



## CONGRATULATIONS!

Welcome to your new home at MacPherson Walk North!

This Homeowner Manual is designed to assist you after the completion of your new home. The information presented here will answer many questions and also provide you with maintenance information, how to schedule a warranty repair appointment and a description of the Travelers Guarantee of Canada guidelines.

If you have any questions regarding strata fees, please call the accounting department at Crosby Property Management at 604-683-8900 or go online at [crosbypm.com](http://crosbypm.com). For common area deficiencies or any other strata-related questions, please contact your designated property manager.

This printed guide can also be found online at:

**[www.hungerfordproperties.com](http://www.hungerfordproperties.com) → Customer Service**

Please take time to review this material thoroughly. If you need clarification or additional details about any topic discussed, please call the MacPherson Walk Warranty & Customer Service number at 778.896.8883 or email us at [service@hungerfordproperties.com](mailto:service@hungerfordproperties.com)

We are delighted to welcome you to the MacPherson Walk community!

Property: MacPherson Walk North at 5788 Sidley Street, Burnaby, BC V5J 0E4 (the "Property")  
Developer: MacPherson Walk North Development Limited Partnership (the "Builder")  
Date: June 1, 2012 (the "Effective Date")

#### DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this manual and online through the [www.hungerfordproperties.com](http://www.hungerfordproperties.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. The builder will not 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, the "Builder" has relied solely on the accuracy, completeness and quality of the information provided by the construction partner, contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder in relation to the construction of the Property. 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.

Any links to third party sites contained in the Package do not indicate the endorsement by the Builder of any materials contained therein or of the entities that publish such sites. The builder shall not 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.



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Further information can be found online at [www.hungerfordproperties.com](http://www.hungerfordproperties.com) then clicking on the “Customer Service” page



# 1 / INTRODUCTION

Dear Homeowner:

It is a pleasure to welcome you to MacPherson Walk North. We trust that your new residence has exceeded your expectations with high quality finishes and notable special extras added throughout construction.

We hope you take the time to read through each section now as you may find it to be useful in the future. As such, we recommend you keep this manual in an easy-to-find location in your home for easy referencing.

Please note that Travelers Guarantee Company of Canada Warranty contains exclusions, one of which is for damage due to the extent that is caused by or made worse by negligent or improper maintenance. It is imperative that the maintenance described in this manual be performed.

The Homeowner Protection Office recommends that homeowners check their website [www.hpo.bc.ca](http://www.hpo.bc.ca) for information on maintaining homes.

Hungerford Group is proud to welcome you to MacPherson Walk North and we congratulate you on the purchase of your new home.

Warmest wishes,

**Hungerford Group**

MacPherson Walk North Development LP





## MacPherson Walk North Development Team

Excellence in Management, Design and Construction - Your home has been designed and built by a team of award-winning consultants and experienced engineers. The development team at Hungerford Group is proud of the MacPherson Walk community and would like to share who has been a part of this successful development of Phase 3:

### HUNGERFORD GROUP

Hungerford Group is a fast-growing and established real estate firm diversified across the residential, commercial and industrial sectors with a proven track record having delivered over 345 quality homes as part of MacPherson Walk Phase 1 and 2. Corporate success is achieved through collaborative expertise, strong management skills, continuous customer service and care for the community which are all founded on principled family values. To continue making Phase 3 of MacPherson Walk a stunning reality, Hungerford Group has partnered with award-winning consultants. This commitment to quality has earned MacPherson Walk the following:

- Georgie Award winner for Best Multi-Family Low Rise Development and Best Landscape in 2010
- Georgie Award Winner for Best Signage of 2009 under Marketing Excellence
- 8 Georgie Award finalist nominations including Best Townhouse Development of 2009
- 6 National SAM Award finalist nominations including Best Townhouse and Best Low Rise
- Urban Development Institute (UDI) Winner for Best First Project for Residential Low Rise

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



### ROBERT CICOZZI ARCHITECTURE

RCA is an award-winning firm renowned for its quality projects that offer an elegant and innovative architectural expression and lasting value for its clients and communities. Through cooperative and interactive design process coupled with effective project management, each project has been successfully completed with the appropriate mix of aesthetics and function under both time and budget constraints.

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



### I3 DESIGN GROUP

With expertise in design, drafting, construction management and 3D rendering, the i3 Design team is driven by three pivotal words: inspiration, intuition and innovation. From show homes and presentation centres, to retail, community spaces and custom residential design-build, i3 Design has earned both awards and a solid reputation.

[www.i3design.ca](http://www.i3design.ca)





**ECKFORD TYACKE + ASSOCIATES**

Over the last 20 years, eckford tyacke + associates landscape architecture inc has completed several dozens of multifamily and single-family residential projects. Their professional team is deeply committed to provide elegant and refined design solutions that integrate architecture with land.

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



**MARCON CONSTRUCTION**

As one of the most respected builders in British Columbia, Marcon Construction is a trusted partner of Hungerford Group with over 25 years of experience in new home construction. Their growing portfolio includes over 100 residential and commercial projects built with quality and dedication to detail.

[www.marcon.ca](http://www.marcon.ca)



- STRUCTURAL: Thomas Leung Structural Engineering Inc
- MECHANICAL: Sterling Cooper & Associates
- ELECTRICAL: Nemetz & Associates Ltd.
- GEOTECHNICAL: Horizon Engineering Inc.
- BUILDING ENVELOPE: Morrison Hershfield
- CERTIFIED PROFESSIONAL: CFT Engineering Inc.
- SURVEYOR: Ken K. Wong & Associates

**CROSBY PROPERTY MANAGEMENT**

Crosby has been providing unparalleled service to clients for more than 30 years throughout British Columbia. Their property management professionals dedicated to meeting your unique management needs. Crosby's expertise in managing diverse properties in and around Metro Vancouver has kept them flexible and fully responsive to the changing dynamics of the industry. This property management firm provides personalized service by implementing online systems that maximize operating efficiencies for owners, tenants and investors. Crosby delivers the highest standards of customer-driven service at every level.

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



## *Important Contact Information*

We believe that settling into your new home can be greatly eased by establishing and maintaining clear lines of communication. The professionals listed below will be glad to assist you or find the answers to your questions.

### PROPERTY MANAGEMENT

*For Strata & Common Area Issues*

#### **Crosby Property Management Ltd**

Suite 600 – 777 Hornby Street  
Vancouver, BC  
Canada V6Z 1S4

Hours: 8:30 AM to 4:30 PM,  
Monday through Friday

Phone: 604-683-8900

Fax: 604-689-4829

Email: [crosby@croscopym.com](mailto:crosby@croscopym.com)

Website: <http://www.croscopym.com>

After hour emergencies: 604-683-8900

### HUNGERFORD CUSTOMER SERVICE

*For In-Suite & Warranty Service*

#### **MacPherson Walk North Customer Service**

MacPherson Walk North Development LP  
Suite 520 – 789 West Pender St  
Vancouver, BC  
Canada V6C 1H2

Hours: 8:30 AM to 5:00 PM,  
Monday through Friday

Direct: 778-896-8883

Fax: 604-736-8550

Email: [service@hungerfordproperties.com](mailto:service@hungerfordproperties.com)

Website: [hungerfordproperties.com](http://hungerfordproperties.com) → Customer Service

For emergencies, please contact Crosby Property Management





## Frequently Asked Questions

- 1) **How do I get general warranty services? E.g: my bedroom door is sticking.**
  - Submit your concerns to your developer, in writing, on the enclosed Warranty Service form. See Section 4 for warranty details and Section 5 for Service Requests.
- 2) **What is the difference between 'warranty' and 'deficiency'?**
  - Deficiencies are accepted prior to the occupancy of the suite only and may include such items as dents/marks on drywall, damage to tiles, countertops, appliances, etc.
  - Warranty items are accepted through the first year and may include items such as doors not working/locking, some drywall issues. Warranty items must fall within the confines of your home warranty (see Warranty Section 4)
- 3) **What colour is the interior paint and how do I obtain more for touch ups?**
  - At possession, you received a paint touch-up kit. Please use it. In the Product Information section, paint codes are provided for your convenience.
- 4) **How can I get service for my appliance, and what information do I need to supply?**
  - Contact the appliance supplier's service number included in your manual and supply them with your appliance model number, serial number (found on the appliance or on the appliance registration cards) and the appliance purchase date, which is your possession date. Also include your full mailing address and postal code.
- 5) **Why do I have light switches that don't do anything?**
  - These switches generally operate a switched plug, which is usually for a lamp. To see which plug the switch controls, try plugging in a lamp to the plugs near the switch, and try turning it on with the switch in both the on and off positions.
- 6) **Why do I have electrical outlets that only work on the bottom half?**
  - These outlets are switched outlets. The top half is operated by a light switch and is usually for a lamp. See #5 above.
- 7) **My bathroom/outdoor outlet is not working, and I've checked the breakers.**
  - Your bathroom and outdoor outlets are on a "ground fault" interrupter for your safety; they will disconnect if the current is interrupted. These outlets are wired together, so if one is not working, locate the one with the tripped light on and press the centre button on the front face to reset.
- 8) **Why won't my bathroom fan shut off?**
  - Your bathroom fan is wired to a timer, usually located in an entry closet or your laundry closet. The purpose of the fan timer is to turn the bathroom fan on and off to exchange the air in your suite. This can help prevent condensation and potential damage due to condensation (including respiratory ailments). The timer must be set to run a minimum of two 5-hour sessions per day. Please note: Your warranty may be voided if you do not follow the minimum guidelines set forth for fan use.
- 9) **Why isn't my kitchen sink caulked? Won't it leak?**
  - Your kitchen sink does not require caulking. It is installed with a gasket under the edge which will prevent leakage under normal use.





**10) How do I clean my granite countertops?**

- Generally, a soft cloth, mild detergent (such as dish soap) and water will clean your granite countertop.

**11) Will my granite countertops stain?**

- Your stone counter tops have been sealed by the installer, but in order to maintain this protection, a stone sealer must be re-applied by homeowners annually.
- While the sealer is preventative, you must expect general wear and tear during the years of use; your countertops may develop some stains. We recommend that you wipe up any spills immediately with a soft cloth and water. Dish soap may be required.

**12) Can my granite countertops be scratched or damaged?**

- Although granite is very hard, some of the minerals in it are soft and can be damaged.

**13) Will my outside or garage hose bib freeze? (Ground floor homes only)**

- Your home is equipped with outside hose bibs which are self-draining and freeze-proof, BUT in order for this fixture to be effective YOU MUST REMOVE HOSES during cold weather, and especially before freezing weather. If a hose bib or flow diverter is left attached, the water that remains in the hose and hose bib can freeze and expand back into the pipe, causing a break in the line.
- Please see Section 6 – Care & Maintenance for care and warranty details on hose bibs and water damage. Note: Both the Builder and your Home Warranty Provider will not warrant hose bibs against freezing. If freezing and water damage occur in your unit, it is the private insurance of the homeowner to deal with a claim.

**14) Will my pipes or sprinklers freeze if I turn my heat down when I go away on holiday during winter months?**

- To prevent any possibility of pipes or sprinklers freezing, the temperature should be set at a minimum of 17.5 degrees Celsius.

**15) Am I able to view the plans and specifications for my unit?**

- Please see your Strata if interested in viewing your unit plans and specifications, as they have copies of construction documentation.

**16) Why is the shower water pressure low?**

- The shower and sink faucets are designed low-flow plumbing fixtures for water conservation.
- Submit a warranty request only if you find that your water pressure has reduced dramatically.

**17) Can I twist the kitchen sink spray nozzle?**

- No, please do NOT twist the kitchen sink spray nozzle – only pull out. Twisting will loosen the nozzle and may cause a leak. The damage from the leak is not warrantable and you may be charged for this remediation.



## 2 / COMMUNITY INFORMATION

### *Vibrant South Burnaby Living*

#### *Overview of Burnaby*

Less than 25 minutes from downtown Vancouver by car or the Skytrain rapid transit link, Burnaby (pop. 205,000) invites visitors to enjoy some of the province's biggest shopping malls, ramble through lush parks, play a round of golf, watch live theatre and sports events, and explore diverse artistic, cultural, and heritage sites. It is the third-largest municipality in British Columbia, and its central geographic location within Metro Vancouver makes it easy to access.



#### *Nearby Amenities & Things to Do*

South Burnaby is also home to an extensive and diverse range of parks, public open spaces, and community amenities that are a defining feature of the area surrounding MacPherson Walk, including:

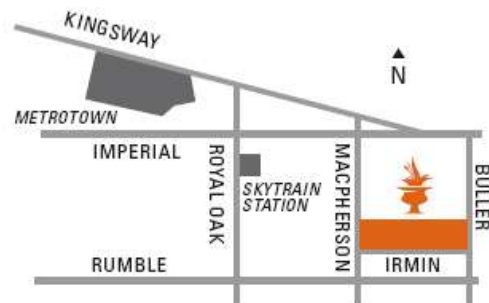
- |                                    |                                     |
|------------------------------------|-------------------------------------|
| Bonsor Recreation Complex          | Central Park Pitch & Putt           |
| Michael J Fox theatre              | Stride Avenue Youth Centre          |
| Riverway Sports Complex (proposed) | Big Bend Crossing (Shopping Centre) |

Metropolis at Metrotown - BC's largest shopping and entertainment complex

- |                    |              |
|--------------------|--------------|
| Grocery Stores     | Retail Shops |
| Department Stores  | Cinemas      |
| Lifestyle Services | Restaurants  |

#### *Transportation*

MacPherson Walk's proximity to this vibrant city centre provides quick and convenient access to the downtown Vancouver core by Skytrain, bike, automobile, or bus. The transit connections to New Westminister, Surrey, and other surrounding municipalities are also extremely accessible. For Skytrain and Bus lines, visit [www.translink.bc.ca](http://www.translink.bc.ca) for details on transit passes, schedules, and trip planners.



#### *Hospital*

Burnaby General Hospital  
 3935 Kincaid Street,  
 Burnaby, B.C. V5G 2X6  
 604-434-4211



## Car Sharing Program

Hungerford Group has taken the lead on establishing the first car sharing program for the Royal Oak neighbourhood and has purchased two MODO cars which will be parked at the north-east corner of MacPherson Walk North. In addition, every MacPherson Walk North owner is eligible for an exclusive \*\$120 car sharing credit towards membership!



MODO is a not-for-profit carsharing co-operative incorporated in 1997 to foster carsharing and raise awareness about the benefits of sharing cars over individual ownership. MODO is an excellent environmental and economic mode of transportation. Today, we are meeting the sustainable transportation needs of over 8,000 members with a variety of vehicles at over 200 locations in Metro Vancouver and access to an annual transit pass - encouraging more walking and cycling along the way. We strive to enhance our members' lives and facilitate community transformation through genuine carsharing experiences. [www.modo.coop](http://www.modo.coop)

### What Is Carsharing?

It is people sharing the cost of and access to cars. With MODO, you book a car for the amount of time you need; you get billed for the time and mileage. MODO covers the rest: insurance, maintenance, even gas. The CAA estimates that car ownership costs Canadians \$9,000 each year, with most of that going toward depreciation, insurance, and fuel. Think about how much you'll save by carsharing with MODO!

### How does carsharing fit in at MacPherson Walk?

Hungerford Group purchased two MODO cars so that all of the residents at MacPherson Walk would have convenient access to cars right where you live. And when you join MODO, you get access to all the 275 MODO cars throughout Metro Vancouver.

### How do I join MODO?

If you're at least 19 years of age and have a 3-year clean driving record, you are probably eligible to join. To learn more, visit [modo.coop/join](http://modo.coop/join) or call MODO at **604.685.1393**

### Where do I find the cars at MacPherson Walk?

Once you have joined MODO, you can access the cars as of June 11, 2012 at the designated MODO stalls located to the east as you enter the MacPherson Walk North driveway off Sidley Street.

Book your car online or  
over the phone.

We have a variety of vehicles at 200 locations in Metro Vancouver to meet your needs - from hatchbacks and hybrids to minivans and trucks. Reserve your vehicle for as long as you need it and as often as you want.

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▲ 1. Join   ■ 2. Book   ● 3. Go

*\*\$120 in credit is available to you to use towards your Co-op or Casual Membership. This credit is available to new MODO members upon joining or existing MODO members who live at MacPherson Walk. Proof of residential address is required.*



## Neighbourhood Directory

For more information and possibilities, please visit [www.city.burnaby.bc.ca](http://www.city.burnaby.bc.ca)

### ANIMAL SHELTER

BC SPCA Animal Shelter 604.271.9201  
3202 Norland Avenue

### CHILDCARE

Cefa Jr. Kindergarten (Core Education & Fine Arts) 604.299.2373  
4970 Canada Way  
[www.cefa.ca](http://www.cefa.ca)

### CINEMAS

Silvercity Metropolis 604.435.1999  
4700 Kingsway Avenue

### CITY HALL

City of Burnaby  
4949 Canada Way [www.city.burnaby.bc.ca](http://www.city.burnaby.bc.ca)

### COMMUNITY CENTRES/SPORTS COMPLEX

Bonsor Recreation Complex 604.439.1860  
6550 Bonsor Avenue

Burnaby Lake Sports Complex 604.291.1261  
3676 Kensington Avenue

Eastburn Community Centre 604.525.5361  
7435 Edmonds Street

Willingdon Heights Community Centre 604.299.1446  
1491 Carleton Avenue

### GOLF COURSES

Riverway Public Golf 604.280.4653  
9001 Riverway Place

Central Park Pitch & Putt 604.434.2727  
3883 Imperial Street

### HEALTH

Fraser Health Authority, 811 (24-hour Health Advice)  
Healthlink BC



**LIBRARIES**

Burnaby Public Library – Metrotown Branch 604.436.5410  
6100 Willingdon Ave

Burnaby Public Library – Kingsway Branch 604.522.3971  
7252 Kingsway

**PARKS AND RECREATION**

MacPherson Park (and Outdoor Pool)  
5485 Rumble Street

Central Park  
6110 Boundary Road

Deer Lake Park  
6344 Deer Lake Avenue

**SCHOOLS**

Burnaby School District – SD41 <http://sd41.bc.ca/>  
*For elementary and secondary schools in the Burnaby area, please see the SD41 website.*

BC Institute of Technology [www.bcit.ca](http://www.bcit.ca)  
Langara College [www.langara.bc.ca](http://www.langara.bc.ca)  
Simon Fraser University [www.sfu.ca](http://www.sfu.ca)  
University of British Columbia [www.ubc.ca](http://www.ubc.ca)  
Vancouver Community College [www.vcc.ca](http://www.vcc.ca)

**SHOPPING CENTRE**

Big Bend Crossing  
Marine Way at Byrne Road

Metropolis at Metrotown 604.438.4715  
4700 Kingsway  
[www.metropolisatmetrotown.com](http://www.metropolisatmetrotown.com)

**THEATRES**

Michael J Fox Theatre 604.664.8875  
7373 MacPherson Avenue

**OTHER ATTRACTIONS**

Burnaby Village Museum and Carousel 604.293.6500  
6501 Deer Lake Avenue

Burnaby Art Gallery and Century Gardens 604.205.7332  
6344 Deer Lake Avenue



## Dining in South Burnaby

For more dining recommendations, check out [www.tourismburnaby.com/visitors/dining/](http://www.tourismburnaby.com/visitors/dining/).

**Pricing:** \$ - \$5-\$10

\$\$ - \$11-\$20

\$\$\$ - \$21-\$50

### **abc Country Restaurant (Family - \$)**

604.291.1242

2350 Boundary Road (at the Accent Inns Hotel)

[www.abccountry.ca](http://www.abccountry.ca)

*With its family-friendly atmosphere, the abc Country Restaurant is a local favourite that is especially popular for its genuine old-fashioned hospitality and home-styled portions of baby back ribs, fish 'n chips, chicken quesadilla and more.*

### **Bella Pizza (Italian - \$\$)**

604.438.3555

4624 Imperial Street

[www.bellapizza.com/imperial](http://www.bellapizza.com/imperial)

*Though mostly known for its classic pizzas, Bella Pizza's menu also includes BBQ chicken, ribs, pasta dishes, salads, and more. Bella Pizza has been voted "Best Pizza" by readers of Vancouver Magazine and The Georgia Straight. Pick-up or delivery only.*

### **Cactus Club (West Coast - \$\$)**

604.431.8448

4653 Kingsway Avenue

*Casual upscale West Coast dining with a reputation for innovative cuisine, outstanding service, and beautiful décor.*

### **Fish on Rice (Japanese - \$\$)**

604.439.8882

#201-4361 Kingsway

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

*A diverse menu of authentic Japanese dishes, including robata, teriyaki, udon, sashimi, and more. This restaurant is especially popular amongst locals for its all-you-can-eat menu on Sundays to Thursdays, 4:30-6:30pm.*

### **Green Basil (Thai - \$\$)**

604.439.1919

4623 Kingsway

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

*A popular eatery that creatively blends authentic Thai concepts with North American flair.*

### **Hart House Restaurant (West Coast - \$\$\$)**

604.298.4278

6664 Deer Lake Avenue

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

*The Hart House is an idyllic heritage estate located on the edge of Burnaby's scenic Deer Lake Park. Renowned for its exceptional award-winning cuisine, beautiful setting and casual elegance, the Hart House is one of the city's most highly acclaimed fine-dining experiences.*

### **The Keg Steakhouse & Bar (West Coast - \$\$\$)**

604.296.4626

4510 Still Creek Avenue

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

*Great steaks, a casual atmosphere, and friendly, knowledgeable service all add up to a uniquely gratifying dining experience. The Keg offers a full-range menu including signature steaks, marinades, tempting appetizers, delectable dessert, and more.*





**Me 'N Ed's Pizza Parlor (Italian - \$)**

604.521.8881

Kingsway at Edmonds

[www.me-n-eds.ca](http://www.me-n-eds.ca)

*Signature thin-crust pizzas heaped with quality toppings that keep customers coming back for more. A Burnaby local favourite! Check their website for current offers.*

**On On Wonton House (Chinese - \$)**

604.437.4000

5640 Kingsway

*A Burnaby favourite where friendly staff serve generous portions of authentic Chinese cuisine, and at reasonable prices, too! Try the beef chop suey with black bean sauce or Szechuan green beans with sliced beef and rice noodles.*

**Saffron Indian Cuisine (Indian - \$\$\$)**

604.436.5000

4300 Kingsway

*Among locals, Saffron is known for its savoury lunch and dinner buffets, serving traditional Indian fare such as butter chicken and lamb vindaloo, as well as vegetarian dishes. With its appetizing dishes, warm ambience and eclectic Bollywood music, Saffron offers diners a memorable experience. (Usually mail out coupons!)*

**Simba's Grill (African - \$\$)**

604.525.8924

7413 Edmonds

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

*From the shores of Kenya comes the delicious taste of authentic African barbeque, curries, chili sauces and much more.*

**Striker's Bar and Grill (Bar & Grill - \$)**

604.294.4384

5502 Lougheed Highway

[www.revs.ca](http://www.revs.ca)

*Located inside Rev's Bowling and Entertainment Centre, Striker's Bar is a fully-licensed restaurant that offers everyone's favourite pub-styled dishes and drinks perfect for grabbing with friends before or after a game.*

**Sushi Garden (Japanese - \$)**

604.436.0104

4635 Kingsway

*One of Burnaby's most popular Japanese restaurants. Expect a full array of authentic Japanese fare, from traditional fresh sushi, gyoza and tempura to innovative fusions such as their Tropical Dynamite roll and Hawaiian Roll.*





## 3 / PROPERTY MANAGEMENT

Moving into a new residence can be a bit unsettling for the first while and require adjustment. Within a short period of time you will become more familiar with your new surroundings. The following items will help you to familiarize yourself with your new surroundings.

### *Property Management*

The common property is professionally managed by:

**Crosby Property Management Ltd**

#600 – 777 Hornby Street

Vancouver, BC

V6Z 1S4

Hours: 8:30 AM to 4:30 PM,  
Monday through Friday

Phone: 604-683-8900

Fax: 604-689-4829

Email: [crosby@crosbypm.com](mailto:crosby@crosbypm.com)

Website: <http://www.crosbypm.com>

**After-hour emergencies only: 604-683-8900**

### *Homeowner & Visitor Access*

Homeowners can enter their suite by the underground parkade or lobby entrance. There is an enterphone system in each elevator lobby in the parkade, and one outside the front doors of your building's lobby. Homeowners must use their fob key to enter. Visitors who enter by the front lobby doors or by the underground parkade must be buzzed in by you. Your buzz number was given to you at the time of key pick-up.

#### **Fob Keys**

When you move in you will be given a key fob. Each key fob has a button which activates the main parkade security gates. If you live in a townhome, a second button on the key fob will be programmed to activate your overhead garage door. Both buttons work on a simple "point-and-click" principle. The security gate(s) will close automatically behind you.

To gain access to the parkade, bicycle storage rooms, and main apartment building lobby entrances, simply pass your key fob across the small black "card reader" at the door entrance, and the door will unlock for you. The card reader is equipped with a proximity sensor – if your key fob is within 6 inches or so of the reader, the door will unlock.

Each resident will also be given keys to the common area. This key unlocks the main stairwell landing doors, which are locked from the stairwell side for security reasons.

Visitors arriving by vehicle may park in the visitor area of the underground parkade. At the entry gate, they must be buzzed in by you. Visitors may also be buzzed in at the lobby of the apartment buildings.



If you lose any of your keys or fobs, report this immediately to the Resident Caretaker or Property Management Company. The Resident Caretaker or Property Manager will supply a new key or fob and reprogram it for you if need be. Please note that there are charges for lost keys and fobs.

### *Mail Delivery*

All mail is delivered to the apartment building's lobby in your designated mail box, which will be labeled with your suite number. For large parcels and courier deliveries, please check the nearest Canada Post office.

Please keep the mailbox area clean and bring all your mail with you to your suite.

### *Garbage & Recycling*

The garbage and recycling receptacles for MacPherson Walk North are located in the underground parkade at the bottom of the entry ramp.

You are responsible for removing your waste from your suite and placing it in the appropriate containers. Please keep the garbage room clean and free from spills or debris. Be sure to flatten all cardboard before placing in recycle bins. This will assist in keeping maintenance costs in check.

### *Water Shut-offs*

As soon as possible, familiarize yourself with the location of the water shut-off for your suite. During your initial walkthrough, water shut-offs were pointed out to you. Be sure all occupants are familiar with where they are located. When your home was built, all plumbing pipes were pressure-checked for leaks prior to turnover.

The probability of a plumbing leak is minimal, however they can happen. Should you notice a plumbing leak, turn off the water and contact your Property Manager or our Customer Service department immediately.

### *Dryer Booster Fan*

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is on to assist in moving condensation out of the building. A disconnect switch is located in the laundry closet next to the dryer. This switch is installed for servicing requirements only, and **must be left in the "on" position at all times.**

***Please be aware that tampering with the disconnect switch may void your entire home warranty. This switch should be used for service reasons only.***



## *Heating System*

The homes at MacPherson Walk North are heated by electric baseboards. Homes are equipped with wall-mounted thermostats in each bedroom and in the main living areas to control the temperature setting. If the electric baseboards do not appear to be working, then please check to see that the thermostat has not been turned down. After this check, ensure that the electrical panel breaker has not been tripped. Refer to our Care and Maintenance section if need be.

Avoid placing any furniture pieces directly against your electric baseboard heaters, as this is a hazard. To avoid trapping warm air rising from the heater, draperies should be no lower than 4 inches above the heater itself. Alternately, you may choose to turn a particular baseboard heater by turning off the corresponding breaker at your breaker panel.

## *Avoiding Moisture Build Up & Condensation*

It is very important to properly control the humidity and condensation levels in your home. Showers, baths, cooking, dishwashing, laundry, exercise, weather, occupant numbers, pets, etc., all contribute significant amounts of moist air (humidity and condensation) into your home.

Your home has been equipped with an electronic de-humidistat control switch which automatically runs a designated bath fan for a minimum amount of time on a daily basis. Generally, your de-humidistat switch will be pre-programmed to run for a 10-hour continuous period (or two 5-hour periods) per day.

These pre-programmed times are the minimum amount of daily time required and are dependent on individual home conditions and personal activities. **Under NO circumstances should you turn off these fans.** You may, however, program your fan timers to run its 10 hours at preferred times, for example while you are at work and to be turned off when you return. Failure to run the minimum number of hours runs the risk of voiding your warranty.

### ***Fan Timer Operation***

Your fan timer is located on the inside wall of your laundry closet. **Please view the fan timer instructions sheet to learn how to use your fan timer.**

### ***Humidity and Condensation Control***

Humidity and condensation must also be controlled by observing the following:

1. Always run your bath fan full time during showers and baths. The fan should run at least 15 minutes after your shower or bath is completed.
2. Always run your range hood fan on high during all cooking operations. If you are boiling or steaming your food, ensure you run your range hood fan for at least 15 minutes after you complete the cooking.
3. If your home's humidity or condensation levels are high, adjust your de-humidistat control to run your fan for longer and more frequent times. Also, ensure you run your other bath fans and range hood fans until your humidity and condensation levels are controlled (example: no layer of moisture on your bathroom or kitchen walls, etc)
4. By simply opening a window and allowing fresh air in, this will also help control your home's humidity and condensation levels.



## *Common Area*

All areas outside of your home and within the outside walls of your home are considered Common Property. Your yard and decks are considered Limited Common Property and as such, are maintained by your Strata Corporation. Should you have any warranty concerns regarding any Common Area items, please notify your Strata Corporation or your Property Manager in writing. All common area warranty items are handled between MacPherson Walk North Development LP and your Strata Corporation through your Property Manager.

Please consult Strata Bylaws if you are interested in landscaping the perimeter of your patio or deck for apartment homes. Otherwise, these landscaped areas will receive basic maintenance from the landscape contractors that your property manager chooses.



## 4 / WARRANTIES

Your home has been built in accordance with and to the standards prescribed by the adopted B.C Building Code and the building standards required by the City of Burnaby.

The construction of your home was carefully supervised. However, some service work may be required.

It is MacPherson Walk North Development LP's commitment to repair defects in workmanship or materials, where such defects become evident within one (1) year from your possession date of your home. MacPherson Walk Development North LP reserves the right to revoke this warranty, or any part thereof if, in MacPherson Walk Development North LP's opinion, the deficiency is caused by abuse or neglect by the occupant. Warranty claims are based on the date the request is received in writing (see service claims section).

The following items shall not be considered defects in materials and labour:

1. Defects in materials, appliances, design and workmanship supplied by the Purchaser
2. Normal shrinkage and warping of materials
3. Defects arising from improper maintenance by the Purchaser/occupant, including damage caused by, or resulting from, dampness or condensation, due to failure of the Purchaser/occupant, to maintain adequate heat and/or ventilation in the home.
4. Defects in workmanship or materials related to alterations made by the Purchaser/occupant, and defects in workmanship or materials supplied by the builder arising from such alterations made by the Purchaser/occupant.
5. Surface defects in workmanship and materials approved by the Purchaser at the Date of Possession, such as defects in countertops, floor coverings, floor and wall tile, etc. Any such apparent, or patent defects, should be identified to MacPherson Walk North Development LP by the Purchaser on the Date of Possession.
6. The Developer will endeavor to complete any outstanding deficiencies within a reasonable period following the initial sale closing date. If the purchaser sells the unit after the orientation, he/she must inform the subsequent purchaser that the orientation has been conducted, and that only those deficiencies found during the initial orientation will be remedied.

At the time of occupancy, your home was complete in all details, with the possible exception of:

1. Exterior work, which may be seasonally dependent
2. Items, as per the Home Orientation Report, which might not have been completed due to time restriction or availability of parts.

*We encourage all homeowners to find out more about their warranty and insurance coverage in BC at [www.hpo.bc.ca](http://www.hpo.bc.ca).*



## *Travelers Guarantee Company of Canada*

To back up the MacPherson Walk home warranty, we have registered your home with Travelers Guarantee Company of Canada. Your coverage, under Travelers Guarantee, begins on the day you take possession of your new home, and provides you with a ten (10) year warranty on your home.

Under the terms of the Builder Agreement executed between MacPherson Walk North Development LP and Travelers Guarantee Company of Canada, MacPherson Walk North Development LP is responsible for the repair of warrantable defects for the first five (5) years, including structural defects. Through years six (6) to (10), Travelers Guarantee then takes full responsibility for Warranty Coverage.

## *Warranty Summary*

You should note that your **Warranty Coverage** contains four (4) distinct levels of protection.

### **1) First Year**

MacPherson Walk North Development LP provides a 12-month (1 year) warranty that is backed by Travelers Guarantee Company of Canada. This 1-year warranty covers latent defect in labour and materials supplied by MacPherson Walk North Development LP, subject to the limitations outlined in the Warranty Certificate.

### **2) Second Year**

The second year is limited to:

- a. Gas, electrical, plumbing, heating and ventilation, delivery and distribution systems.
- b. Exterior cladding, windows, doors and caulking that may lead to detachment of material damage to the new home
- c. Building Code violations.

### **3) Building Envelope Warranty**

The building envelope includes the components that separate the indoors from the outdoors, including the exterior walls, foundation, roof, windows and doors. Your home is covered by a five (5) year Building Envelope Warranty against the unintended water penetration that causes, or is likely to cause, material damage to your new home.

### **4) Ten (10) Year Warranty**

The Travelers Guarantee plan provides an additional five (5) years of warranty coverage for structural defects. Please read your warranty certificates for details on the coverage levels of your New Home.

MacPherson Walk North Development LP is not responsible for any loss or damage to the Purchasers' belongings or effects caused by the failure of or defects in, any component, equipment or part of the structure.





### *Third-Party Home Warranty Coverage and Activation*

Travelers Guarantee of Canada will issue a Schedule “D” Warranty Commencement Date Certificate to the Purchaser, which is a legal document. This document outlines all the terms and conditions of the 2-5-10 Year legislated warranty coverage on your New Home.

This form was signed by you at possession in order to activate coverage. By signing, you do **NOT** forfeit any rights to claim against legitimate defects covered by MacPherson Walk North Development LP. The Schedule “D” Warranty Commencement Date Certificate is then mailed to Travelers Guarantee. Upon receipt of this document, Travelers Guarantee will activate your coverage.

Travelers Guarantee Company of Canada is an independent organization registered in the province of British Columbia, intended to protect owners of new homes by providing the legislated 2-5-10 Year Third Party Warranty coverage. For further information, contact Travelers Guarantee at 604-682-3095 or visit <http://www.travelersguarantee.com/>

### *Appliance Warranty*

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

Be sure to fill out the Warranty Registration Card included in each appliance manual and to mail in as directed in the manual. Alternatively, you may register online at [www.whirlpoolparts.ca](http://www.whirlpoolparts.ca) and register your appliances by clicking on “Customer Support” and following the instructions.

For questions or comments about your appliances, to schedule service, consumer promotions or parts and accessories sales and information please call toll-free:

**1-800-807-6777**

Monday to Friday

7:30am-8:00pm (EST)

***Please have your model and serial number handy for faster service.***





## Common Property Warranty Claims

### Landscape Item:

- Plants, trees, shrubs and turf. These items are maintained by a firm engaged by the property management company. Any concerns must be addressed to the Property Manager.

### Exterior Items:

- Siding
- Trim boards/flashing
- Balconies
- Brick
- Windows
- Doors to the outside
- Roofing
- Gates and Fencing
- Water & Sewer piping
- Electrical
- Gas Distribution System (non-emergency)
- Common area lighting

All common area warranty claims should be reported to your Property Manager:

#### **Crosby Property Management Ltd**

#600 – 777 Hornby Street  
Vancouver, BC  
V6Z 1S4

Phone: 604-683-8900

Fax: 604-689-4829

Website: <http://www.crosbypm.com>

When submitted a common property warranty claim, it is important that the following information is communicated:

1. Type of Warrantable Claim (see list of items above)
2. Location of Claim (please be specific)
3. Detail of claim (if possible, please take a photo and email it with the claim)

Your Property Manager will review the item. If it is a warrantable item, he/she will advise MacPherson Walk North Development LP and it will be addressed accordingly.

Warrantable defects that appear within the warranty period are typically accumulated and addressed at the common area **one (1) year anniversary**. Emergency items, of course, will be addressed immediately.



## 5 / SERVICE REQUESTS


To obtain warranty service for your MacPherson Walk home, please follow these procedures:

1. Service requests must be submitted online through the Hungerford Group website under the customer service page. Go to [www.hungerfordproperties.com](http://www.hungerfordproperties.com) then click in “Customer Service” or “Service Request” at the top right hand corner. Fill out the form and click submit.

**Service Request** If you are in need of service, simply fill out the form below and a member of the Hungerford Team will be in touch within the next business day. If you are a commercial tenant experiencing an emergency such as a flood or loss of power, heating or cooling you can call one of our 24 hour emergency numbers which are available [here](#). Please call 911 in the case of a fire or your local police department in the case of a break in – but do give us a call afterward.

“Hungerford is proactive in managing my building enabling me to focus on my business.”

COMMERCIAL TENANT



SERVICE REQUEST FORM

Select property type: Residential Property

Select property: - Select Property -

Your walk number: - Select Property -

Your name: MacPherson Walk North

Your email: MacPherson Walk West

Business email: MacPherson Walk East

Company phone:

Primary phone:

Alternate phone:

Description:

I agree that the above stated problems are warrantable issues and did not arise from negligence or lack of maintenance. I understand that I may be charged for repairs done on any non-warrantable issues. I understand that certain problems may be deferred to the Year End Warranty.

**Please Note:**

- If you cannot access our website, please contact Customer Service at 778-896-8883 to obtain a form.
- Access to your home will be required during normal business hours, Monday to Friday, 9:00 AM to 5:00 PM. Please write down details of how we can access your home, especially if you will not be present.
- Do not give service requests to your sales representative, construction personnel, building manager or property manager. All Service Request must be sent online to MacPherson Walk Customer Service.
- Please review the Emergency Service information and Service Processing Procedures on the next few pages.

**Important Note:**

- **Certain service request issues may be deferred to the 1-Year Warranty. See Section 4 on Warranties**
- **Please allow for up to 45 days between the date of the Service Request submission and the appointment time**

If you have any additional questions, please call 778-896-8883 or email [service@hungerfordproperties.com](mailto:service@hungerfordproperties.com)

Thank you for your cooperation.



## Emergency Services

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Emergency services generally tend to be of the following nature:

- Electrical
- Heating system
- Plumbing/Leaks

Details on these items, as well as maintenance instructions can be found in the Care and Maintenance section. Individual categories may have troubleshooting tips as well. Please review these tips, which can be found at the end of the corresponding sections (e.g. Electrical System). Often the appropriate actions taken by you can solve a problem immediately or minimize the situation until a technician arrives.

If you are unable to solve the problem with the troubleshooting tips, please call MacPherson Walk Customer Service **Monday to Friday, 8:30 AM to 5:00 PM** at **778-896-8883**.

**After hours, or on weekends or holidays**, call your Property Management Company at **604-683-8900** or utility company directly (see Utilities section).

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 10 degrees Celsius
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Examples of conditions which are NOT considered emergencies are listed below:

- Toilet stoppage
- Dripping faucet
- Leak under sink or lavatory
- Loss of hot water for any reason
- Inoperative appliances

The examples listed above will not result in property or personal damage if left until the next working day and is therefore considered non-emergency service items.

### **Roof Leak**

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet, and repairs will be addressed as soon as possible. If you discover a roof leak within the five year warranty period, contact Customer Service with the information, take appropriate steps to minimize damage, and we will follow up when conditions make repairs possible.

### **Other Emergencies**

In addition to emergency situations covered by our warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Also, have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce yourself to neighbors who might be available to help in an emergency if you are not home.



## *Service Processing Procedures*

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 5:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

### **Help Us to Serve You**

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- Your name, address, and the phone numbers you can be reached at during business hours.
- A complete description of the problem, for example, "Ensuite bath—hot water line leaks under sink," rather than "plumbing problem."
- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number. If you are usually home on a certain day of the week, mention that.
- Please sign the bottom of the Warranty Request Form after reading the terms and conditions.

### **Access to Your Home**

MacPherson Walk North Development LP and all in-house service technicians and trade contractors conduct inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. An adult is a person 18 or older who has your authorization to admit service personnel and sign completion forms.

### **Common Area & Exterior Items**

Common Area & Exterior items are common property and are the responsibility of your Strata Council. Please **do not** report common area items on your service request form.

Forward notification of these items to your Strata Corporation and Property Manager and they in turn will address them to the correct person. Generally, exterior and Common Area items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate, etc).

### **Inspection and Work Hours**

Many homeowners ask whether evening and weekend appointment times are available. While we understand the desire for appointments outside normal business hours and recognize the trend to services being available 24 hours a day in many businesses, we discovered many factors that make extended service hours impractical.

Our warranty hours are generally as follows:

- Administrative staff: Monday through Friday, 9:00 am until 5:00 pm.
- Inspection appointments: Monday through Friday, 8:00 am until 5:00 p.m.
- Work appointments: Monday through Friday, 8:00 am until 4:00 p.m.

Evening and weekend appointments are reserved for emergency situations only. We appreciate your understanding and cooperation with this policy.



### **Pets**

MacPherson Walk North Development LP respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed trades personnel to reschedule the appointment if pets have access to the work area.

### **Your Belongings**

In all work that we perform for our homeowners, we give consideration to personal belongings. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult.

MacPherson Walk North Development LP and the trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

### **Surfaces**

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

### **Completion Time**

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We attempt to complete warranty work orders within 45 days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right; however, this can mean a wait of several months.

### **Missed Appointments**

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a MacPherson Walk Customer Service Representative or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put your work on "hold" and re-schedule when you can offer a better opportunity to arrange access to the home.



## 6 / CARE AND MAINTENANCE

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## ***Care & Maintenance***

### **Prompt Attention**

In addition to routine care, continued attention to minor maintenance saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of your home for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

### ***Your Responsibilities***

In order to serve the best interests of the homeowners, the homeowners in a strata development must ensure that all components of the property are professionally maintained and that a rigorous program of inspection and maintenance is in place. This program must cover components both in the common areas and within the individual strata lots. In the long term, the costs associated with this program will be substantially less than the alternative: major costly and disruptive repairs. Repairs that are the result of neglect or inadequate maintenance are typically not covered in the manufacturer's warranty. A rigorous maintenance program will also ensure that the value and reputation of the property remains intact.

#### **Exterior Maintenance:**

MacPherson Walk North Development LP recommends that only qualified trades perform the detailed exterior envelope inspections & maintenance.

Regardless of this homeowners should make a conscious effort to visibly inspect areas around their home, including those areas which are common property, for any signs of potential maintenance concerns, such as blocked drains, overflowing gutters, or even drifting snow building up against structures, intake or exhaust vents.

Homeowners are recommended not to undertake or attempt repairs to common property, but to instead report it to the Property Management Company in order for appropriate action to be taken.

NOTE: THE USE OF SALT TO MELT ICE IS NOT RECOMMENDED AS IT WILL CAUSE DAMAGE TO CONCRETE, PAVED AND TILE SURFACES.

#### **Emergency Repairs:**

Property emergencies (such as a water main break, etc.) that affect the common areas or affect multiple units must be reported immediately to your Property Management Company.





## *AN OVERVIEW OF SCHEDULED MAINTENANCE*

This Section contains a schedule for maintaining your home. The schedule is a reminder of the inspections and maintenance you should perform each month and each season.

Use this maintenance schedule as a guide for maintaining your new home. The General Maintenance list details tasks to perform once a month or as needed. Seasonal Maintenance lists detail tasks to perform in the spring, summer, fall and winter.

Many items listed on the schedule should be inspected as recommended, but will need only occasional - if any - maintenance. You will soon develop a feel for when each task should be performed.

For your convenience, a list of general maintenance tasks is provided below and should be performed periodically. **For exterior damages, please notify the strata if repairs are required.**

### **Safety & Electrical**

- \_\_\_\_\_ Test ground fault circuit interrupters (GFCI)
- \_\_\_\_\_ Check for frayed appliance cords
- \_\_\_\_\_ “Exercise” circuit breakers
- \_\_\_\_\_ Inspect fire extinguishers to ensure they are fully charged (This is done annually by bringing it to a fire department or during a scheduled smoke-detector test conducted by the fire department)

### **Heating and Cooling**

- \_\_\_\_\_ Vacuum baseboard heaters, vents, and behind furniture
- \_\_\_\_\_ Listen to system for unusual noises
- \_\_\_\_\_ Inspect hot water tank temperature and pressure release valve for signs of leaks (townhomes only)
- \_\_\_\_\_ Clean bathroom exhaust grilles and fan blades
- \_\_\_\_\_ Have heating system serviced by Strata before winter begins

### **Plumbing**

- \_\_\_\_\_ Pour water down unused drains
- \_\_\_\_\_ Clean debris from sinks and tub drains. Inspect drain seals and rinse.
- \_\_\_\_\_ Clean faucets, aerators and shower heads
- \_\_\_\_\_ Inspect washing machine hoses for leaks and water inlet filters
- \_\_\_\_\_ Inspect sinks and plumbing shut-off valves for leaks
- \_\_\_\_\_ Test toilets for stability and for leaks
- \_\_\_\_\_ Inspect caulking around sinks, showers and bathtubs; re-caulk if necessary



## **Appliances**

- \_\_\_\_\_ Refer to manuals provided by the manufacturer for model-specific instructions
- \_\_\_\_\_ Clean cook-top or range hoodfan filter
- \_\_\_\_\_ Clean dishwasher strainer and spray arm
- \_\_\_\_\_ Clean refrigerator drain and drain pan
- \_\_\_\_\_ Vacuum refrigerator coils
- \_\_\_\_\_ Clean and inspect refrigerator door gaskets
- \_\_\_\_\_ Clean cook-top or range hood fan blades
- \_\_\_\_\_ Inspect dishwasher for leaks and clean door seals

## **Exterior**

- \_\_\_\_\_ Inspect deck or patio for damaged membrane, raised nails, or loose paving stones
- \_\_\_\_\_ Inspect vents or other protected areas for birds and insect nests
- \_\_\_\_\_ Inspect paint and sealant on exterior doors, particularly along the bottom edge

## **Interior**

- \_\_\_\_\_ Inspect walls and ceilings for cracks, bows, sags, or leans
- \_\_\_\_\_ Lubricate door hinges
- \_\_\_\_\_ Inspect weather-stripping around doors and windows



## SUITE SYSTEMS

### Alarm System

#### Homeowner Use and Maintenance Guidelines

Select homes have been included with a wireless alarm system. In the event your home has a wireless system, you can arrange for activation after you move in. The alarm company will demonstrate the system, instruct you on its use, and provide identification codes for your family. We recommend you test the system each month.

#### Warranty Guidelines

MacPherson Walk North Development LP will correct wiring that does not perform as intended for the alarm system. MacPherson Walk North Development LP makes no representation that the alarm system will provide the protection for which it is installed or intended.

### Electrical System

#### Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

#### Breakers

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.

#### Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit repeatedly trips, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

#### Designed Load

We will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, MacPherson Walk North Development LP will repair or replace them.

#### Fixture Location

We install light fixtures in the locations as were indicated in the building plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility and should be done by a professional. Please see “Modifications” below



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

For homes with one bathroom, the GFCI outlet is located in that one main bathroom. For all townhomes and homes with two bathrooms, the GFCI outlet can be located in the main bathroom which protects the outlets in the Ensuite and (if applicable) powder rooms. So if the electrical outlet in the Ensuite or powder room is not functioning, the first thing to do is hit the reset button on the GFI outlet in the main bathroom. If this does not solve the problem, then try resetting the appropriate breaker at the panel. The bathroom outlets are all on a dedicated circuit, so no other outlets or lights are protected by the main bathroom GFCI outlet.

At the kitchen counter, the outlets within 1.5 metres of the kitchen sink are required to be GFCI protected. Likewise, if a kitchen counter outlet is not functioning, find the GFCI outlet nearby and press the reset button. If this fails to work, try resetting the appropriate breaker at the panel.

**Caution:** Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage. MacPherson Walk North Development LP is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### **Light Bulbs**

You are responsible for replacing burnt-out bulbs other than those noted during your orientation. When you do replace bulbs, avoid exceeding the wattage indicated inside the fixture as this may cause a safety hazard and void the warranty on the fixture.

### **Modifications**

If you wish to make any modifications, contact the project electrician, as listed under Product Information. The Property Manager and Strata Corporation will have a complete list of contacts. Having another electrician modify your electrical system during the warranty period may void that portion of your limited warranty.

### **Outlets**

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If no apparent reason is found, contact MacPherson Walk North Development LP Customer Service if within your first year of occupancy, and a qualified electrician if after the warranty period.

### **Power Surge**

Power surges are the result of local conditions beyond the control of the builder and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.



## **TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE**

### **No Electrical Service Anywhere in the Home**

Before calling for service, check to confirm that the:

- Electricity is not out in the entire area. However, if it is, contact the utility company.
- Main breaker and individual breakers are all in the “on” position.

### **No Electrical Service to One or More Outlets**

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the “on” position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **Warranty Guidelines**

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. The Travelers warranty excludes any fixture you supplied.



## Heating System

### Homeowner Use and Maintenance Guidelines

Your home is heated by electric baseboard heaters to keep the air warm. These baseboard heaters are controlled through thermostats located throughout your home.

### Air Conditioning

Your suite does not have a cooling or central air system installed. Turning down the thermostat will only turn off the baseboard heaters. We recommend purchasing fans to use around your home, which you can use during the summer and store during the winter.

### Avoid Obstruction

The heating system leading throughout and to the exterior of your home must be kept clear of all objects, as the blocking of these electric heaters is potentially dangerous. Please make sure your electric baseboard heaters stay clear and unobstructed at all times. However, heaters can be turned on and off at the breaker panel. If you plan to place furniture at the baseboard heaters, please turn off the heater to avoid any heat-related dangers.

### Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber which can materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

### Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

### Heating Sounds

When the thermostat activates the electrical heating system, you may hear creeks and pings from the aluminum diffuser fins on the electric baseboard heaters as the metal expands. The same sounds may be heard as the system cools down due to contraction of the metal. These sounds are normal and should not be excessively noisy. While eliminating all these sounds is impossible, MacPherson Walk North Development LP will correct any excessive noise within the first year.

### Thermostat

The heating system will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the heat is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 2.5 degrees Celsius.

**Tips:** For colder days, close your blinds when the sun sets in order to trap heat in your house. Find and seal any leaks around windows, doors and ceilings with caulking, weather-stripping or insulation to seal off drafts and leaks.

### Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular home. Adequacy of the system is determined by its ability to establish a temperature of 21 degrees Celsius, as measured in the center of the room, 5 feet above the floor.





## Plumbing & Fixtures

### Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

### Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets filter much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Repair leaky faucets and worn washers as soon as possible, because even the smallest drip can waste hundreds of litres of water a month. Energy as well, if the faucet is leaking hot water.

### Caring for Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Wipe stainless steel dry after use; do not let water stand in sink, which could build up mineral deposits. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

- Do not leave produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Similarly, acidic, grease-based or salt-laden foods (e.g. pickles, mayonnaise, mustard) can pit the finish if left unattended for long periods of time.
- Do not use the sink as a cutting board; sharp knives will gouge the finish.
- Do not leave cast iron or mild steel cookware or implements in the sink, as the combination of moisture and iron can rust/corrode your sink.
- Do not leave rubber dish mats, wet sponges or wet pads/cloths in the sink overnight, as they could trap water underneath and lead to discoloration.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

### Cleaning in General

Follow manufacturer's directions for cleaning plumbing fixtures. Avoid abrasive cleansers, as they remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

### Clogged Drain

MacPherson Walk North Development LP will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs (washroom and sink). Always use plenty of cold water when running the garbage disposal. This recommendation also applies to **grease**; supplied with a steady flow of cold water, the grease solidifies and is cut





up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line, blocking it. Allow the water to run 10 to 15 seconds after shutting off the garburator.

You can usually clear clogged pipes with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

### **Cosmetic Damage**

MacPherson Walk North Development LP will correct any plumbing fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

### **Dripping Faucet**

Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

To repair a dripping faucet by complete faucet replacement, call a professional plumber.

### **Extended Absence**

If you plan to be away for an extended period, you should shut off the main water supply to your suite. The main shut-off is located behind the shut-off panel, which will be pointed out to you on your orientation.

### **Fiberglass Fixtures**

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. To restore dull or scratched surfaces, apply an appropriate polishing compound with a clean rag. Rub scratches and dull areas vigorously.

### **Freezing Pipes**

Provided the home is heated at a normal level, pipes should not freeze at temperatures above -18 degrees Celsius. Set the heat at a minimum of 17.5 degrees Celsius if you are away during winter months.

### **Hose Bibs**

You **MUST REMOVE HOSES** during cold weather. If a hose bib or flow diverter is left attached, the water that remains in the hose and hose bib can freeze and expand back into the pipe, causing a break in the line. Please observe the following steps for hose bibs:

- Remove the hose bib
- Turn off the water at the shut-off valve
- Drain the hose bib

**WARRANTY GUIDELINES FOR HOSE BIBS: *Neither your builder nor your Home Warranty Provider warrant hose bibs against freezing.*** If water damage occurs due to negligent hose bib freezing and breaking, and the damage is confined to your unit, it is the private insurance of the homeowner to deal with a claim. Should water damage caused by the negligent hose bib freezing extend to common property, the damage to the common property may become a strata claim and be covered by Strata insurance; HOWEVER, the homeowner responsible for such



damage is responsible for the warranty deductible in such a case. Strata deductibles are considerably higher than personal deductibles.

### **Leaks**

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the Resident Manager or Crosby Property Management at 604-683-8900 which is a 24/7 phone line.

### **Main Water Shut-Off**

The water supply to your home can be shut-off entirely at your main shut-off valve in your suite. The location of this was pointed out during your orientation.

### **Noise**

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer.

### **P-Traps**

P-traps are present at the outflow of all waste piping (e.g. under the sink). These traps are designed to provide a barrier of water which prevents the entry of sewage gases into the home. Sinks or drains which are used infrequently may lose this water barrier due to evaporation. If you have been away on vacation or if sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odour.

### **Porcelain**

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

### **Running Toilet**

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### **Toilet Tank**

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

### **Water Supply Shut-Offs**

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### **Water Temperature**

Expect water temperatures to vary if water is used in more than one location in the home at the exact same time.



### **Water Line Burst**

A water line can burst due to a number of reasons, such as a loose joint or freezing, and should be dealt with immediately. If the burst occurs between a fixture and a shut-off valve, close the shut-off immediately. If no shut-off exists, locate the main water shut-off and turn it off until the problem can be repaired.

### **Related Warranty Repairs**

MacPherson Walk North Development LP will repair leaks in the plumbing system within the one-year warranty period. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). The homeowner's personal insurance should cover these items.

## **TROUBLESHOOTING TIPS: PLUMBING**

### **No Water Anywhere in the Home**

Before calling for service, check to confirm that the:

- Main shut off in your home is open.
- Main shut off to the building is open.
- Individual shut-offs for each water-using item are open.

### **Leak Involving One Sink, Tub, or Toilet**

Confirm shower door was properly closed.

- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

### **Poor Flush in Toilet**

- Adjust the tank water level to match the water line
- Fully open the water supply shut-off valve
- Clear obstructions from the trapway, jet, or bowl rim sides
- Clear obstructions from the waste line.

### **No flush in toilet**

- Reconnect the flapper chain to the trip lever or flush valve
- Adjust the flapper chain assembly and remove excessive slack

### **Noisy Toilet**

- Remove dirt or obstructions from the valve head. Flush the lines
- Partially close the water supply shut-off valve if the water pressure is too high. Check the toilet performance after any such adjustment.

**Note: Do NOT use automatic/"self-cleaning" toilet "pucks,"** which are put into the toilet tank. The toilet still needs to be cleaned manually despite using them, and these pucks can damage the toilet.

### **Running Toilet – more tips**

- Adjust the flapper chain for proper slack so the flapper closes
- Clean or replace flapper if it is worn, dirty or misaligned with the opening.
- Clean the area around the flapper to allow the flapper to seal
- Adjust the tank water level if it is too high



- Replace the fill valve if the valve float sinks
- Remove the gasket and tighten flush valve nut if the flush valve gasket is leaking. Do not over-tighten. If leakage continues, replace the gasket.

### **One Toilet is Backed Up**

If only one toilet is affected:

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.

If you have been in your home for fewer than 30 days, contact MacPherson Walk North Development LP Customer Service Dept. If you have been in your home for over 30 days, contact a repair service.

### **Warranty Guidelines**

During the orientation we confirmed that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

## **Smoke Detectors**

### **Homeowner Use and Maintenance Guidelines**

The smoke detectors and fire alarm strobe lights in your suite are a common area item and are controlled and maintained by your Strata Corporation and/or Property Management Company. They are connected to the main fire alarm system for the building and should never be obstructed or tampered with.

If you are cooking and the smoke detector goes off without emergency, you can press the “Hush” button at the centre of your unit.

Your smoke detectors are also carbon monoxide detectors. Please see Section 8 – Emergency Preparedness for details on your smoke detectors and the fire alarm system.

### **Locations**

Smoke detectors are installed in accordance with building codes, which dictate locations. MacPherson Walk North Development LP cannot omit any smoke detector and you should not remove or disable any smoke detector.

### **Power**

Smoke detectors and fire alarm strobes are connected to the building electrical system, and do not require batteries to operate. In the event of power failure, the smoke detectors are backed up with a battery system. The smoke detector will issue an automatic alert when this backup battery requires changing.



## *OTHER*

### **Phone, Cable, Communication**

#### **Homeowner Use and Maintenance Guidelines**

Your home is equipped with telephone jacks. Your home also has roughed-in communication ports for cable and internet service. Initiating phone, cable and internet service, additions to phone service, and moving phone or cable outlets for decorating purposes or convenience are your responsibility.

See Section 7 – Utilities for details on how to activate your TELUS phone, cable and communication services.

#### **Warranty Guidelines**

If your telephone or media jacks are not working, call the TELUS general line for technical support.

### **Fob Keys**

#### **Homeowner Use and Maintenance Guidelines**

When you move in you will be given a fob key which operates the garage and common area doors with a “point-and-click” button or proximity swipe. Other than requiring battery replacement from time to time, the fob does not require maintenance. The fob key is susceptible to damage by moisture and impact and should be handled gently.

#### **Warranty Guidelines**

If there is a problem with your fob key, contact your Strata.



## HOME ACTIVITY & SUITE CARE

### Condensation

#### Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on the surface of glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Your lifestyle significantly influences the level of humidity and ventilation in your home.

#### Fan Timer

It is mandatory by code for all new buildings to install fan timers that run for a certain amount of time each day to allow for ventilation throughout your home.

#### New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

#### Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

#### Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

#### Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

#### Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. MacPherson Walk North Development LP has no control over these factors. The warranty coverage excludes condensation. However, condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period.





## Ghosting from Candle Burning

### Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners, in both old and new homes, regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our warranty coverage.

## Ventilation

### Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

### Daily Habits

Your daily habits can help keep your home well-ventilated:

- Do not cover or interfere in any way with the fresh air supply to your suite.
- Develop the habit of running the hood fan when you are cooking.
- Run the bath fans when bathrooms are in use and 15 minutes after baths/showers
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows and home surfaces. This helps reduce cleaning chores considerably.

### Warranty Guidelines

MacPherson Walk North Development LP warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).



## EXTERIOR

### Decks

#### Homeowner Use and Maintenance Guidelines

The deck outside your suite is considered common area and falls under the responsibility of your Strata Corporation. Should you have any deficiency problems within the first year, please notify them in writing. This section is included for your information as each homeowner is responsible for the day-to-day cleaning of their deck.

#### Barbeques

Do not let barbeque drippings fall and accumulate on your deck. Do not leave your barbeque unattended or on for unnecessary periods of time. Make sure to read your barbeque's manual for proper use, care and maintenance.

#### Cleaning

To prolong the life and beauty of your deck, it can be vacuumed or washed with a mild detergent in warm water.

#### Concrete/Brick/Mortar Pillars

If your concrete, bricks, or mortar begin to loosen or show excessive cracking, please report this to the Strata. Hairline cracks are not a concern.

#### Foot Traffic

As you use your deck, abrasives and grit on shoes can scratch the surface. Regular sweeping and the use of mats can minimize this, but will not completely prevent it.

#### Outdoor Furniture

The surface of the decking can be damaged when moving grills, furniture, or other items. In order to prevent scratches, gouges, and other damage, use caution when moving such items.

#### Siding

The siding on your deck is made of durable hardboard, which requires only general cleaning. If there are any concerning or potential problems with your siding – such as buckling or severe cracking – please report this to the Strata.

#### Snow and Ice

Heavy snow or ice that remains on the deck over long periods of time increases wear and tear on the deck. Prompt removal can reduce effects such as stone pavers flaking or water stains and ice cracks. Sweep when possible; otherwise use caution when shoveling to avoid needless scratching of the deck and its protective membrane.

#### Warranty Guidelines

Decks are constructed to meet structural and functional design. During the orientation, we confirmed that the decks are in satisfactory condition.



## Doors and Locks

### Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warping. Natural fluctuations caused by humidity, showers, dishwashers, temperature extremes, etc, can require that interior doors may occasionally require minor adjustments.

### Bi-fold Doors

Interior bi-folds sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### Entry Doors

Townhomes: The finish on all exterior wood doors requires regular maintenance. You should inspect the finish on the exterior surface of your door periodically for any signs of wear or weathering. Should you notice any, please consult a professional painting contractor without delay.

Condominiums: The exterior door to the corridor is a fire-rated wood door complete with the required door closers. Generally, the outside of the door is maintained by the Strata Corporation, and the interior of the door is maintained by the homeowner.

### Exterior deck door

Vinyl sliding door: Please see the cleaning instructions under Windows for details on how to maintain your vinyl and glass sliding door.

Swing patio door: First floor units have swing patio doors made with a fir wood frame and full-lite glass. The finish on all exterior wood doors requires regular maintenance. You should inspect the finish on the exterior surface of your door periodically for any signs of wear or weathering. Should you notice any, please contact your Strata.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by having a professional make a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

### Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

### Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting.

Wood panels on doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on newly exposed/unfinished areas is your home maintenance responsibility, we will repair split panels that allow light to be visible.

### Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.



### **Sticking**

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### **Warping**

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

### **Weather Stripping**

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

### **Warranty Guidelines**

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted.

### **Adjustments**

Because of normal settling of the home, doors may require adjustment for proper fit. Please contact your Strata if your door requires adjustment.

## **Railings**

### **Homeowner Use and Maintenance Guidelines**

The railings on your deck are a common area item and require little maintenance beyond occasional cleaning.

### **Warranty Guidelines**

During the orientation, we confirmed that all railings are in good condition. MacPherson Walk North Development LP installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

## **Windows**

### **Homeowner Use and Maintenance Guidelines**

Contact your Property Management Company if a suite window breaks. Glass is difficult to install without special tools.

### **Blinds/Window Coverings**

At the time of your orientation, all vertical blinds were confirmed to be functional. Any subsequent care for these blinds is the responsibility of the homeowner. Any changes you intend to make to your blinds must keep with the building finish and may need approval from the Strata.

### **Cleaning**

Clean dust, minor marks and deposits (i.e. finger marks) with clean cold or lukewarm water. For windows, you may add a half cup of vinegar to each gallon of water.



Remove grease and film deposits with a mild soap detergent (one part detergent to 2000 parts volume water) followed by a clean rinsing with cold or lukewarm water. After washing and rinsing, dry glass with a clean squeegee or clean soft cloth, or let air dry.

Only use alcohol solutions, mineral spirits, naphtha, toluene or xylene with extreme care if removing soluble materials such as glazing compounds. Do not let these solvents run to the edge of the glass, as they will damage painted surfaces, weather stripping, sealing, glazing and caulking compounds and will void Starline Warranties.

Do not use abrasive salts on windows. Refer difficult stains not removable through normal cleaning to a professional window cleaner.

### **Scratches**

MacPherson Walk North Development LP confirms during the orientation that all window glass is in acceptable condition. Minor scratches on windows can result from delivery, handling, and other construction activities. We will replace windows that have scratches readily visible from a distance of 4 feet. MacPherson Walk North Development LP does not replace windows that have scratches visible only under certain lighting conditions.

### **Sticking Windows**

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

### **Tinting**

Applying tinting or foil lining to dual-pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

### **Weep Holes**

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

### **Window Frames**

Only clean frames with clean cold or lukewarm water using a soft cloth. A soft brush may be used to remove dust and other accumulations from door and window tracks.

### **Window Tracks**

All tracks should be thoroughly cleaned as necessary. All accumulations in the track should first be removed using a soft, clean cloth or brush and the track should then be cleaned with a soft cloth and clean cold or lukewarm water. After cleaning, a light coating of WD-40 oil should be applied to the track.

### **Warranty Guidelines**

We will confirm that all windows and screens are in acceptable condition during the orientation. MacPherson Walk North Development LP will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, we will provide adjustments.



## *INTERIOR*

### **Appliances**

#### **Homeowner Use and Maintenance Guidelines**

Your appliances were supplied as part of your suite purchase and are covered under your 1 year warranty. In this case the supplier, Whirlpool Canada, will work directly with homeowners if any repairs are needed for their products. The customer service phone number for warranty repairs is 1-800-807-6777.

Appliance warranties are generally for one year; refer to the manual provided by the manufacturer for complete information. At move-in, remember to mail in any registration cards you receive with the appliance. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

#### **Warranty Guidelines**

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. Whirlpool Canada warrants their products directly to you according to the terms and conditions of these written warranties.

### **Cabinets**

#### **Homeowner Use and Maintenance Guidelines**

Due to the natural variations in wood and the way it takes stain, you must expect differences in grain and color between and within the cabinet components.

#### **Cleaning**

For wood panel cabinets, wipe clean with soft, damp cloth and mild soap and dry immediately.

Cabinet interiors are melamine and may be cleaned with a damp cloth or spray cleaner. Be certain not to let moisture collect in the cabinet corners or where shelves join sides. Always wipe dry after cleaning.

#### **Heat**

When using the self-clean cycle of your oven, it is necessary to open adjacent cabinet doors drawers to let heat escape until the cleaning cycle is finished and the oven has cooled down. Heat damage to cabinetry will be avoided with this procedure.

#### **Moisture**

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a kettle) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

#### **Warranty Guidelines**

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Cabinets should operate properly under normal use.

The following are not considered warrantable items and are not covered under the 1-year warranty: adjustments required at a later date due to settling and/or drying out of the home, including resealing joints between cabinets & walls, adjustments to doors, drawers and lazy-susans.





## Carpets

### Homeowner Use and Maintenance Guidelines

Use walk-in mats at all outdoor entrances in order to trap soil and stop particles from transferring and accumulating in your carpet. Soil accumulation can cause your carpet to become gritty and sandpaper-like and will wear down the carpet fibres. You can never over-vacuum your carpet! Regular and thorough vacuuming will remove soil, dust and other hard particles. A rotating brush power head vacuum provides the most thorough cleaning and grooming.

Any spills should be wiped up or blotted immediately. It is recommended to have a professional carpet cleaner come in regularly to maintain you carpet.

### Stains

Please see the following website for a list of stains and removal procedures:

<http://www.carpetcompany.com.au/carpetcare.htm>.

For difficult stains that cannot be removed through normal means, call a carpet care specialist.

### Warranty Guidelines

During your initial orientation, we confirm that your carpet is in an acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. We will also ensure that the edges of carpets (along moldings and stair edges) are held firmly in place. Please note that in some areas, metal or other edging material may be used where carpet meets with another floor covering.

Please note we are NOT responsible for:

- Carpet seams – carpet seams will be visible. We will only repair carpet gaps or frays noted during the initial orientation.
- Dye lot variations – the Developer is not responsible for dye lot variations if replacements are made.



## Ceramic Tiles

### Homeowner Use and Maintenance Guidelines

Ceramic tile is one of the easiest floor and backsplash finishes to maintain. Occasionally, a wet mopping with warm water may be appropriate. Ceramic tile cleaners are also available at most hardware stores.

### Ceramic Floor Tiles

Regularly dust-mop area with clean, non-oily dust mop. Remember to remove dust and particles from mop to prevent build up in mop, which can lead to scratching. Remove spills promptly.

Periodically mop with warm water and mild, neutral pH cleaner. Rinse with clean warm water and change dirty water frequently. Damp-mop up any left over water and let tiles air-dry thoroughly before allowing traffic.

### Grout Cleaning

Tile and hardware stores now carry grout cleaners which are safe to use on coloured grout. These cleaners combined with a grout brush will help to remove stains or dirt from the grout. Never use bleach to clean coloured grout, as this will fade the colour.

### Kitchen Backsplash

Remove cooking splatters and other spots promptly with damp wiping or sponge. To clean, use a mild, non-abrasive cleaner and a clean cloth, pad or sponge, and clean from the bottom up. Work small area at a time. Do not use steel wool. Remove dirty solution with clean cool water and dry with clean cloth, pad or sponge. Let air dry thoroughly.

### One-Time Repair

Cracks appearing in grouting of ceramic tiling at joints or junctions with other materials are commonly due to shrinkage. MacPherson Walk North Development LP will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

### Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. We are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

## Drywall

### Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the materials and normal deflection of rafters to which the drywall is attached.

### Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

### Lighting Conditions

We do not repair drywall flaws that are only visible under particular lighting conditions.



### **One-Time Repairs**

One time during the materials and workmanship warranty, we will repair drywall shrinkage cracks and nail pops. It is your responsibility to paint these repairs. Touch-ups may be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for wallpaper or custom paint colors that have been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

### **Related Warranty Repairs**

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), it is completed by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-ups may not match the surrounding area.

### **Repairs**

With the exception of the one-time repair service provided by MacPherson Walk North Development LP, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with a drywall filling compound. To correct a nail pop, reset the nail with a hammer and punch. Cover it with drywall filler, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

### **Warranty Guidelines**

During the orientation, we confirm that drywall surfaces are in acceptable condition.

## **Granite Countertops**

### **Homeowner Use and Maintenance Guidelines**

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

### **Caulking**

The caulking between the countertop and the wall and along the joint at the backsplash may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

### **Cleaning**

Avoid abrasive cleaners that will damage the luster of the surface. Refer to FAQ 11 in Section 3 – Property Management for staining and cleaning details.



### **Granite Variations**

Granite is a natural product and there will be variations in grain and texture, depending on the granite type. Some granite may have tiny pinholes in the surface, again this being due to granite being a natural product. These are acceptable conditions.

### **Separation from Wall**

Separation of countertops from the walls and backsplash result from normal shrinkage of materials. MacPherson Walk North Development LP will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

### **Warranty Guidelines**

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

## **Hardware**

### **Homeowner Use and Maintenance Guidelines**

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or use lubrication.

Interior doorknobs can be changed to your preference. However, the entry door and patio door hardware must stay consistent to the finish of the rest of the building. The pins/tumblers to these doors can be changed.

### **Warranty Guidelines**

We confirm that all hardware is in an acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

MacPherson Walk North Development LP will repair hardware items that do not function as intended.

## **Hardwood Laminate Flooring**

### **Homeowner Use and Maintenance Guidelines**

It is easy to maintain your beautiful floor and help it keep its original shine with the use of the following maintenance tips: Dust-mop with a non-treated, clean mop or vacuum regularly to remove loose soil and fine dust particles that can scratch your floor finish.

Never use wet mops, highly-acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that has been used to clean other floors or furniture. Wipe up spills quickly with a cloth or sponge; do not let water or any other liquid settle on the laminate hardwood. If you are interested, please contact the laminate hardwood supplier for specially-designed maintenance kits for your laminate hardwood flooring (see Section 9 – Product Information).

### **Floor Protectors**

Use good quality, dirt-trapping walk-off mats at all exterior doors to prevent dirt and sand (which can act like sandpaper) from entering your home. All rugs should allow floors to breathe. Avoid rubber-backed or non-ventilated rugs. Use no-slip rug underlayment made especially for hard surface flooring to prevent your rug from moving.



Always put protective felt pads on the legs of your furniture. This will allow your furniture to be moved easily without scratching or denting your floor's finish. Replace your felt pads often, as dirt and grit can become embedded in them as they become worn.

### **General Tips**

Never place potted plants directly in contact with your hardwood flooring, even if they are placed in waterproof saucers. Condensation can develop under these saucers and damage your flooring. To avoid this, place plants on trivets or stands so that air can circulate underneath.

Keep high heels in good repair. High heels that have lost their protective cap exposing the steel support rod will dent and pit wood. A person in stiletto heels weighing 125 pounds exerts approximately 2000 lbs. of pressure per square inch! As well, trim your pet's nails on a regular basis.

To avoid an uneven appearance, move area rugs occasionally (once a month is suggested) and drape or shade large sun-facing windows.

### **Warranty Guidelines**

Your laminate hardwood is under a warranty which warrants that, under normal use and proper maintenance, your flooring will not delaminate or swell more than 8% of its original thickness. As well, joints should remain secure and the planks not come apart/unlock. Please contact your Strata for laminate hardwood concerns and any modification approvals. Making unapproved modifications to your laminate hardwood flooring can void your warranty.

## **Mirrors**

### **Homeowner Use and Maintenance Guidelines**

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners (usually those that contain ammonia or vinegar), splashing water under the mirror, or letting water stand or collect at mirror edges, as these can cause the mirror's silvering to deteriorate. When cleaning with a liquid, spray the glass cleaner onto a rag and then wipe the mirror, as this will prevent liquid from getting behind your mirror and deteriorating the silvering. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### **Warranty Guidelines**

We will confirm that all mirrors are in acceptable condition during the orientation. We will correct scratches, chips, or other damage to mirrors noted during the orientation.

## **Painted Surfaces and Touch-Ups**

### **Homeowner Use and Maintenance Guidelines**

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often times, better results come from touching up rather than washing the paint.

### **Exterior**

All exterior painting is considered a common area item and is controlled and maintained by your Strata Corporation and Property Manager.



### **Touch-Up**

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Due to the effects of time on paint, touch-ups may not match the surrounding area exactly, even if the same paint mix is used, and may be visible under certain lighting conditions. 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.

We provide samples of each paint colour used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

### **Warranty Guidelines**

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. MacPherson Walk North Development LP will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

## **Shower Doors**

### **Homeowner Use and Maintenance Guidelines**

Shower doors require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build up of minerals and soap.

- Glass should be cleaned with a soft, clean, grit-free cloth and a mild, non-abrasive, non-alkaline, ammonia-free cleaning solution
- Avoid hanging wet towels on corners of shower doors; the weight can pull the door out of alignment and cause it to lean.
- Check and touch up caulking on an as-needed basis.

### **Alignment**

Shower doors may require realignment and tightening of fasteners. Do not over tighten screws. Any misalignment due to building settlement/movement will require professional service. Do not allow frameless glass doors to come into contact with adjacent glass components, as breakage will occur due to direct glass edge contact during opening and closing

### **Warranty Guidelines**

Water should not escape past glass channels or siliconed perimeter panel seals. However, water may escape at the door perimeter as per normal use. During your orientation we will confirm the good condition of all shower doors. MacPherson Walk North Development LP warrants that shower doors will function according to manufacturer specifications.

## **Tubs**

### **Cleaning**

A quick sponge down with warm water and a mild, non-abrasive cleanser will take care of most cleaning needs.





## 7 / UTILITIES

### *BC HYDRO*

If you are signing up for a new account, modifying/moving an existing account, or canceling an account, please call the Residential Account line listed below.



Residential Accounts/General Inquiries      604.224.9376

Mailing Address:

BC Hydro  
6911 Southpoint Drive  
Burnaby, B.C., V3N 4X8

Emergencies & Power Outages      1.888.POWERON (1 888 769 3766)

Alternatively, you can visit <https://www.bchydro.com/youraccount/main/> to handle your account online. Please note that BC Hydro may take a few months to set up your account and send a bill to your address.

### *COMMUNICATION SERVICES*

#### **TELUS – Developer Bundle**

The developer has provided each homeowner with 1 FREE year of TELUS High Speed Internet and TELUS TV services valued at over \$1700. To activate your exclusive offer, please call the number below. Please note that homeowners must activate this service within 12 months of the building's first occupancy date.

TELUS Services Activation      604.310.3343



### *TELEPHONE*

Your home has been pre-wired with landline telephone jacks. To activate, you may call the following service numbers:

TELUS Client Service      604.310.2255

Shaw Digital Phone      604.629.8888



## ***TELEVISION***

Your home has been pre-wired for both TELUS and Shaw TV services. To activate, please call them.

### **TELUS**

For TELUS TV service, maintenance and inquiries, please call the number below.

TELUS TV Customer Service Line                      604.310.6988



### **Shaw**

For Shaw TV activation, service, maintenance and inquiries, please call Shaw directly at the number below:

Shaw Cable    604.629.8888



## ***INTERNET***

The developer has pre-wired your home for the following internet providers. Please call the numbers below to activate your internet service.

TELUS Hi-Speed Internet                              604.310.3343  
Shaw Hi-Speed Internet                                604.629.8888



## 8 / EMERGENCY PREPAREDNESS

### *Emergency Numbers*

#### **POLICE:**

##### **Main Burnaby RCMP Detachment**

6355 Deer Lake Avenue, Burnaby, BC V5G 2J2

**Hours of Operation** -- 7 days a week -- 8:00 a.m. - 8:00 p.m.

**Emergency - Call 911** – Used to report any crime that is **in progress**, e.g., a break and enter in progress, robbery, assault, and situations where the suspect is still present. The police are dispatched on a high priority to these calls.

**Non-Emergency - Call 604-294-7922** - Used to report any crime that has **already been** committed, and suspects have left the scene, e.g. damage to property overnight, a break and enter while you were away. Police are dispatched to these calls on a priority basis according to ongoing volume of calls for service at that time.

##### **Southwest Community Police Office**

4501 Kingsborough Street

604-656-3232

<b>Ambulance</b>	
Emergency	911
Non-Emergency	604.872.5151
BC Nurseline	811 or 1.800.215.4700

<b>Fire Department</b>	
Emergency	911
Non-Emergency	604.294.7190

<b>Poison Control</b>	
Poison Centre	1.800.567.8911

<b>Other Important Numbers</b>	
BC Hydro	1.800.224.9376
Fortis BC (24-hour Line)	1.800.663.9911
Canada Post (Postal Depot)	1.866.607.6301
City of Burnaby (General Inquiries)	604.294.7944
Burnaby General Hospital	604.434.4211



## *Fire Emergencies*

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

The building emergency system uses a centralized control panel to activate emergency equipment, alarm bells and lighting.

Please familiarize yourself with the location of fire alarm pull stations, extinguishers, exits, and more by viewing the building map included at the end of this section. Roughly, there is a pull station, extinguisher and exit at either ends of the building corridors on each floor.

### **General Fire Safety Information**

1. Keep clear of flames and remember that smoke is deadly.
2. Stay low to avoid smoke. Smoke rises to the top.
3. Activate the alarm at the nearest pull station to warn others.
4. Notify other residents on the same floor of the fire hazard.
5. Never attempt to extinguish a fire when the flames are higher than desk height.
6. If the fire is uncontrollable, leave and close all doors behind you.
7. Do not use the elevator during a fire.
8. Feel doors for heat before opening.
9. Do not enter a stairwell that is full of smoke.
10. Do not re-enter the building for any reason.
11. Use the nearest phone at a safe location to **dial 911**.
12. Stay calm and state your name and phone number.
13. Give the address of the fire: Unit # \_\_\_\_\_ at 5788 Sidley Street, Burnaby BC
14. Provide the Fire Department with all the information they need.
15. Follow the instructions given by the Fire Department Representative.

### **Fire Planning**

Know how to deal with different types of fire. Always have a pre-determined plan of action in case of fire. Planning and occasionally practicing an escape route for you and your family is equally important should a fire occur. There will be regular fire safety checks of the fire warning system. This could also be used as a time to practice the drill.

Be sure to establish a meeting place after escape with friends and family. Know the location of fire extinguishers, fire alarms and fire exits. Pay attention to children and others requiring assistance. They may panic or become disorientated during the fire.

It is important to keep in mind that fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage but may save lives, including yours.

### **Extinguishers**

Fire extinguishers are located throughout the common areas of apartment buildings and parkades. This extinguisher can be used on all fires. Carefully read the operating instructions on the side. If possible, you should familiarize yourself with its operations prior to a fire. A good time to do this would be during your practice drill.



It is recommended that you keep a personal fire extinguisher on hand for your home. This type of extinguisher is small and would be used primarily to fight small kitchen fires. Be sure you purchase a CO<sub>2</sub> or dry chemical type, as these are the most versatile. Your extinguisher should be checked annually and recharged as required.

Keep your extinguisher in an accessible place and not over an area like the stove. Always position yourself between the fire and the closest exit.

### **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. Please use them.

- If you smoke, ensure that there are plenty of deep ashtrays in the house. Keep them clean. **DO NOT** smoke in bed.
- Keep your stove and oven area clean and the area around them clear.
- Use only appliances that have been approved. 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, do not use it unless under supervision. Have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps; do not install a higher wattage than recommended.
- Keep electrical cords visible and out from underneath rugs and furniture. Attempt to install appliances close to their power source. Do not tack down electrical cords with staples.
- It is never advisable to store gas or oil indoors or to store oily rags in a confined space.
- When using storage rooms, refrain from placing items within 2 feet of any sprinkler heads.
- If in the condo building or meeting/social room, make certain that exit doors are fully closed behind you. Notify your Property Manager as soon as possible if they do not close.

### **Fire Protection Equipment**

Each apartment is equipped with a smoke alarm, sprinkler system and an alarm/speaker horn. Each townhome is equipped with a smoke alarm and alarm/speaker horn.

### **Smoke Alarms**

Smoke alarm devices have been installed in each home, as well as throughout the condo building. These alarms are electrically operated. There is no battery. They are wired directly to your electrical panel.

Your smoke alarm is a voice alarm. This means that should your unit detect a problem with its functioning, it will “talk” to you and issue warnings. This allows for very hands-off, as-needed maintenance behaviour for your smoke alarm.



Occasionally, however, you can verify that the alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. It is visible when standing directly under the detector. Our models will have a test button. This can be tested once a month. Press the button and a high-pitched squeal will be audible if it is in good working order.

Test activation of this alarm does not affect the emergency system in the condo building and it is not linked to any other alarms outside your home.

### **Apartment Sprinklers**

Your apartment home is equipped with heat-activated fire sprinklers. The heads are activated at approximately 160°C. This is a closed system, independent of the domestic water supply to your home.

There is a constant pressure on the system. Should the pressure fall, your alarm will sound.

The sprinkler heads are localized. That is, only the head in the affected area of your home will release. The sprinkler system can only be shut down by the fire department.

**Caution:** The heads can be activated when inadvertently knocked. Be especially careful when moving furniture, tall objects or when working in confined spaces such as closets.

### **Alarm Horn**

If a fire alarm is pulled or a sprinkler head is set off, the general fire alarm will sound. This means that you should exit the building until the fire department indicates that it is safe to re-enter the building. The alarm can be silenced from inside the suite; however, you should still exit the building.

## *Earthquake Emergencies*

Because earthquakes strike without warning, it is important to plan now. Knowing how to respond and what to do could save your life.

For more information on earthquake preparedness, call Emergency Preparedness Resources at 1.800.622.6232 or check out their website at [www.getprepared.ca](http://www.getprepared.ca).

### **Planning Strategies**

1. Develop a family emergency plan and practice it regularly.
2. Identify an out-of-area phone contact person to call and check in with.
3. Choose a couple of family meeting places; pick easy-to-identify, open and accessible places that you can likely walk to.
4. Prepare to be self-sufficient for a minimum of three days.
5. Assemble an emergency supply kit; include food, water, prescription medications and first aid supplies, a battery-operated radio, flashlight, extra batteries, shelter, clothing, sturdy shoes and personal toiletries.
6. Assemble similar emergency kits for your workplace and vehicle.
7. Take an approved first aid course.
8. Quakeproof your house by securing heavy furniture and objects.
9. Learn how to shut off gas, water and electricity.





### **During an Earthquake**

1. Remain calm! The shaking usually lasts no longer than a minute.
2. If inside, stay inside.
3. “DUCK, COVER, and HOLD!” Duck under sturdy furniture. Cover as much of your head and torso as you can. Hold onto the furniture. If you cannot get under sturdy furniture, move to an inside wall or archway and sit with your back to the wall, bring your knees to your chest and cover your head.
4. Stay away from mirrors and windows.
5. Do not exit the building during the shaking.
6. If outdoor, move to an open area away from all the structures, especially buildings, bridges, and overhead power lines.
7. If driving, stop in an open area away from all structures especially bridges, overpasses, tunnels, and overhead power lines. Stay as low as possible inside the vehicle.

### **After an Earthquake**

1. Stay calm. Count to 60 to allow time for objects to fall before moving.
2. Move cautiously, and check for unstable objects and other hazards above and around you.
3. Check yourself for injuries.
4. Help those around you and provide first aid if you are qualified.
5. Hang up all phones. Only use phones (including cell phones) if a life is at stake.
6. Inspect gas, water and electric lines. If there are leaks or if there is any doubt about leaks, shut off mains; evacuate immediately if you hear or smell gas and can't shut it off. Report leaks to the authorities.
7. Anticipate aftershocks, especially if the shaking lasted longer than two minutes.
8. Stay out of damaged buildings.
9. Listen to the radio or watch local TV for emergency information and additional safety instructions.



## 9 / TRADES & SUPPLIERS LIST

### FOR IN-SUITE FINISHES

DESCRIPTION	SUBTRADE/SUPPLIER	PHONE	FAX
<b>APPLIANCES</b>	TRAIL APPLIANCES LTD. 4550 BARNET HWY. COQUITLAM, BC V3H 1W3	604-461-1598	604-461-1740
<b>GRANITE TOPS &amp; BACKSPLASH</b>	PEBO STONES CORP. 11500 EBURNE WAY, RICHMOND, BC V6V 2G7	604-322-9188	604-322-9189
<b>CABINETS – KITCHEN/BATH</b>	EURO-RITE CABINETS LTD. 1610 INDUSTRIAL AVE. PORT COQ, BC V3E 6N3	604-464-5060	604-464-7210
<b>FINISH CARPENTRY</b>	CORNERSTONE DEVELOPMENTS LTD. 3366 RED ALDER PLACE COQUITLAM, BC V3E 0C3	604-945-3732	604-945-3731
<b>LIGHT FIXTURES</b>	DESIGN LIGHTING #100, 5499 – 192 <sup>ND</sup> ST. SURREY, BC V3S 8E5	604-576-8733	604-576-8132
<b>WINDOW TREATMENTS</b>	SPECTRUM WINDOW COVERINGS LTD. #130, 6755 GRAYBAR RD. RICHMOND, BC V6W 1H8	604-231-8788	604-231-8787
<b>BATH HARDWARE</b>	OAKMONT INDUSTRIES LTD. #100, 19475 – 96 <sup>TH</sup> AVE. SURREY, BC V4N 4C4	604-513-1477	604-533-1475
<b>CLOSET SYSTEMS</b>	GLASS WORLD 2146 QUEEN ST. ABBOTSFORD, BC V2T 6J4	604-854-5757	604-852-1850
<b>MIRRORS/SHOWER DOORS</b>	GLASS WORLD 2146 QUEEN ST. ABBOTSFORD, BC V2T 6J4	604-854-5757	604-852-1850
<b>WINDOWS</b>	STARLINE WINDOWS (2001) LTD. 19714 – 96 <sup>TH</sup> AVE. LANGLEY, BC V1M 3B9	604-882-5100	604-882-5102
<b>PAINTING</b>	PETER'S PAINTING 3308 OXFORD PL. COQUITLAM, BC V3E 3G4	604-805-2804	604-552-1197
<b>CERAMIC TILE</b>	NATIONAL TILE (2005) LTD. #1, 2640 NO. 5 RD. RICHMOND, BC V6X 2R3	604-303-7003	604-303-6663
<b>VINYL FLOORING / CARPET</b>	FRIESEN FLOOR & WINDOW FASHIONS LTD. 31726 S. FRASER WAY ABBOTSFORD, BC V2T 1T9	604-850-6644	604-850-6664
<b>DOORS &amp; HARDWARE</b>	OAKMONT INDUSTRIES LTD. #100, 19475 – 96 <sup>TH</sup> AVE. SURREY, BC V4N 4C4	604-513-1477	604-533-1475



**FOR COMMON AREA/LANDSCAPE**

DESCRIPTION	SUBTRADE/SUPPLIER	PHONE	FAX
<b>WIRE MESH</b>	ADVANTAGE BIKE RACKS & LOCKERS INC.	604-734-2575	604-321-4725
<b>STORAGE LOCKERS</b>	PO BOX 45503 WESTSIDE RPO, VAN, BC V6S 2N5		
<b>ROOFING</b>	ALL SEASON ROOFING 13281 COMBER WAY, SURREY, BC V3W 5V8	604-502-8683	604-502-8686
<b>MEMBRANE</b>	JR TRORY & CO. LTD.	604-980-5074	604-980-5018
<b>WATERPROOFING</b>	1455 CROWN ST. N. VANCOUVER, BC V7J 1G4		
<b>DAMP PROOFING</b>	BLACK GOLD INDUSTRIES LTD. 12332 BONSON RD. N PITT MEADOWS, BC V3Y 1A8	604-377-1202	604-465-6049
<b>DECK COATING</b>	AWA-TECH WATERPROOFING 6069 KEITH ST. BURNABY, BC V5J 3C8	604-876-0061	604-876-2569
<b>GUTTERS &amp; DOWNPIPES</b>	NORTH SHORE HOME SERVICES 37109 – 2930 LONSDALE AVE. N VAN, BC V7N 4M0	604-574-1985	604-574-1986
<b>INSULATION</b>	FRICITION FIT INSULATION SUITE 12 - 14722 64TH AVE. SURREY, BC V3S 1X7	604-572-5288	604-572-5278
<b>ENTRY DOORS</b>	BARON GLASS LTD. #104, 2544 DOUGLAS RD., BURNABY, BC V5C 5W7	604-430-1117	604-436-2066
<b>ALUMINUM RAILINGS/GUARDS</b>	ELIROS ALUMINUM LTD. 12333 WINRAM RD. SURREY, BC V3V 3Y4	604-580-3332	604-580-4861
<b>OVERHEAD ENTRY GATE</b>	CANADIAN ACCESS & DOOR SYSTEMS INC. #100, 1605 INDUSTRIAL AVE. PORT COQ. V3C 6M9	604-526-1086	604-526-1087
<b>DRYWALL</b>	RELIABLE DRYWALL LTD. #106, 19897 – 56 <sup>TH</sup> AVE. LANGLEY, BC V3A 3Y1	604-534-0074	604-534-0742
<b>EXTERIOR SIDING &amp; TRIM</b>	MIDLAND WOOD PRODUCTS LTD. PO BOX 232 ABBOTSFORD, BC V2S 4N8	800-567-5911	604-864-2265
<b>RUBBER FLOORING &amp; FITNESS EQMT</b>	METAGENICS FITNESS INC. 4640 CAUFIELD DRIVE, W. VAN, BC V7W 1E8	604-921-2098	604-921-2386
<b>POSTAL EQUIPMENT</b>	OAKMONT INDUSTRIES LTD. #100, 19475 – 96 <sup>TH</sup> AVE. SURREY, BC V4N 4C4	604-513-1477	604-533-1475
<b>SUITE ENTRY PLAQUES</b>	PACIFIC FIRE DESIGN (2009) LTD. #510, 207 W. HASTINGS ST. VANC, BC V6B 1H7	604-681-6780	604-681-6779
<b>ELEVATORS</b>	THYSSENKRUPP ELEVATORS (CANADA) LTD. 2303 DOUGLAS RD. BURNABY, BC V5C 5A9	604-294-2209	604-294-2188
<b>PLUMBING SYSTEM</b>	ARMAUR PLUMBING LTD. #1, 20085 – 100A AVE. LANGLEY, BC V1M 3G4	604-888-1255	604-888-6445
<b>HVAC &amp; GAS PIPING</b>	GANDY INSTALLATIONS 20363 – 62 <sup>ND</sup> AVE. LANGLEY, BC V3A 5E6	604-534-5555	604-534-5990
<b>ELECTRICAL SYSTEM</b>	VILLA ELECTRIC (1980) LTD. #3, 5492 PRODUCTION BLVD. SURREY, BC V3S 8P5	604-530-3775	604-530-5885
<b>SECURITY WIRING / ENTERPHONE</b>	BLUE MOUNTAIN TECHNOLOGIES 10842 166TH STREET SURREY, BC V4N 5E2	604-585-8338	604-585-7338
<b>LANDSCAPE, PAVERS &amp; IRRIGATION</b>	HORIZON LANDSCAPE CONTRACTORS 4104 – 232 <sup>ND</sup> STREET, LANGLEY, BC	604-533-9757	604-520-5957



## 10 / PRODUCT INFORMATION

Should you need to replace or match your in-suite materials, you may use the following as an informal reference. Please note that suppliers and product information may change or become obsolete over time.

ITEM	DESCRIPTION	Supplier	Item Code
<b>Ceramic Wall Tile, kitchen</b>			
Both schemes	Gatineau, matte finish, colour "white", 4" x 16" <i>grout: Custom building Products, #38 Mapei Avalanche</i>	Olympia Tile	N/A
<b>Ceramic Wall Tile, 2nd bath</b>			
Both schemes	White Wall Tile, colour "white matte", 11" x 16" <i>grout: Custom building Products, #38 Mapei Avalanche</i>	Centura	N/A
<b>Porcelain Tile, Ensuite, Entry, Kitchen, Main Bath</b>			
White Oak scheme	Legno Beige 12" x 24" Rectified Edge Porcelain Tile <i>grout: Custom Building Products, #39 Mapei Ivory</i>	Ames Tile	N28299
Walnut scheme	Legno Med Grey 12" x 24" Rectified Edge Porcelain floor tile <i>grout: Custom Building Products, #47 Mapei Charcoal</i>	Ames Tile	N28298
<b>Suite Carpet, both colour schemes</b>			
	Elegant Brocade 52N28 Evertouch BCF Nylon Cut Pile	Shaw Industries	52N28
<b>Laundry Closet, both colour schemes</b>			
	Congoleum Multi Prelude Chateau - Stone Bisque	McMahon Canada Ltd	2081
<b>Laminate flooring (upgrade units)</b>			
White Oak scheme	CanTrust laminate, Natural Varnished Oak 5/16" x 6"w	Friesen Flooring	N/A
Walnut scheme	Cantrust laminate, Dark Varnish Oak, 5/16"x 6"w	Friesen Flooring	N/A
<b>Kitchen/Bath Cabinetry</b>			
White Oak scheme	Greenlam Sqaureline Horizontal Grain soft-close drawer and door fronts	Pentco Industries	777-39 Sumatra Teak
Walnut scheme	Walnut Qtr Cut Greenlam Sqaureline Horizontal Grain soft-close drawer and door fronts	Pentco Industries	5018-39 Brooks
<b>Kitchen Countertops</b>			
White Oak scheme	"New Venetian Gold" 3/4" granite slab, polished, eased edge	Pebo Stones	N/A
Walnut scheme	"Desert Eyes" 3/4" granite slab, polished, eased edge	Pebo Stones	N/A
<b>Bathroom Countertops</b>			
Oak scheme	"New Venetian Gold" 3/4" granite slab, polished, eased edge	Pebo Stones	N/A
Walnut scheme	"Desert Eyes" 3/4" granite slab, polished, eased edge	Pebo Stones	N/A



ITEM	DESCRIPTION	Supplier	Item Code
<b>Bathroom Mirrors</b>	5mm clear mirror with clear finish & polished edges	Good & Quick Glass	Sizes Vary
<b>Shower Doors</b>	Semi Frameless clear glass/chrome w/ sliding door	GlassWorld	Sizes Vary
<b>Bathroom towel bars, paper holder &amp; Shower Rod</b>	Taymor "Naples" series, chrome plated	Taymor	5500
<b>PAINT COLOURS, ALL SUITES</b>			
Interior Wall Colour	Cotton Balls Colour Semi Gloss & Eggshell finish	Benjamin Moore	OC-122
Doors/Trims	Cotton Balls Colour Semi Gloss finish	Benjamin Moore	OC-122
<b>WINDOW COVERINGS</b>			
All suites	1" horizontal blinds @ windows, vertical blinds @ siding patio doors	Spectrum	N/A
<b>PLUMBING FIXTURES</b>			
<b>Ensuite</b>			
Shower pan	Acrylic shower base in White	Acri-Tec	Various Dimensions
Shower Trim Kit	Moen Level Polished Chrome	Moen	T2702 + 2510
Vanity Basin	"Neptune" drop-in basin, 20.75" x 17.75", 1-hole, white	Acri-Tec	36868
Vanity Faucet	Moen Level Polished Chrome Single Hole Vanity Faucet	Moen	6100
Toilet	Contract Cody whie 6.0L two piece elongated toilet	BA Robinson	C04722BETWH
<b>Main/2nd bathroom</b>			
Soaker Tub	"Gemstar" skirted acrylic tub, 30" x 60", white	Hy-Line Sales	AC3060L/R
Shower/Bath Trim Kit	Moen Level Polished Chrome	Moen	T2703 + 2510
Vanity Basin	"Neptune" drop-in basin, 20.75" x 17.75", 1-hole, white	Acri-Tec	36868
Vanity Faucet	Moen Level Polished Chrome Single Hole Vanity Faucet	Moen	6100
Toilet	Contract Cody whie 6.0L two piece elongated toilet	BA Robinson	C04722BETWH
<b>Kitchen</b>			
Sink	Kindred Stainless Steel 31.3"x7"d double bowl	BA Robinson	QDL 2031/7
Faucet	Single hole gooseneck spout with pullout sprayhead	Moen	12781
<b>LIGHT FIXTURES</b>			
Entry hall	Galaxy Lighting Flush Mount frosted glass w/ Pewter clips	Design Lighting	680112 FR-PTR
Kitchen track light	Banvil 2000 series track light, white, with MLV34 heads	Design Lighting	20148WH
Closet light	Galaxy ceiling fixture, mushroom glass, 60w bulb	Design Lighting	810208WH
Ensuite wall sconce	Kuzco Lighting Brushed Nickel/Opal Cylinder 1x60W	Design Lighting	70271BN
Main bath vanity light bar	Kuzco Lighting Brushed Nickel/Opal 18"L 3x60W Halogen	Design Lighting	70233BN
Balcony ceiling light	Galaxy round cast aluminum marine light, black	Design Lighting	305112BK
<b>DOOR HARDWARE</b>			
Entry & Interior doors	Equinox Satin Nickel Leverset (With Deadbolt)	Taymor	Equinox C15
A1 & A2 Units Only	Aluminum Diffused White Laminated Glass doors	Alliance Glass Doors	Riviera 6010
Bi-Fold Closet Door Pulls	Brushed nickel 30mm knob handles	Marathon Fasteners	9107-BN