you would like added to your portal.
4. To delete properties, click on the "Edit Properties" button.

## **UPDATING MY PROFILE AND CHANGING MY PASSWORD**

You may also edit your personal information and choose whether or not to receive email notifications about new features to your online portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Profile" tab.
3. Click on "edit profile".
4. Update your contact information and click "Save".

### **To change your password**

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Profile" tab.
3. Click on "change password".
4. Enter your existing and new passwords and click on "change password".
5. You will be directed to log in using your new password.
6. You will be taken to the "Register" screen. Fill in the information here and click "Create Account". You will begin receiving periodic email reminders beginning with the next milestone period.

## **ACCESSING THE MOBILE HOMEOWNER PORTAL**

You can also access your homeowner portal by mobile phone. The site works best on the iPhone with iOS 5 and up, using Safari. If you are accessing the portal on an Android, Google Chrome is also suitable.

## Homeowner Guide FAQs

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

- A. a) Make sure you are typing your login ID and password correctly and that the Caps Lock key is not on. Your login ID and password are case-sensitive.
- b) If you have forgotten your password click on the link "forgot password?" and follow the step-by-step instructions.
- c) If you are typing your login ID and password correctly but still cannot log in, you may have been locked out of your account. This happens if there are too many failed login attempts. Your account will be unlocked after a 24 hour period. You can also call CONASYS at 1-877-744-7547 to speak to a customer service representative to have your access restored.

**Q. I have forgotten my personalized password. What do I do?**

- A. If you have forgotten your password, go to your home's login screen and click on the link "forgot password?", and follow the step-by-step instructions.

**Q: Why should I register my account?**

- A: a) Registering your account allows you to receive automated email reminders about warranty or milestones. These are tied to your home's warranty coverage. Getting timely reminders and instructions for maintenance tasks will enable you to care for your home, and will help ensure you receive maximum benefit from your home's warranty.
- b) Registering allows you to personalize your username and password. Please note that your original login ID and password will always remain valid, regardless of the number of accounts you register to the home. In the event your registration fails or you forget your username or password, you can use the original login information.

**Q. The information listed in "Items in My Home" or "My Home" is incorrect. What should I do?**

- A: All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online portal, but the guide will not be reprinted. Always refer to the online portal for the most up-to-date information.

**Q. How long will I have online access to the online portal?**

- A: Access is available for 10 years following the original publish date of your homeowner guide.

**Q. I have lost my printed guide and would like another copy. What should I do?**

- A. An online version of your guide is available for download and printing. If you would like another professionally printed copy, please call CONASYS at 1-877-744-7547. Please note that charges will apply.

**Q. I have a warranty issue I need to address. Whom do I call?**

A: Please contact your Builder, Property Manager, or Warranty Provider as directed in your homeowner guide. CONASYS compiles the information in your guide as a service, and does not perform warranty service.

Builder: Anthem Thurston Developments LP (the "Builder")  
Date: Jan-22-2015 (the "Effective Date")

#### DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through the [www.homeinformationpackages.com](http://www.homeinformationpackages.com) website (together, the "Package") is accurate and current as of the Effective Date, such information is subject to change at any time and will not be updated by the Builder or CONASYS. Neither CONASYS nor the Builder will be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package. In compiling information for the Package, CONASYS has relied solely on the accuracy, completeness and quality of the information provided to it by the Builder and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder in relation to the construction of the Property. CONASYS assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to, the Property or any information in this Package, including, without limitation in respect of: (i) the accuracy or completeness of any of the information provided by CONASYS or any third party in this Package or the [www.homeinformationpackages.com](http://www.homeinformationpackages.com) website, including, without limitation, any of the guarantee or warranty cards provided; (ii) the enforceability of any guarantees or warranties related to any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the [www.homeinformationpackages.com](http://www.homeinformationpackages.com) website; (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the [www.homeinformationpackages.com](http://www.homeinformationpackages.com) website; or (iv) the repair, replacement, service or any other work related to, or arising from, any of the materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the [www.homeinformationpackages.com](http://www.homeinformationpackages.com) website. You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the Property including, without limitation, any warranties for which cards have been provided in this Package, including, without limitation, signing and mailing any cards, as may be required. For the sake of clarity, the "Effective Date" contained herein is in relation to the information in the Homeowner Guide and on-line Homeowner Portal and is not connected in any way to any effective dates of your home warranty or product warranties. Please consult your warranty policy(s) for further information.

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

