

Brava!

RESIDENCES | FILM CENTRE

HOMEOWNER MANUAL

AMACON
LIVE WELL

onni
group of companies

AMACON - ONNI

Construction Inc.

WELCOME

On behalf of The Brava! Development Partnership, We would like to welcome you to your beautiful new home at Brava. Your home represents a large investment, and a great deal of care, pride and workmanship has been put into it.

Home ownership is an exciting and rewarding experience. We would, however, like to emphasize that it is also an ongoing responsibility. Your new home will need some effort on your part. By taking the time to properly care for your home, it will continue to look its best, and work efficiently for many years to come. We, at Amacon-Onni, will work closely with you to make living in your new residence a pleasant experience.

This homeowner's manual has been constructed specifically for Brava! to provide you with answers to questions that may arise as you settle into your new home. In it, you will find information on everything from home care tips to service procedures to the roles of the Amacon-Onni Customer Care Department and your Property Management Company. Please take the time to read through the manual and keep it close at hand. We hope it serves to make the transition into your new home, both easier and more enjoyable.

Thank you for choosing Brava! and making Amacon-Onni your developer of choice. We are proud and honoured to add your name(s) to the list of distinguished people who live in one of our Amacon-Onni Developments and we wish you all the success and happiness in the future.

Best wishes for many years of enjoyment in your new home.

Sincerely,

THE BRAVA DEVELOPMENT PARTNERSHIP

TABLE OF CONTENTS

DIRECTORY

INTRODUCTION

ROLES AND RESPONSIBILITIES
TAKING POSSESSION
BREAKING IN PERIOD
RESPONSIBILITIES

QUESTIONS AND ANSWERS

NOW THAT I HAVE POSSESSION
CUSTOMER CARE
PROPERTY MANAGEMENT

STRATA PROPERTY MANAGEMENT

DEFINITIONS
MEETINGS OF STRATA CORPORATION
COMMITTEES
BYLAWS AND RULES
STRATA CORPORATION FINANCES

DEVELOPMENT INFORMATION

GARBAGE AND RECYCLING DISPOSAL
VANDALISM
PETS
NOISE
KEYS AND SECURITY
PARKING
BICYCLES/STORAGE UNITS
WALKWAYS AND DOORS
BALCONIES
PROTECT YOUR INVESTMENT
INSURANCE
ROUTINE MAINTENANCE
SUITE RENOVATIONS
MOVE INS

- Mirrors
- Heating and Cooling System
- Condensation and Humidity
- Ventilation
- Ways to Save Energy Around Your Home

TRADE LIST

CUSTOMER SERVICE REQUEST FORM

YEAR END FORM

WARRANTY COVERAGES

MATERIALS AND LABOUR WARRANTY
BUILDING ENVELOPE WARRANTY
STRUCTURAL DEFECTS WARRANTY
WARRANTY EXCLUSIONS

CUSTOMER CARE

PROCEDURES FOR WARRANTY SERVICE
COMMON AREA CONCERNS

PROCEDURES

SERVICE PROCEDURES
OWNER'S DUTY TO MITIGATE AND MAINTAIN
EMERGENCY SITUATIONS

HOME CARE

EXTERIOR COMPONENTS

- Driveways, Sidewalks and Patios
- Site Drainage and Grading
- Drain Tile and Sump
- Landscaping
- Vinyl, Metal or Composite Siding
- Wood Siding
- Masonry
- Caulking
- Windows
- Doors
- Weather-Stripping
- Storm Doors
- Finish Hardware
- Decking and Hand Rails
- Roof and Gutters
- Structure

SUITE INTERIOR FINISHES

- Appliances
- Cabinets and Countertops
- Flooring
- Electrical
- Plumbing and Fixtures

DIRECTORY

SERVICES AND NON-EMERGENCIES

<p>BAYWEST PROPERTY MANAGEMENT Contact: Katie Khoo Hours: 9:00 am – 5:00 pm, Monday to Friday</p>	<p>Phone: 604-714-1525 Fax: 604-736-5044</p>
<p>AMACON-ONNI CONSTRUCTION LTD. CUSTOMER CARE DEPARTMENT Contact: Rodney Rao Hours: 8:30 am – 5:00 pm, Monday to Friday</p>	<p>Phone: 604-602-7700 Fax: 604-602-7110</p>
<p>POSTAL STATION Hours: 8:00 am – 10:00 pm, Monday to Friday 9:00 am – 10:00 pm, Saturday & Sunday</p>	<p>Vancouver Station Main 349 West Georgia St. 1-800-267-1177</p>

UTILITIES

<p>Telephone</p>	<p>Telus</p>	<p>604-310-2255</p>
<p>Cable</p>	<p>Novus</p>	<p>604-642-6688</p>
<p>Gas</p>	<p>Terasen</p>	<p>1-888-224-2710</p>
<p>Hydro</p>	<p>BC Hydro</p>	<p>604-224-9376</p>

INTRODUCTION

ROLES AND RESPONSIBILITIES

Development Team

The Amacon-Onni team has been developing and building fine quality homes for 40 years. For you to better understand how our team works to serve you, we have included a brief summary of their functions and responsibilities.

Sales

When we first meet, we try to convey the feeling and image of a particular development to assist you in the transition from your previous home to your new home. Our involvement with you is focused upon the stages prior to and during the actual sale. The Sales team provides you with an informed and professional presentation that allows you to make the right purchase decision. The Sales team helps to keep you informed about the project's status and addresses your concerns regarding your Pre-Delivery Inspection and the overall move-in process. They fill the gap until the condominium becomes occupied and Property Management teams become established.

Customer Care

The Customer Care team is provided by Amacon-Onni Construction Ltd. The Customer Care Representative's primary function is to ensure construction completion by inspecting all in suite features prior to interim occupancy/closing, then following up after closing. Specifically these responsibilities include scheduling and conducting Pre-Delivery Inspections (PDI) with you prior to possession, liaising with the construction team to monitor the progress of suite completion and recording and following up on any outstanding in suite Warranty concerns.

Property Management

Baywest Management is the property management company. The role of Property Management is to deal with the day-to-day operations and condominium related concerns of the residents. Property Management is accountable to and takes direction from, the Strata Corporation's Board of Directors, and is directly responsible for the maintenance, appearance and upkeep of all the Common Areas throughout the complex.

Listed below are some of the Common Areas and general items, which are the responsibility of Baywest Management:

- Operations and Maintenance
- Housekeeping
- Landscaping/Grounds Maintenance
- Obtaining the Performance Audit
- Common Area Warranty concerns
- Construction/Renovations

- Collection of Maintenance Fees
- Contract Negotiations and Administration
- Budgeting and Financial Reporting
- Reserve Fund
- Expenditure & Revenue Control
- Resident Relations
- Corporation Staff

TAKING POSSESSION

Even for seasoned veterans, taking possession of a new home can be an emotionally charged experience. If you are realistic in your expectations, the transition will usually run smoothly. It is our intention to ensure a successful and pleasant experience.

Contractual, Service and Home Warranty information should be read carefully. These documents will provide a basis for informed and productive communications. This information will be beneficial during the first months of occupancy, as well as to ensure proper warranty services.

For ready reference, keep Contractual, Service, and Home Warranty information together with this manual.

BREAKING IN PERIOD

Settling into a new home is an exciting time. To help you during this early stage, Amacon-Onni will provide you with warranties and first year service procedures. Take time for a complete inspection of your new home. See that everything has been completed as agreed upon. If items are discovered that have not been completed, these items should be forwarded to the attention of our Customer Care Department. **It is important to do this in writing. Telephone calls or verbal statements can go astray and are not an acceptable means of reporting warranty concerns.**

Sometimes, due to weather conditions or lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. If this happens the reasons will be explained to you.

There are some 3,000 items in a new home and a general working knowledge of some of the more important items is necessary. It will enable you to understand more fully the results of heat, cold, humidity, expansion and contraction-conditions, which affect new homes. Always keep in mind, many parts of your home, even the ground it is built on, are natural products, which are not completely responsive to human control. For example, even the highest quality lumber can be affected by humidity and weather.

Study the **Home Care Section** carefully. You will find it informative and reassuring. Most of the concerns you may encounter during the breaking in period are common to all new homes.

RESPONSIBILITIES

Goodwill and understanding between Amacon-Onni and you, the new Homeowner, are essential during the first few months of possession. The following list of responsibilities is provided as a framework to help us both during this transition.

Homeowner

Make sure you understand the scope of Building, Service and Warranty contracts, all of which are provided to your Board of Directors at the first Strata General Meeting. Take time to get acquainted with your new home and thoroughly understand the information outlined in the **Home Care Section** of this manual. It is your responsibility to care for and maintain your new home for example, changing light bulbs and cleaning or replacing filters in the laundry, heating/cooling system. Your cooperation and effort to understand our policies and procedures will ensure your satisfaction. Please refer to the **Service Procedures Section**.

You are also responsible for completing all Warranty Service Forms and for submitting copies, to both Amacon-Onni and St. Paul Guarantee Insurance Company, by the deadlines indicated in the St. Paul Guarantee Insurance Company Home Owner Information Package. Failure to submit your forms as described will jeopardize your warranty rights.

Developer/Builder

Amacon-Onni Construction Inc. will provide you with a quality product and we will honour all warranties as outlined under the British Columbia New Home Warranty Plan Act. Amacon-Onni's customer care process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Amacon-Onni's determination of warrantable items is backed by St. Paul Guarantee Insurance Company and is based on the guidelines set out by St. Paul Guarantee Insurance Company.

QUESTIONS AND ANSWERS

NOW THAT I HAVE POSSESSION

What are PDI, Warranty Commencement Certificate, and Move-in Manuals?

PDI – Overall, a Pre-Delivery Inspection provides you, the Homeowner, with an opportunity to get acquainted with the details of your new home, and is a part of your warranty coverage under the St. Paul Guarantee Insurance Company Warranty Program. It is an orientation, which ensures that your new home has been completed in accordance with the terms of your Agreement of Purchase & Sale.

The PDI also allows you to verify that all upgraded and specific selections that you made during colour selection are installed.

This is also a chance for you to learn the proper technical operation and maintenance of your home, as problems arising from Homeowner neglect are not covered under warranty. Through hands on learning, this orientation will assist you in knowing how everything functions in your new home, and how to keep it in great condition for the years to come.

Warranty Commencement Certificate – This Document will be provided to you with your completion package from your lawyer, it must be completed and signed by both yourself and Amacon-Onni in order to establish the commencement date for the home warranty coverage. Upon receipt of this duly executed document, St. Paul Guarantee Insurance Company will issue the Warranty Certificate to you.

Move-in Manual – This invaluable booklet includes instructions and manufacturer's information for certain items within your home (i.e. alarm panel, thermostat, etc.). It should be referred to often and before contacting Amacon-Onni Customer Care. We suggest you review it to familiarize and orient yourself with the various aspects of your new home. The Move-in Manual will be provided to you with your move-in package at the time of key release.

Is it possible to change my locker(s)/parking space(s)?

Lockers and parking spaces form part of the common property. Parking or Storage Lockers are assigned to the homeowners and are difficult to change and require approval of the Strata Corporation.

When and what type of insurance do I need? What if I intend to rent my unit?

Insurance is required upon final closing to cover contents, liability, upgrades and improvements. This includes any upgrades that were purchased from the Builder. Please contact your own insurance agent for this coverage prior to taking occupancy. It remains the owner's responsibility to ensure that proper Homeowner insurance is in place even if the unit is being rented.

Please Note: You should discuss any additional coverage you may require with your insurance provider.

CUSTOMER CARE

How long after the Pre-Delivery Inspection can I expect to wait before all the Warranty concerns have been rectified?

Amacon-Onni's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to Warranty concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed.

Is the Pre-Delivery Inspection the only opportunity I have to discover and report Warranty Concerns in my unit?

No. Your warranty covers you for various periods of time and depends upon the nature of your concerns.

Please refer to both the **Warranty Coverages** and **Service Procedures** sections.

Is there a specific procedure that I should follow for reporting new warranted Warranty concerns that require service?

Please refer to the **Service Procedures** section.

Does the warranty cover secondary damages that are the result of a construction defect such as a pipe leak that damages hardwood floor and/or personal belongings?

Secondary damages are not covered under the provisions of the St. Paul Guarantee Insurance Company Warranty Program. That is why Homeowner insurance coverage is required upon final closing and should cover contents, liability, upgrades, and improvements; including upgrades purchased from the Builder. Please contact your insurance agent to arrange for this coverage prior to taking occupancy. Subsequent damages resulting from a common area may be covered by the Strata Corporation's insurance coverage.

How is service co-ordinated and do I have to be home for every service call?

To complete the scope of work, access to your home will likely be required. Homeowners or their agents must be home to allow entry for warranty service repairs.

This not only allows Customer Care Personnel entry into your home to complete warranty service repairs, but also ensures that the service is completed. Please keep in mind that the re-scheduling of your time may be necessary. While we attempt to send our permanent staff whenever possible, we must in some cases call in outside trades whose employees we are not always familiar with. We caution our homeowners in any event to always protect their valuables, as Amacon-Onni will not be held responsible for loss or damage to personal property.

How do I know that the service repairs have been complete?

Warranted Requests listed on your PDI Form and Year- End Form will be repaired in a timely fashion. Once completed you will be contacted by the Customer Care Department to sign off your PDI Form and your Year- End Form, acknowledging completion of warranty service requests.

PROPERTY MANAGEMENT

What is the role of Property Management?

The role of your Property Management Company is to attend to the day-to-day operations of the Strata Corporation, such as: landscape work and cleaning of common areas. This excludes any in-home construction Warranty concerns or Homeowner maintenance related issues. The Property Management Company also works with the Board of Directors to prepare budgets, collect maintenance fees, attend meetings, and to enforce the rules and regulations of the Condominium Corporation as directed by the Board of Directors.

How do I report Common Area Warranty concerns?

Common Area Warranty concerns are to be reported in writing to the Property Management Company; Homeowners should also write to their board of directors via the Property Management Company and should copy the Amacon-Onni Customer Care Representative. This is important in order that we may coordinate a timely resolution to these common area concerns.

STRATA PROPERTY MANAGEMENT

This section is designed to better acquaint you with the rights and responsibilities of strata property ownership. It describes the arrangements that are in place for the management of Brava! and how you can participate in the decision-making processes. You will find below definitions of some of the terms you will need to be familiar with.

DEFINITIONS

Strata Property and Strata Lot

The term "**strata property**" usually refers to a multi-unit dwelling, also known as a condominium or a townhome. Each unit is individually owned and referred to as a **strata lot**. The term "strata lot" refers specifically to the interior portions of the homes. Owners are responsible for all maintenance and repairs, short of warrantable defects, within their own strata lot.

Strata Property Act

The legal document that sets out the guidelines for the operation of strata properties is **The Strata Property Act of B.C.** and the Regulations (the Act). This legislation replaced **The Condominium Act** as of July 1, 2000. This manual will summarize some of the information most important for owners to understand about the functioning of their Strata Corporation. All citations found below refer to sections in the Act where additional details on that topic can be found. An unofficial version, as well as information bulletins summarizing the Act, can be accessed on the Internet at: www.fin.gov.bc.ca/strata.htm. An official copy from the Queen's Printer can be ordered from International Travel Maps and Books, phone number (604) 687-3320, at a cost of \$16.50. Your Strata Corporation also retains a copy of the Act.

Disclosure Statement

The **Disclosure Statement** is the legal document filed by Brava! Development Partnership with the Superintendent of Real Estate that establishes Brava! as a strata property made up of 424 strata lots to be offered for sale. A copy is given to all prospective buyers. It includes a general description of the property, the strata plan, Terms of Offering, bylaw amendments, and any existing contracts made by the Strata Corporation. In this section we will refer to this Disclosure Statement a number of times.

Common Property

Owners, in addition to their strata lot, own an undivided share of property referred to as **common property**. Anything on the property that is not part of a strata lot, or home's interior, is common property, including all exterior components of the homes, all lawns and landscaping, and the visitors' parking area. This category also includes components found inside your walls, floors, and ceilings such as: pipes, wires, cables, or ducts as required for the sewage, drainage, electricity, heating, cooling and gas delivery systems. The Strata Corporation is responsible for all repairs and maintenance of common property, but all owners must contribute a portion of the costs as their strata fees.

Limited Common Property:

Limited common property refers to common property that has been designated in the strata plan for exclusive use by one or more strata lot owners. At Brava!, the patios have been designated as limited common property, and are set aside for exclusive use by the owners of that strata lot. Repair and maintenance of limited common property falls under the responsibility of the Strata Corporation, although the Strata Corporation can, by bylaw, make owners the responsible party.

Owner Developer

In the Strata Property Act, the **owner developer** refers to the owner of the strata property at the time the strata plan is registered in the Land Title Office. The owner developer may then go on to sell individual strata lots to new owners. Brava! Development Partnership is the owner developer for Brava!.

In this manual, "**owner**" refers to the owner of an individual strata lot, and "**residents**" refers to both owners and tenants, i.e., all those who actually live in the development.

Strata Corporation

A **Strata Corporation** is the joint ownership organization that is formed by the deposit of a strata plan in the land title office. The Strata Corporation is ultimately responsible for fulfilling a number of duties in the interest of all of the owners; however in practice many of these duties are delegated to a Property Manager.

The following lists some of the general responsibilities of the Strata Corporation:

- ♦ Maintaining the common property, facilities and assets of the Corporation.
- ♦ Calling and conducting general meetings, setting agendas, and preparation of minutes.
- ♦ Granting special permissions to owners.
- ♦ Directing investments and expenditures of the Corporation.
- ♦ Preparing monthly budgets and annual financial statements.
- ♦ Keeping proper books and records and fulfilling owner requests for access to these records.
- ♦ Enforcing bylaws and rules and receiving and handling complaints.

Strata Council

A **Strata Council** oversees the responsibilities of the Strata Corporation and is similar to a Board of Directors. It is generally through the Council that the Strata Corporation conducts its business, however, the owners of the individual strata lots may direct the Council in its activities by exercising their voting privileges.

Initially, the owner developer exercises the powers and duties of the Strata Council, but once the first Annual General Meeting takes place, the owners elect a group of individuals to serve as Council. The Strata Council is composed of a minimum of three to a maximum of seven council members who are elected to stand for a one-year term. However, council members can at any time be removed and replaced by a majority vote (standard bylaw 11).

Property Management Company

The owner developer has hired **Baywest Management Corporation** as the initial property management company for Brava! The company acts as an agent for the Strata Corporation and carries out all management, maintenance and administrative duties for the development. Some of the main duties of the Property Management Company are outlined below:

- ◆ Hiring and supervising Strata Corporation employees
- ◆ Arranging for maintenance of common property
- ◆ Regular inspections of common property
- ◆ Collecting monies due to the Strata Corporation, including strata fees.
- ◆ Maintaining adequate insurance on common property
- ◆ Attending council meetings and reporting management activities when requested.
- ◆ Handling disputes involving the Strata Corporation
- ◆ Planning, organizing, and staffing activities of the development as requested.
- ◆ Overseeing committee activities

The property manager assigned to Brava! supervises all maintenance and repair work and is directly responsible for ensuring it is done both correctly and efficiently. We ask you to refrain from making requests of the on-site contractors, and to contact your property manager immediately if you have a question or concern about the work being performed.

The property manager is your first contact if you notice that any maintenance work is needed on the common property, or if you have any general questions about your rights and responsibilities as a resident of a strata property. However, it is the Strata Corporation that has the power to renew or to cancel a property management contract. There are also some limits on the delegation of powers to a property manager, for example there must be controls on spending authority and the Strata Council may not delegate bylaw enforcement.

MEETINGS OF STRATA CORPORATION

General Meetings

Owners are expected to attend General Meetings and vote on various policies and procedures as may be necessary. Strata Councils are only as effective as the owners that they represent. If owners play an active role in the decision-making process, then the policies that run the community of Brava! will reflect the wishes of the homeowners.

The first **Annual General Meeting** (AGM) must be held within six weeks of the date that 50% of the strata lots are sold, or by nine months past the date of the sale of the first strata lot (whichever is first.) (sec 16). In advance of the AGM, all owners will be given the first proposed budget and financial statements for the previous year. At the AGM, owners will approve the budget for the coming fiscal year and elect a Strata Council. At this time, the owner developer must give the Strata Corporation copies of all records required by the Act and as listed in section 2.1 (k) of the Disclosure Statement.

There are provisions for all eligible voters to waive the AGM or any other meetings that have been called (sec 41). It is also possible for a group of owners that represent at least 25% of the Strata Corporation's votes to request in writing that a **Special General Meeting** be held to consider a resolution or other matter. This meeting must be held within 4 weeks of the demand (sec 43 & 46).

Notice of Meetings

The Strata Corporation must give at least two weeks written notice of an Annual or Special General Meeting to all owners and all tenants who have been assigned a landlord's right to vote (sec 45). The notice must include a description of the matters that will be voted on at the meeting, including the proposed wording of any resolution requiring a 3/4 vote or unanimous vote (this includes proposed amendments to bylaws).

Please make sure the Council has current information to contact you so that you will receive all notices regarding meetings, bylaw amendments, new rules, and Strata Corporation finances. Also make sure you know how to contact the Council members.

Voting Procedures

Each strata lot has one vote at Annual or Special General Meetings (sec 53). If you cannot attend a meeting, please find a substitute attendee and record their name in the **proxy** notice that will be sent to you. This allows the named individual the authority to vote in your absence, by proxy (sec 56). There are also provisions for a voter to be court appointed (sec 58).

Unless otherwise defined by the bylaws, a **quorum** for these meetings is 1/3 of all eligible voters, present in person or by proxy (sec 48). Business must not be conducted unless a quorum is present. The Act permits attendance by telephone or any other method that allows all participants to communicate.

Matters are decided by the **majority vote** of those casting a vote (abstentions are not counted as "no" votes), unless otherwise required. A 3/4 **vote** is generally required for bylaw amendments, contingency reserve fund expenditures, special levies, property acquisition or disposal, or significant changes to common property. There are provisions for owners to demand reconsideration of any resolution requiring a 3/4 vote when it was passed by less than 50% of eligible voters (sec 51). In the case of **unanimous votes**, which are generally required for decisions that could seriously impact on owners' rights, there are provisions for overriding hold out votes by applying to the B.C. Supreme Court (sec 52).

Strata Council Meetings

At the first Council meeting, Council must elect a president, vice president, secretary, and treasurer. Annual and special general meetings are chaired by the president, and failing his presence, the vice president. If neither is available, the chair must be elected by those voters who are present (standard bylaw 25).

Strata Council meetings are held as required, depending on current business, and can be called by any council member. Owners may attend council meetings as observers, although they can be excluded from some portions. Owners may also, by written

Property Management Company

The owner developer has hired **Baywest Management Corporation** as the initial property management company for Brava! The company acts as an agent for the Strata Corporation and carries out all management, maintenance and administrative duties for the development. Some of the main duties of the Property Management Company are outlined below:

- ◆ Hiring and supervising Strata Corporation employees
- ◆ Arranging for maintenance of common property
- ◆ Regular inspections of common property
- ◆ Collecting monies due to the Strata Corporation, including strata fees.
- ◆ Maintaining adequate insurance on common property
- ◆ Attending council meetings and reporting management activities when requested.
- ◆ Handling disputes involving the Strata Corporation
- ◆ Planning, organizing, and staffing activities of the development as requested.
- ◆ Overseeing committee activities

The property manager assigned to Brava! supervises all maintenance and repair work and is directly responsible for ensuring it is done both correctly and efficiently. We ask you to refrain from making requests of the on-site contractors, and to contact your property manager immediately if you have a question or concern about the work being performed.

The property manager is your first contact if you notice that any maintenance work is needed on the common property, or if you have any general questions about your rights and responsibilities as a resident of a strata property. However, it is the Strata Corporation that has the power to renew or to cancel a property management contract. There are also some limits on the delegation of powers to a property manager, for example there must be controls on spending authority and the Strata Council may not delegate bylaw enforcement.

MEETINGS OF STRATA CORPORATION

General Meetings

Owners are expected to attend General Meetings and vote on various policies and procedures as may be necessary. Strata Councils are only as effective as the owners that they represent. If owners play an active role in the decision-making process, then the policies that run the community of Brava! will reflect the wishes of the homeowners.

The first **Annual General Meeting** (AGM) must be held within six weeks of the date that 50% of the strata lots are sold, or by nine months past the date of the sale of the first strata lot (whichever is first.) (sec 16). In advance of the AGM, all owners will be given the first proposed budget and financial statements for the previous year. At the AGM, owners will approve the budget for the coming fiscal year and elect a Strata Council. At this time, the owner developer must give the Strata Corporation copies of all records required by the Act and as listed in section 2.1 (k) of the Disclosure Statement.

application, request a hearing at a council meeting in order to raise a question or concern (standard bylaw 15). Copies of the Council meeting minutes, including the results of votes, must be distributed to all owners (sec 35).

COMMITTEES

Members of Strata Corporations usually form a variety of committees in order to address the needs or concerns of residents, or to organize events. These may include security, recycling, landscaping, or social committees. Committees are an important way for owners to get involved in the management of their community and to form relationships with their neighbours.

BYLAWS AND RULES

Strata lot owners must appreciate that they may not have all of the same rights as an individual homeowner. As a strata lot owner, you must abide by all applicable bylaws and rules, and you are responsible for ensuring that those living with you or visiting do as well. Please be sure to read, understand and comply with the existing bylaws for Brava!. You should also know what kinds of bylaws and rules may be passed by law, how they can be enforced, and how you can have a say in their amendment or the creation of new ones. If you have any questions about bylaws or rules, contact your property manager, or if necessary, a council member.

Bylaws

Bylaws are generally concerned with the procedures for the management of the building by the Strata Corporation. They also define how a strata lot may, and may not, be used by its owner. The initial bylaws for Brava! are the Standard Bylaws found in the Act, plus the Bylaw Amendments found in Exhibit H of the Disclosure Statement.

The **Standard Bylaws** include but are not limited to the following:

- ◆ Residents must not use a strata lot or common property in a way that causes a nuisance, hazard, or unreasonable noise.
- ◆ Residents must ensure animals are leashed when on common property.
- ◆ Residents may keep no more than one dog or one cat, and a reasonable number of small caged or aquarium animals.
- ◆ Residents must obtain written approval of the Strata Corporation before making alterations to the exterior of their strata lot.

The remainder of the Standard Bylaws largely address procedural issues concerning Council meetings and Annual and Special General Meetings. However, there are a number of **Bylaw Amendments** that concern the use of property by owners that you should be aware of. For example, there is a prohibition on the erection of antennae or signage, restrictions on what can be placed on balconies, and a prohibition on the feeding of wild animals.

These bylaws may be changed, replaced, added to or repealed by the Strata Corporation. A bylaw amendment usually requires a 3/4 vote at a general meeting, and once passed, must be filed in the **Land Title Office** within 60 days. The Act provides for a number of guidelines regarding what kinds of bylaws are enforceable (see especially sec. 121-125). For example, restrictions on the rental of strata lots are permitted (i.e. limits on number of units), but owners cannot be prohibited from renting to certain family members (sec 142). Also note that bylaws concerning restrictions on pet ownership or the age of residents will not apply to those living in the development at the time they are passed (sec. 123).

Rules

As distinct from bylaws, **rules** apply only to the use of common property and assets, and there are no initial rules for Brava!. Rules are made with the general well being of the community in mind and are intended to ensure all residents live together in relative harmony and treat each other with respect and consideration. Along with the bylaws, they can also help prevent damage to the common areas and to maintain property values.

Rules are generally made by the Council as needed, and are enforceable as soon as they are made. However, Council must inform all residents of any new rules, and they must be ratified by majority vote at the next general meeting.

Rules commonly deal with the following matters:

- ◆ Parking on common property.
- ◆ The use of common facilities or restrictions on certain activities in common areas.
- ◆ Maintaining a uniform and neat exterior building appearance, i.e. no hanging of laundry, stipulations on the color of window coverings, no Christmas lights after the holiday season.

Enforcement

Before taking any enforcement action, Council must receive a complaint, give notice of the alleged non-compliance, and provide the accused an opportunity to respond or to request a hearing at a council meeting (sec 135). If it is determined that a bylaw or rule has not been complied with, Council may impose a fine, require payment of the costs to remedy the contravention, or restrict access to a facility. The amount of the fine is currently set out in Exhibit H of the Disclosure Statement as \$200 for contravention of a bylaw and \$50 for contravention of a rule (this is the maximum permitted under the Act). This fine may be imposed every 7 days in the case of a continuing contravention.

Complaints and Dispute Resolution

If you have any concerns or complaints to do with common areas or other owners, please explain the issue in writing to avoid misinterpretation, and forward it to the Strata Council. No one should be denied the right to voice a concern, for it is through the correction of grievances that positive change is made.

If your complaint is based on a clear violation of a bylaw or rule, then Council may take enforcement action. Council may first issue a warning or give the person time to

comply. Otherwise, your complaint may be a basis for further discussion and might be considered in the drafting of new bylaws or rules.

If you have a dispute with another resident or the Strata Corporation, there are provisions in Standard Bylaw 29 for **voluntary dispute resolution**. The matter may be referred to a dispute resolution committee if agreed to by the parties concerned. Alternatively, disputes can be referred to binding **arbitration** as set out in sections 175 – 189 of the Act.

STRATA CORPORATION FINANCES

Operating and Contingency Reserve Funds

A Strata Corporation must establish and maintain two separate funds for covering its expenses. The **operating fund** is for common expenses that occur at least once a year, and the **contingency reserve fund** is for those expenses that occur less often than once a year. The contingency reserve fund must be invested with a trustee or in an insured account and it can be lent to the operating fund (sec 95). Any expenditures out of these funds that have not been approved in the budget or at a general or special meeting are subject to strict guidelines and limits in the Act (sec 98).

The Strata Corporation obtains these funds through the contributions of **strata fees**. It may raise additional funds by approving a **special levy** (sec 108). The Act also stipulates that a Strata Corporation may borrow money, it details how a surplus may be used, and it requires that a deficit be eliminated during the next fiscal year (sec 105).

Strata Fees

Each strata property owner is required to contribute a proportionate share of the common operating costs for their development on a monthly basis. These costs are called **maintenance** or **strata fees**. Your portion is based on the square footage of your strata lot divided by the square footage of all strata lots in the development. This is referred to as your **unit entitlement**.

The costs covered by your strata fees include but are not limited to:

- ♦ garbage removal
- ♦ exterior lighting
- ♦ insurance for common property
- ♦ maintenance and repairs of common property
- ♦ snow removal
- ♦ property management services
- ♦ landscaping maintenance
- ♦ reserve for contingencies

Exhibit G of the Disclosure Statement provides an estimation of the first year's operating costs and the monthly contributions for your strata lot. It is important to note that this is only an estimate and that actual fees will be calculated upon acceptance of an annual

budget by the Strata Corporation. Fees are subject to adjustments in the future due to changes in costs of services or owners' requests for additional services.

Payment of maintenance or strata fees are due on the first of each month. Your property manager will contact you with the details. Note that the Strata Corporation may deny voting privileges or register a lien against a strata lot for a failure to pay strata fees or a special levy (sec 116).

Property Insurance

The Strata Corporation property insurance covers the buildings and common property only. It must also obtain liability insurance to insure itself against claims from injuries on the property etc. It is the responsibility of owners to insure the contents of their strata and any improvements they have made to their property.

Speak to your insurance agent in order to determine your specific requirements. If you need further clarification, refer to Part 9 of the Act, or you or your agent may contact the Strata Corporation's insurance agency.

Strata Corporation's Duty To Mitigate and Maintain

As per Section G of your St. Paul Guarantee Insurance Company 2-5-10 Home Warranty Certificate, the owners are required to maintain their new homes and to mitigate any damage, including damage caused by defects or water penetration. This responsibility lies with the Strata Corporation when issues pertain to the performance of the Common Property.

The Strata Corporation must take all reasonable steps to restrict damage if the defect requires immediate attention. Legislative requirements are now established by the *Homeowner Protection Act* which sets out that the duty of an owner to mitigate survives even if;

- a) *the new home or residential unit is unoccupied,*
- b) *the new home or residential unit is occupied by someone else other than the homeowner,*
- c) *water penetration does not appear to be causing damage, or*
- d) *the owner advises the Strata Corporation about the Defect.*

Further, the *Homeowner Protection Act Regulation* states in Item 14 (1) that,

"If coverage under Home Warranty Insurance is conditional on an owner undertaking proper maintenance, or if coverage is excluded to the extent that damage is caused by negligence on the part of the owner with respect to maintenance or repair by the owner, such conditions or exclusions apply only to maintenance requirements or procedures which have been provided to the original owner by the residential builder or warranty provider."

and further Item 14 (2) states,

“To the extent that an original owner has not been provided with manufacturer’s documentation or warranty information, or both, or with recommended maintenance and repair procedures for any component of a new home, the relevant exclusion is deemed to not apply.”

In the event that St. Paul Guarantee Insurance Company is notified of a potential claim under the warranty, copies of all maintenance and inspection logs, reports and strata minutes will be requested to verify that all appropriate and required maintenance has been responsibly carried out.

Unfortunately, if a defect occurs or is made worse due to the Strata Corporation’s failure to follow any and all maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

DEVELOPMENT INFORMATION

The following are some guidelines for your building that will contribute to a safe, comfortable and enjoyable environment within Brava!:

GARBAGE AND RECYCLING DISPOSAL

Garbage Disposal

Garbage is disposed of in the Garbage Room located in the Parking Garage. Garbage pickup will be arranged by the Property Management Company. **Nothing is to be left on the floor of the Garbage Room.** All garbage must be properly bound, packaged, bagged and sealed to prevent any undue odour or mess. **The recycling program will be arranged by the Property Management Company.**

VANDALISM

If you see any vandalism, please report it immediately. The money spent repairing damage caused by vandalism is money which could be better used on the building or equipment upgrades. Remember that you are legally and financially responsible for your visitors anywhere on the property.

PETS

Pet owners are not allowed to walk their pets anywhere on the common elements unleashed. Pet owners must walk their leashed animals off the property and clean up after them.

All damages caused by a pet to the common elements shall be the responsibility of the owner of the unit and the said owner shall fully reimburse the Corporation for the cost of the repair, replacement or renovation.

NOISE

All residents and their guests are requested to have consideration for their neighbours on all sides. Loud music, boisterous parties, obnoxious conduct or an unwillingness to restrict such behaviour will result in action being taken by Management to obtain compliance. Please remember that you are living in a building with other people. Bumping, banging or drilling on walls or floors especially non-carpeted floors will inconvenience your neighbours. Do not let your suite door slam when closing. Consider others when entertaining.

Should someone show a complete lack of consideration of your right to peace and quiet, please call and put your complaint in writing to the Property Management Company. In

emergency situations, call the Police directly and advise the Management Company thereafter.

Please do not confront others to resolve the situation.

KEYS AND SECURITY

Video Enterphone System

Operating Procedures

Visitors at the front or rear entrance can reach you on your telephone by dialing the coded security number listed in the intercom directory at each of these locations.

- ◆ A call from the lobby can be identified by its distinctive double ring.
- ◆ To permit access, press 6 on your telephone. An elevator will be designated to pick up the visitor and drop off the visitor on *your floor only*.
- ◆ To deny access, simply hang up.
- ◆ Visitors can be viewed through your TV set on a cable channel to be determined.
- ◆ A double tone will be heard if a visitor is trying to reach you while you are on the phone. To place the outside call on hold, press the flash button; this will connect you with the visitor. Press 6 to permit access and then press the flash button to return to your call. To deny access simply press the flash button to return to your call, do not press 6.

Keys and Proximity Cards

Each homeowner will receive from Amacon-Onni two (2) suite entry keys, two (2) common area cards, one (1) common area fob, two (2) mail box keys and as well as one (1) remote control per parking stall for access into the parking garage.

Security Access Cards

Security access cards operate the parkade gate, both lobby entry doors, elevators and other common area doors, such as the Brava! club, Brava! fitness centre and Brava! lounge. These cards have a unique coded number that has been entered allowing access to these areas, as well as the specific floor of the owner's suite only. To gain access with the security access cards, simply present the card in front of the sensor. When the light flashes the door(s) will release the electric strike and open.

PLEASE NOTIFY THE PROPERTY MANAGER IMMEDIATELY IF YOUR CARD IS LOST OR STOLEN.

For additional key cards, please see the caretaker/building manager.

Soliciting

No business solicitation or canvassing is permitted within the building. Please contact the Property Management Company should you be disturbed by a solicitor in your home.

PARKING

Access To Parking Stalls

Access to the Condominium parking is in the alley, you will require your card or fob to gain access to the Parking Garage.

Always use your own parking spot. No car repairs or car washing is allowed in parking spaces either underground or outside. Vehicles parked in unauthorized spots will be ticketed and/or towed at owner's expense. Please ensure management staff has your correct licence plate number.

Please Note: Parking is strictly enforced.

Parking Garage

A seal coating is applied to the suspended garage floor surface to prevent water and road salt penetration into the concrete that causes structural damage to the garage floor and foundation.

Gas, oil or other chemicals can damage this coating. Please keep your parking area clean at all times. If oil leaks or spills of any kind occur, please clean them with soap and water or throw an absorbent material on the spot to soak up the spill and later clean the area. Leaks left for any period of time will result in damage to the garage surface and will be the financial responsibility of the owner of the parking space to repair to its original condition. Cleaning products are available from major department stores.

Repairs are expensive. A few minutes of your time could avoid this unnecessary expense.

Repairs and oil changes are not allowed in the parking areas.

Parking spaces are for vehicles only and are not to be used for storage of any articles or non-functional vehicles. These will be removed and may be discarded.

BICYCLES/STORAGE LOCKERS

Bicycle & Storage Lockers are located in the Parking Garage. Access into the locker area is by card or fob. Each locker requires a personal key or combination lock. Do not leave valuables in your storage locker. Bicycles must be stored in designated bicycle storage area. Both residents and visitors are responsible for securing their bicycles.

Please do not use locker units which are not owned by you.

AMENITIES

Brava! Club

Brava! is complete with various amenities and services for your use and enjoyment.

Fitness Centre

The Fitness Centre is located on the Fourth Level. This facility includes state-of-the-art fitness equipment and changing facilities.

If you are using the fitness centre, please remember to wipe down equipment when you are finished with it. If you have a medical condition, please consult with a physician before commencing an exercise regime.

Brava! Spa

The Spa is located featuring private men's and women's change rooms with showers and lockers. Relaxing steam room, sauna and outdoor lap pool.

Brava! Lounge

Includes a comfortable furnished lounge area with fireplace, media room, game area with wet bar and 2 piece washroom, access to outdoor patio.

Media Room

Located on the Fourth Level in the Brava! Lounge, featuring a Large Screen TV and a relaxing atmosphere.

Brava! Garden

A secure and unique landscaped garden with Parents room and children's play area.

Dog & Bicycle Wash

Outdoor dog wash and bicycle wash area is located on the ground level near the parkade in the North Tower

Guest Suites

Located on the Fourth Level. For your out-of-town guests. Complete with 3 piece bathroom & furnishings. Fully furnished meeting/boardroom is also available on this level.

Resident Caretaker/Building Manager

The caretaker/building manager's office is located in Suite 205 in the North Tower.

WALKWAYS AND DOORS

Walkways may not be obstructed in any manner at any time by doormats, boot trays, strollers, shopping carts or any other objects. Items left in the common corridor will be removed.

Do not fix anything to a suite door i.e., door knockers, signs and decorations. You will be asked to remove these items or these items will be removed.

BALCONIES

Clotheslines or hanging of laundry on balconies is not permitted. Similarly you are not allowed to hang flower pots from the balcony as these will be considered a Corporation liability should they fall off.

Satellite Dishes

The Condominium Declaration prohibits the installation of any antennae, aerial, satellite dish or similar structure to be fastened to the Common Elements except in conformity with municipal by-laws and regulations and the consent of the Board.

PROTECT YOUR INVESTMENT

All investments need protection. Homes, like cars, need regular maintenance and checkups. Proper care for your home will save you a great deal of expense and inconvenience.

When it comes to safeguarding the appearance and value of your home, remember that the best defence is a good offence! Take time to get acquainted with your new home. Schedule a walk-through with everyone in your family. There's no better way to generate understanding and appreciation of how your home is constructed and how the electrical and mechanical systems work. It is important for all members of the home to be familiar with all water and electrical shut-off locations in the event of an emergency.

Consumers buying new homes today can expect to see quality construction using state of the art material and current building techniques. Heat pumps, thermal glazed windows, insulated doors and continuous air barriers make new homes increasingly energy efficient. Modern homes have safe wiring with many convenient outlets, fixtures and switches.

Homeowners can safeguard and protect the largest investment of their life by maintaining their home and their new home warranty.

INSURANCE

It is advisable that all residents obtain insurance. The Corporation's insurance does not cover a number of items within your suite. We recommend that all owners obtain a condominium insurance package, which includes the following: liability insurance, contents insurance, betterments and improvements insurance, loss assessment and contingency insurance.

If you are renting a suite we suggest that you obtain insurance to cover your contents, liability and betterments and improvements.

Should damage occur to the Common Elements or other units which originated from your unit you will be responsible for the Corporation's insurance's deductible. Should a claim be below the deductible amount the owner is responsible for the entire cost. There is a contingency policy available which covers the Corporation's deductible. Kindly speak to your insurance broker.

We suggest that after settling in to your new home you record an inventory of all your contents and if possible, videotape the items. Once items are damaged it may be difficult to agree with your insurance company of the value. Pictures say a thousand words.

ROUTINE MAINTENANCE

All in-suite maintenance is the Owner's responsibility, this includes all pipes, wires, ducts, and mechanical apparatus, heating and cooling that solely serves your home. If you require maintenance work, please contact an experienced, licensed and insured contractor of your choice. The Property Management Company can provide you with names and numbers of trades people they have had experience with should you require.

SUITE RENOVATIONS

Apart from decorative changes, an Owner cannot make any suite alteration without prior written consent from the Strata Corporation.

MOVE INS

When a building is newly completed and ready for occupancy, there is a real possibility that many homeowners may want to move in at the same time. To help ensure a smooth and trouble-free move-in for everyone, please adhere to the following procedures and be respectful of your neighbours.

As many owners will be moving in, in a short time period, we request you contact Katie Khoo at Baywest Management 604-714-1525 and book an appropriate time to ensure that your move into the building is smooth and well organized. There will be 4 moving time slots daily, including weekends:

8:00 am to 11:00 am.

11:00 a.m. - 2:00 p.m.

2:00 p.m. - 5:00 p.m.

5:00 pm - 8:00 p.m

Moving trucks cannot block the development entrance or road. All moving supplies must be disposed of appropriately. Empty boxes must be knocked down, bundled and taken to the Recycling/Garbage room located in the Parkade. Garbage pick-up will be arranged by the Property Management Company.

Do not fix anything to a suite door i.e., door knockers, signs and decorations. You will be asked to remove these items or these items will be removed.

BALCONIES

Clotheslines or hanging of laundry on balconies is not permitted. Similarly you are not allowed to hang flower pots from the balcony as these will be considered a Corporation liability should they fall off.

Satellite Dishes

The Condominium Declaration prohibits the installation of any antennae, aerial, satellite dish or similar structure to be fastened to the Common Elements except in conformity with municipal by-laws and regulations and the consent of the Board.

PROTECT YOUR INVESTMENT

All investments need protection. Homes, like cars, need regular maintenance and checkups. Proper care for your home will save you a great deal of expense and inconvenience.

When it comes to safeguarding the appearance and value of your home, remember that the best defence is a good offence! Take time to get acquainted with your new home. Schedule a walk-through with everyone in your family. There's no better way to generate understanding and appreciation of how your home is constructed and how the electrical and mechanical systems work. It is important for all members of the home to be familiar with all water and electrical shut-off locations in the event of an emergency.

Consumers buying new homes today can expect to see quality construction using state of the art material and current building techniques. Heat pumps, thermal glazed windows, insulated doors and continuous air barriers make new homes increasingly energy efficient. Modern homes have safe wiring with many convenient outlets, fixtures and switches.

Homeowners can safeguard and protect the largest investment of their life by maintaining their home and their new home warranty.

INSURANCE

It is advisable that all residents obtain insurance. The Corporation's insurance does not cover a number of items within your suite. We recommend that all owners obtain a condominium insurance package, which includes the following: liability insurance, contents insurance, betterments and improvements insurance, loss assessment and contingency insurance.

If you are renting a suite we suggest that you obtain insurance to cover your contents, liability and betterments and improvements.

Should damage occur to the Common Elements or other units which originated from your unit you will be responsible for the Corporation's insurance's deductible. Should a claim be below the deductible amount the owner is responsible for the entire cost. There is a contingency policy available which covers the Corporation's deductible. Kindly speak to your insurance broker.

We suggest that after settling in to your new home you record an inventory of all your contents and if possible, videotape the items. Once items are damaged it may be difficult to agree with your insurance company of the value. Pictures say a thousand words.

ROUTINE MAINTENANCE

All in-suite maintenance is the Owner's responsibility, this includes all pipes, wires, ducts, and mechanical apparatus, heating and cooling that solely serves your home. If you require maintenance work, please contact an experienced, licensed and insured contractor of your choice. The Property Management Company can provide you with names and numbers of trades people they have had experience with should you require.

SUITE RENOVATIONS

Apart from decorative changes, an Owner cannot make any suite alteration without prior written consent from the Strata Corporation.

MOVE INS

When a building is newly completed and ready for occupancy, there is a real possibility that many homeowners may want to move in at the same time. To help ensure a smooth and trouble-free move-in for everyone, please adhere to the following procedures and be respectful of your neighbours.

As many owners will be moving in, in a short time period, we request you contact Katie Khoo at Baywest Management 604-714-1525 and book an appropriate time to ensure that your move into the building is smooth and well organized. There will be 4 moving time slots daily, including weekends:

8:00 am to 11:00 am.

11:00 a.m. - 2:00 p.m.

2:00 p.m. - 5:00 p.m.

5:00 pm - 8:00 p.m

Moving trucks cannot block the development entrance or road. All moving supplies must be disposed of appropriately. Empty boxes must be knocked down, bundled and taken to the Recycling/Garbage room located in the Parkade. Garbage pick-up will be arranged by the Property Management Company.

WARRANTY COVERAGES

Warranty coverage is set out by St. Paul Guarantee Warranty Company. There are 3 types of Warranty protection & coverage including:

MATERIALS AND LABOUR WARRANTY

- (a) in the first **12 months** of the Warranty, for **detached dwelling units** or **dwelling units** in a **multi-family building**, coverage for any Defect in Materials and Labour.
- (b) in the first **15 months** of the Warranty, for the **Common Property**, common facilities and other assets of a Strata Corporation, coverage for any defect in Materials and Labour.
- (c) in the first **24 months** of the Warranty,
 - i. coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
 - ii. coverage for any Defect in Materials and Labour supplied for the exterior cladding, caulking, windows, and doors that may lead to detachment or material damage to the new home or Common Property,
 - iii. coverage for any Defect in Materials and Labour which renders the new home unfit to live in, and;
 - iv. non-compliance with, or a violation of the Building Code if the non-compliance or violation:
 - 1) constitutes an unreasonable health or safety risk, or
 - 2) has resulted in, or is likely to result in, Material Damage to the new home.

BUILDING ENVELOPE WARRANTY - FIVE (5) YEARS

Coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a new home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the new home.

STRUCTURAL DEFECTS WARRANTY- TEN (10) YEARS

Coverage for Structural Defects for up to ten years for:

- (a) any Defect in Materials and Labour that results in the failure of a Load Bearing part of the new home, and;
- (b) any Defect which causes Structural Damage that materially and adversely affects the use of the new home for residential occupancy.

- ***For complete Warranty Coverage information, refer to your St. Paul Guarantee Insurance Company Home Warranty Certificate.***

WARRANTY EXCLUSIONS

The Warranty does not cover the following

- a) weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- b) normal shrinkage of materials caused by drying after construction;
- c) any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
- d) materials, labour, or design supplied by an owner;
- e) any damage to the extent that it is caused or made worse by an owner or Third Party, including:
 - (i) negligent or improper maintenance or improper operation by anyone other than the builder or its employees, agents, or sub-contractors,
 - (ii) failure of anyone, other than the builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
 - (iii) alterations to the new home, including the conversion of the non-living space into living space or the conversion of the new home into two (2) or more units, by anyone other than the builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and,
 - (iv) changes to the grading of the ground by anyone other than the builder or its employees, agents, or sub-contractors;
- f) failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to St. Paul Guarantee Insurance Company of a Defect or discovered loss or a potential Defect or loss;
- g) any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the builder or its employees, agents, or sub-contractors;
- h) accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the builder;
- i) bodily injury or damage to personal property or real property which is not part of the new home;
- j) any Defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or sub-contractors;
- k) changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by St. Paul Guarantee Insurance Company;
- l) contaminated soil;
- m) subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under Driveways or Walkways;
- n) diminution in the value of the new home;

- o) landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- p) non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
- q) any commercial use area and any construction associated with a commercial use area;
- r) roads, curbs, and lanes;
- s) site grading and surface drainage, except as required by the Building Code;
- t) the operation of municipal services, including sanitary and storm sewer;
- u) septic tanks or septic fields;
- v) the quality or quantity of water, either from a piped municipal water supply or from a well;
- w) a water well, but excluding equipment installed for the operation of a water well used exclusively for the new home, which equipment is considered to be part of the plumbing system for the new home;
- x) damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

CUSTOMER CARE

Amacon-Onni Construction Inc. and The Brava Development Partnership are committed to providing you, the Homeowner, with the best product and service. The role of the Customer Care Department is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

PROCEDURES FOR WARRANTY SERVICE

Amacon-Onni's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to Warranty concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed. The Customer Care Department will accept a written Warranty Service Request Form from you at the 11th month, just prior to the anniversary of your first year of warranty coverage. This allows you, the Homeowner time to settle in and adjust to your surroundings, as well as allowing the building to settle following construction.

COMMON AREA CONCERNS

Common Area Warranty concerns are to be reported in writing to the Property Management Company; Homeowners should also write to their board of directors via the Property Management Company and should copy the Amacon-Onni Customer Care Representative. This is important in order that we may coordinate a timely resolution to these common area concerns.

PROCEDURES

SERVICE PROCEDURES

Your home has been constructed in accordance with the criterion prescribed by the National Building Code of Canada, the B.C. Building Code and Municipal Bylaws and Amendments. As an assurance of our commitment to the integrity of our product warranties are provided to the homeowners of Brava!. Amacon-Onni's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Amacon-Onni's determination of warrantable items is backed by St. Paul Guarantee Insurance Company and is based on the guidelines set out in the British Columbia's Industry Standards.

Throughout the first year, your house will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. Floor squeaks may also occur. It is a good idea to deal with these items towards the end of your first year of occupancy to allow for the majority of the settlement to occur. **Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures**

Your cooperation and effort to understand our policies and procedures will ensure your satisfaction. Please note the following important points.

*** FOR EMERGENCIES PLEASE SEE THE EMERGENCY SITUATIONS SECTION ***

1. Read your Homeowner Manual to understand your responsibilities.
2. Review your Warranty Commencement Certificate and take note of your Warranty Commencement Date.
3. Following the PDI and during the first year of possession of your new home, you will have one (1) opportunity, at year end, to report warranty items covered by the St. Paul Guarantee Insurance Company Warranty Program. At any time within the last 30 days before the expiry of year one of your warranty, you may submit your Year- End service request listing any new items discovered since closing. We recommend that this be done within the last 30 days before the expiration of your warranty. If you submit more than one year end form, Amacon-Onni will only act on the last properly submitted form. It is essential you use the standard Year-End Form (included herewith) and submit the form, in writing to Amacon-Onni Customer Care.
4. Again, please note that Amacon-Onni will only respond to service concerns requested on the Year-End Form. **Service requests must be sent prior to the expiration date of your warranty. Any request received after your warranty expiry will not be processed.**
5. For service requests regarding urgent matters; those that adversely affect the enjoyment of the home, i.e. a door that will not close or a dripping faucet; please notify Amacon-Onni in

writing by submitting an Amacon-Onni Service Request Form (included in this manual) by mail, fax or on-line submission.

6. Do not give service requests to Sales Representatives, Construction Personnel or Customer Care Representatives. These requests may go astray. We will be able to serve you better if all service requests are directed in writing to the Amacon-Onni Customer Care Department at our Head Office.
7. If Amacon responds to a service request and finds that the repair is required due to neglect or a lack of maintenance by the Homeowner, Amacon-Onni will invoice the Homeowner for service costs incurred.
8. Amacon-Onni's one (1) year materials and labour warranty includes drywall repairs (Drywall repairs are sanded and ready to paint.) (**AMACON-ONNI DOES NOT REPAINT.**)
9. Again, please note that all requests for service **must be submitted in writing** to the Amacon-Onni Customer Care Department by mail, fax or on-line submission. Submitting written documentation allows Amacon-Onni to assemble a complete suite history.
10. Subsequent to receiving your service request, Amacon-Onni will reply in writing stating either:
 - a. the warrantable items will be remedied, or
 - b. the items will not be remedied pursuant to the warranty and the rationale for such a decision, or
 - c. the items require further investigation to determine if they are warrantable, or
 - d. to contact the sub-trade to have the item repaired (See Trade List Pg. 59)
11. A Customer Care Representative will contact you to schedule an appointment to assess your service request and determine the scope of work.
12. To complete the scope of work, access to your home will likely be required. Please keep in mind that the re-scheduling of your time may be necessary. You should allow Amacon-Onni Customer Care representatives and/or any subcontractors access to your home during regular business hours, in order to complete the necessary work. Failure to do so will jeopardize your warranty rights. While we attempt to send our permanent staff whenever possible, we must in some cases call in outside trades whose employees we are not always familiar with. We caution our Homeowners in any event to always protect their valuables, as Amacon-Onni will not be held responsible for loss or damage to personal property.
13. If a reasonable amount of time (two weeks) has passed and you have not been notified regarding the necessary service work, contact our Customer Care Department **IN WRITING**, and we will follow up.
14. Amacon-Onni's customer service process is set up to facilitate warranted items in the most efficient manner with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in

completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed.

15. Customer Care Representatives are only authorized to complete scheduled work. They will not perform additional tasks.
16. Please keep a record of all correspondence, dates and times of communication as we may ask for this information if required.
17. Amacon-Onni only accepts service requests from the owner of the home.
18. When reporting a concern within your home, please include the following information to both Amacon Customer Care and St. Paul Guarantee Insurance Company:

- Name of your community
- Your full name
- Suite or Home number
- Home, business and cellular phone numbers
- A detailed description of the concern, where it is located, what are the visible signs and what it is affecting.

Written or typed service requests may be submitted in any of the following three (3) forms:

Mailing Address: Amacon-Onni Construction Ltd.
Attention: Rodney Rao
911 Homer Street – Suite 300
Vancouver BC, V6B 2W6

Tel: 604-602-7700
Fax: 604-602-7110
On-line Submission: www.amacon.com

OWNER'S DUTY TO MITIGATE AND MAINTAIN

As per Section G of your St. Paul Guarantee Insurance Company 2-5-10 home warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration.

You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention.

For defects covered by St. Paul Guarantee Insurance Company, the duty to mitigate is met through timely notice in writing to your builder and St. Paul Guarantee Insurance Company.

An owner's duty to mitigate survives even if;

- a) the new home is unoccupied,
- b) the new home is occupied by someone else other than the homeowner,
- c) water penetration does not appear to be causing damage, or
- d) the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

EMERGENCY SITUATIONS

Emergency Requests:

AN EMERGENCY IS A SITUATION REQUIRING IMMEDIATE ATTENTION –
A SITUATION THAT CANNOT WAIT UNTIL THE NEXT DAY.

*** PLEASE READ "OWNER'S DUTY TO MITIGATE AND MAINTAIN" ***
(Section F)

Emergency request(s) should be made by contacting the property manager, Baywest Management Corporation (604-714-1525) and or faxing Amacon-Onni (604-602-7110).

Situations that require emergency service may include:

- ♦ Fire
- ♦ Flood
- ♦ Total stoppage of plumbing drains where all sinks, toilets or tubs will not drain
- ♦ Heating system failure during cold weather
- ♦ Gas leak
- ♦ Water leakage where the water system must be shut off
- ♦ No water service

- ♦ Major damage to the building
- ♦ Other serious incidences that require immediate attention.

BAYWEST MANAGEMENT CORPORATION
Katie Khoo (Property Manager)
Phone: 604-714-1525
Fax: 604-736-5044

Plumbing

Water Line Burst

A water line can burst due to a number of reasons, such as a loose joint, freezing, etc. 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.

Plugged Fixture or Sewer Line

This generally occurs because of inappropriate materials being flushed down a toilet or drain by users of the facility. Do not continue use of toilets or sinks once a major blockage has occurred. Attempt to unclog the line using a plunger. If a larger blockage occurs, the services of a plumber may be required. If the blockage is due to a proven builder defect then the builder will take full responsibility for the problem.

Minor Plumbing Leak in the Line

Put a container under the leak and contact Property Management Company.

Electrical

Circuit Overload (Breaker Tripping)

If this occurs, ensure that the circuit is not overloaded with too many appliances, or that the appliance itself is not faulty. Appliances such as hair dryers, toasters and kettles that generate heat tend to draw a lot of electrical current. More than one of these types of appliances in use at the same time on the same circuit can cause circuit overload. Should circuit overload occur, unplug one or more of the appliances and reset the breaker. If tripping reoccurs, contact your property manager.

Ground fault circuit interruptors (G.F.C.I.s) protect your exterior plugs and those in your bathrooms. This device will either be located in the actual plug itself or be a dedicated breaker in your electrical panel. It is sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are excessively long and/or in poor condition, or if appliances are faulty/old. Ensure that no unsafe situations exist, and that appliances and extension cords are unplugged, then reset the G.F.C.I.

Plugs and Outlets

If a plug or outlet sparks excessively, immediately turn off the breaker and contact your property manager. A small spark when an appliance is unplugged is not uncommon.

All Power to your New Home is Out

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

Gas

If, at any time, you smell gas, contact your gas utility supplier, Terasen immediately. 24 Hr. Emergency Line 1-800-663-9911. They will check your system and advise you of any problems.

HOME CARE

EXTERIOR COMPONENTS

Driveways, Sidewalks and Patios

Concrete

Driveways and sidewalks are generally made of concrete. Concrete is a strong material that wears well and will perform for many years.

Following installation, concrete will shrink as it cures. This shrinkage causes stress in the concrete, which often results in surface cracks as this stress is released. This cracking can be controlled by the installation of control joints in the concrete. These deliberate joints in the concrete are more susceptible to cracking than the remainder of the slab, thereby preventing cracks from occurring in the slab surface itself. Unfortunately, these control measures are not always effective and surface cracks can appear despite the builder's best efforts. These cracks are generally cosmetic and do not require repair unless they constitute a tripping hazard that exceeds acceptable standards as set out by your warranty provider.

Seasonal variations in temperature may also cause cracks in concrete slabs. Soil movement beneath the concrete due to frost penetration can crack and/or raise sections of the concrete. This change in height may change the direction of surface drainage causing water to pool against the foundation wall of your new home. Should this occur, repairs should be undertaken to prevent water from pooling as it may then seep through the foundation wall and into the home.

Both of the instances above are natural occurrences that are beyond the builder's control.

Another potential cause of damage to concrete surfaces is road salt and other chemical contaminants. Road salt or other de-icing products used for ice control in the winter may adversely affect the surface of the concrete. As a result, road slush, which contains road salt, should not be allowed to melt on the concrete. A good alternative to de-icers, is sand or cat litter for increased traction on icy sections of the driveway or sidewalk.

Common lawn fertilizer, contaminated surface water and run-off from stored materials can cause staining of the concrete surface that cannot be removed. Concrete sealers that are commercially available may reduce damage due to chemical contaminants. Care should be taken in the handling and storage of potential contaminants on or near any concrete surface.

Concrete Pavers

Manufactured concrete products such as paving stones, are also susceptible to surface damage and staining. The precautions pertaining to concrete surfaces listed above also apply to these products.

Concrete pavers are installed on a bed of course sand or fine gravel. Some localized settlement may occur due to compaction of these materials. Should some areas settle excessively, lift out the pavers in the low area and add sand to level the area out. Suitable material for this repair can be purchased in bag form from most home supply centers.

Asphalt

Asphalt surfaces are seldom smooth and often have indentations. Tire impressions and checking or cracking at the edges due to expansion and contraction are other common characteristics. Damage to the surface may also occur in hot weather as the surface softens due to the heat. Sharp or pointed objects such as motorcycle kickstands or trailer hitches can penetrate the surface under such conditions.

Gasoline and solvents will dissolve asphalt quickly. Any spills or fluid leakage from automobiles should be removed immediately. Periodic sealing of the asphalt surface (every two to five years) with an acrylic-based sealant is recommended. These products are readily available at most home supply centers.

Site Drainage and Grading

The intent of site drainage patterns is to prevent surface water from pooling near or against the perimeter foundation wall of your new home. This is accomplished adjacent to the house by sloping the soil away from the residence on all sides.

Window wells are a means of providing a window for a basement below grade. Window wells must be kept free of ice, snow, leaves and other debris which may block the drainage system provided and flood your new home.

Depressions due to soil compaction following construction may occur adjacent to the foundation walls. These depressions should be filled and graded to direct surface water away from the walls for a distance of at least two meters (6'). At no time should water be allowed to pool against the foundation walls.

In addition to the drainage considerations adjacent to your new home, overall property drainage systems may include surface depressions (swales), drain tile curtain drains and catch basins. Ice, snow, leaves and other debris can block the flow of drainage and must be seasonally maintained by the owner. Care must be taken not to permanently alter the drainage flow so as to cause an ongoing drainage problem.

During periods of excessive rainfall, standing water may occur due to soil saturation. Such conditions are beyond the control of the owner or builder.

Drain Tile and Sump

In most jurisdictions, there is a requirement for a perimeter drain tile system to be located below the level of the basement or crawlspace floor. This system is generally

comprised of perforated pipes that are covered with gravel to allow water to seep into them. This drain tile carries the water away from the perimeter of the house to prevent it from accumulating against the foundation wall or footing. The drain tile then carries the water to a sump or catch basin. The sump allows any sediment in the water to settle to the bottom of the sump. The clear water is then drained off by another pipe to the municipal storm sewer, ditch or a rock pit located in the yard. Access pipes or cleanouts are installed to allow the perimeter drain tile to be inspected and cleaned. The location of these cleanouts should be identified for future reference.

Sumps and catch basins should be cleaned every two years, as a minimum, to remove any excessive sediment, leaves or other debris. Exterior stairwells are often equipped with a drain and sump at the bottom of the stairwell to prevent flooding of the basement. These drains must be kept clear of debris.

Deep-rooted plants or trees should be avoided next to the foundation walls as deep roots can clog a drain tile system.

The requirement for a perimeter drain tile system may be waived by the authority having jurisdiction in arid regions, regions with free draining soils, or some rocky lots. In areas of blasted rock, it is virtually impossible to stop the movement of water through the rock. Exposed areas of rock in a crawlspace may seep water in wet conditions. Care must be taken to ensure that any visible water is drained away and that the area is adequately ventilated.

Landscaping

Frequent watering of the grass is essential during the first few weeks after an area has been sodded or seeded. Once the grass is established, weekly watering is adequate. This will promote a deep root system that will result in a healthier, more drought resistant lawn. Frequent light watering results in a shallow root system that causes the lawn to dry out and die in drought conditions. For the same reason, grass should not be cut shorter than two inches in height.

Fertilizing twice a year and controlling weeds will promote a healthy lawn. Consult your local home garden centre for suitable products.

During the spring thaw, do not allow snow or ice to accumulate in shaded areas as this will damage the grass. Any accumulations of snow should be distributed evenly over a large area so that it melts evenly.

Some minor settlement will occur over some areas of new lawns or landscaping. These areas should be filled and re-seeded to maintain a level surface.

When installing flowerbeds, be careful not to interfere with the drainage system. Ensure that flowerbeds are graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall cladding. Never allow soil or gravel to come in contact with untreated wood materials or your exterior finish.

Trees and shrubs should be kept clear of the house. Deep rooted plants or trees could interfere with the performance of the perimeter drainage system of the house.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in; however, never raise the soil above the level of the base of the trunk as this will kill the tree.

In some arid locations, the installation of lawns, planters, trees or shrubs directly adjacent to your new home is not recommended. The water required to sustain the health of the lawn or plants causes the soil to expand or collapse depending on the composition of the soil. This will adversely affect the load-bearing ability of the soil and may cause structural damage to the residence.

Masonry

Neither the mortar joints in the brickwork nor the bricks themselves are entirely waterproof. Periodically, the mortar joints should be checked for cracks. Hairline cracks are not problematic; however, if these cracks are excessive, they should be repointed to reduce the potential for moisture related problems. Repointing involves cleaning out loose mortar to a depth of at least 1/2" and filling the space with new mortar which is available at your local building supply store.

The bottom course of brick contains intentional openings (weep holes), which allow for the drainage of moisture from the cavity located behind the brick. These openings must remain unobstructed and must be a consideration when landscaping.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salts within the masonry or mortar that migrate to the surface of the brick with time. It can usually be controlled with water and a light scrubbing. More persistent occurrences can be washed off with muriatic acid or baking soda. Should efflorescence continually reoccur in a localized area, it may be due to a specific water source such as a leaking gutter. If so, the problem should be identified and corrected.

Caulking

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes. As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be removed and replaced.

When caulking, use a high quality material formulated for your specific purpose. Some caulking are for interior use or cannot be painted. Consult with your builder or local home supply centre for an appropriate product.

Windows

Window glazing is typically made of glass with the exception of some skylights that may use an acrylic glazing. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

Condensation between the layers of glass within the window frame indicates that the sealed unit has failed. The glazing unit will require replacement, as there is no method of repairing sealed units. If failure of the sealed unit occurs after the expiry of the first year of warranty coverage, contact your window supplier as the cost of this repair may be partially borne by the manufacturer.

Doors

Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fibreglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core. The main door between the garage and the house will be provided with an automatic door closer and seal (weather-stripping) to ensure that the door automatically closes to prevent the entry of exhaust gases from the garage into your new home.

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside, which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

Some exterior doors have restrictions imposed by the manufacturer as to the colour the door may be painted. The heat absorbed by darker colours can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint colour may void the manufacturer's warranty; therefore, any such restrictions should be reviewed prior to the door being painted.

Interior doors are generally sized to allow a gap up to 18mm ($\frac{3}{4}$ ") at the bottom of the door between the door and the floor covering. This gap is provided to allow for the circulation of air beneath the door.

Weather-Stripping

Weather-stripping is installed around doors and windows to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock. Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

Finish Hardware

The factory finish on exterior locks and door handles will wear with normal use. This is especially evident with brass finishes in marine environments. To restore this finish, remove the factory lacquer finish with a scouring powder, and then polish the hardware. Once a uniform appearance is obtained, the surface can be sealed with a coat of clear lacquer.

Interior door hardware can be wiped clean with a damp cloth and polished with a soft dry cloth. It should be noted that natural body oils and many hand lotions are detrimental to brass finishes and will cause tarnishing.

Door hardware and locks can be lubricated with powdered graphite or light oil.

SUITE INTERIOR FINISHES

Appliances

Enclosed in your appliances, is a package providing you with operating, care and maintenance instruction. We recommend you read and follow the instructions, which will provide you with valuable information. Also enclosed in the package are the warranty documents. Please send these completed documents to the manufacturer to initiate the warranty.

All appliances are the Homeowner's responsibility. If you experience problems with your appliances please contact the appliance manufacturer. No service charges apply to warrantable problems reported within the first year.

When there is a need for appliance service, **please contact Whirlpool Canada Customer Service at 1-800-807-6777.**

Please Note: Customer Care is not responsible for attending to appliance warranty issues and will only ask you to contact Whirlpool Canada directly with respect to your concern.

As an additional measure we have provided some additional instructions regarding your appliances below. The following tips are included for information only; we trust they will be of assistance to you:

Dishwasher:

Only use dishwasher soap made especially for dishwashers, as substitutions may result in leakage and excessive bubbles. In order to prolong the life of your dishwasher we urge you to ensure plastic items be dishwasher safe and ensure food is rinsed off table wear before placing it in the dishwasher. Failure to rinse dishes will result in food particles blocking the main drain, and unnecessary repairs. Any blockages caused by food particles will be the owner's financial responsibility.

Microwave/Exhaust Fan:

Do not use metal or metal trimmed pots or glasses or metal foil in the microwave. The microwave must never be used to dry garments or any fabric as a fire may result.

Use your exhaust fan whenever cooking and approximately a half hour afterwards to avoid cooking odours, to lessen grease build-up on kitchen surfaces and reduce humidity within your home. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance, the filter and fan should be removed and cleaned every three to six months depending on your cooking habits.

Refrigerator:

Your refrigerator may have one or two controls that let you regulate the temperature in the freezer and refrigerator compartments (one control with the manual defrost models and two with the frost-free models). The refrigerator control is a thermostat, which measures the refrigerator temperature and regulates the compressor running time. The

freezer control balances the amount of cold air between the freezer and refrigerator compartments.

Range:

Your oven is a self-cleaning model. Conventional cleaners should not be used as they may damage. Please refer to your **Care and Maintenance Instructional Package**, enclosed in your range.

Do not leave cooking unattended for even a few seconds. Needless fires happen when oil is left heating on a stove. Do not use the oven for drying garments. Do not use the oven for heating your unit.

Dryer:

Clean the lint from the dryer door after each dryer use. We also suggest that you inspect the area around the drum for lint build up. Should the lint trap not be cleared, you will find that clothes will take longer to dry, there will be excessive humidity in your home and damage to the dryer motor and switches may result and cause a fire. We do not recommend shoes being put in the dryer as this may cause damage to your drum. If the humid, moist air remains in the room you may see signs of mildew build up. Check and clean the transition duct, which extends from the back/top of the dryer to the ceiling, and the exterior vents two (2) times per year. If need be you can call in a qualified service technician to inspect and service the dryer.

Washer:

When not using your washing machine for extended periods of time, we suggest that you turn the shut off valves to the OFF position to avoid flooding. We urge you to periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial water damage to your home. Replacement hoses require 250 PSI working pressure and 1000 PSI burst pressure.

Do not overload the washer. Load the drum evenly or the washer will vibrate excessively. Do not leave the apartment unattended while appliances are operating. A potential leak or electrical short may occur, resulting in a flood or fire.

Please note: Do not leave your home unattended while appliances are operating. Although the appliances are all top quality, there is always the remote possibility that a leak or electrical short may occur which may result in a flood or fire if unattended.

Refer to your Operating Care and Maintenance Instruction packages enclosed with your appliances for complete instructions regarding appliances.

Cabinets and Countertops

Cabinets:

Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature. Make sure that steam from cooking pots is also redirected away from cabinet door surfaces.

Both cabinet exteriors and interiors may be cleaned with a mild soap solution on a clean dampened cloth, then wiped with damp water only cloth. After cleaning, surfaces should be immediately buffed dry with a clean cloth. Cabinets should not be cleaned with abrasive cleansers or strong detergents. Do not use steel wool or other abrasive items for cleaning purposes. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces. Do not allow water to contact cabinet surfaces for more than a few minutes. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.

Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period of time may cause staining and/or bubbling.

Periodically check hinge screws and tighten if required. This is considered Homeowner maintenance.

Granite Countertops:

Your granite countertop has been sealed in the factory to protect the surface of your top from staining or soiling. This sealer is an impregnator, a non-visible, repelling layer within the surface. It is permanent and needs no further applications.

Although strong and attractive, granite countertops should be protected from heat or hot items and spills to prevent discoloration. We recommend that you clean the granite top with a mild solution of warm water and non-abrasive soap or mild detergent. Most stains will wipe away if cleaned immediately. Even though your top has been sealed, stains left for an extended amount of time become much more difficult to clean and can permanently stain natural granite.

We **DO NOT** recommend any use of chemicals such as vinegar, abrasive soap etc. to clean your stone top. These chemicals will dull the finish, break down the sealer, leave streaks and/or scratch the surface of your top. Remember sealing of stone does not protect against all stains. Use a cutting board to prevent scratches, and hotplates when handling hot items.

Flooring

Hardwood Floors:

Your hardwood floors are prefinished engineered wood floors. Hardwood floors are manufactured and expertly installed and finished by skilled trades people. You may find a slight variation in the colour of wood finishes in your home. Due to the difference of the natural colour and grain, each piece of wood will not be exactly the same.

To maintain the beauty of your hardwood floors, we suggest the following tips:

- Hardwood is a durable material, but should be cleaned regularly by sweeping, dust mopping or vacuuming.
- Never leave water sitting on your hardwood floors as this may discolour the finish. Wipe up spills promptly with dry cloth or paper towel. Use slightly dampened cloth for sticky spills.
- Never use wax products on your hardwood floor.

Wood floors naturally expand when moisture is present and shrink when it is not. Whether the reactions are a problem or not depends on the severity of the situation. The following are some of the common results when water and wood floors combine:

Separation:

Almost every wood floor endures some expansion and contraction as seasons and humidity levels change. When homes are heated, humidity levels plummet; boards shrink and spaces appear between the boards. In dry months, cracks can easily develop to the thickness of a dime on a typical solid 2-¼ inch oak floor, with light-coloured wood making the cracks appear larger. Plank floors also will show cracks more. These spaces are to be expected and usually close up as the season changes and moisture returns to the air. To reduce the degree of change, Homeowners can add moisture to the air during the dry months, ideally by using a humidifier.

Most often, indoor humidity will have to be controlled. Other causes could include situations such as a plumbing leak, which can allow moisture to migrate up into the sub-floor and the wood flooring.

Cupping:

Describes a condition in which the edges of a board are high and its centre is lower. Humidity is usually the culprit, although cupping also can happen after water has been spilled onto the floor and absorbed into the wood. The moisture causes the wood to swell, crushing the boards together and deforming them at the edges. In order to repair the floor, the cause of the moisture must be identified.

Crowning:

Is the opposite of cupping: the middle of the board is higher than the edges of the board. This can happen when the surface of the

floor encounters moisture. More often, it result when a floor has been sanded too soon after it has cupped. When this happens, the top edges of the board are sanded off, and thus are lower than the rest of the board when it returns to normal moisture content.

As with cracks between the boards, both cupping and crowning are natural reactions to moisture and should not be a concern if they occur only to a minor extent. More severe cases, however, indicate a serious moisture problem. Once the cause of the moisture is controlled, cupping usually can be reversed. Oftentimes the floor may naturally dry out and improve overtime. Fans may be necessary to speed the drying process.

Buckling: Is one of the most extreme reactions to moisture that can occur with a hardwood floor. It happens when the floor literally pulls away from the sub-floor, up to heights as high as several inches. Fortunately, buckling is an uncommon occurrence; usually happening only after a floor has been flooded. Even in such cases, it is possible that the floor can be repaired instead of being totally replaced.

Discoloration: Light stain colours for example white, grey, etc. will show more discoloration than dark stain colours. The difference in the oxidization rate between the floor that is exposed to the air and the floor that is covered by your area rugs will result in yellowing and possible warping of the floor surface on the rugs. Ensure that you move your area rugs around on a regular basis to minimize this, as well, it is important to drape large windows for direct sun light as the ultraviolet light can also change the colour of the finish. Greying at joints implies water penetration has occurred in these locations, locate and remove the source of the leak.

Hardwood Floors - Preventing Moisture Problems:

Controlling humidity is the most important factor in preventing problems with moisture and your wood floor. The correct maintenance also will go along way in avoiding problems. **Among the key points:**

- Clean your wood floor with a cloth slightly dampened by a recommended cleaning product, using the manufacturer's direction for use. It is best to buy a "floor care kit" recommended by your wood floor installer or retailer.
- Do not clean your wood floors with water or water-based products on a regular schedule, clean only when necessary and clean only the soiled areas.
- Never damp mop a wood floor. The water deteriorates the wood and the finish.
- Never let a water spill dry on the floor.
- Wood flooring is a natural wood product and will absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. All wood flooring expands in the humid summer weather and will shrink in the winter under dry conditions.

Carpet:

From the time your carpet is installed, we recommend the frequent use of an upright vacuum cleaner equipped with beater bars, or a tank or canister type vacuum cleaner with a separate power head, which contains a beater bar. High traffic areas should be brushed with a pile groomer on a regular basis.

Carpeting is relatively easy to care for and a simple regular care plan will go far to maintaining the original appearance for many years.

To maintain the optimum appearance, the following procedures are recommended:

- Instant removal of spills to prevent spots and stains.
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.
- Seasonal brightening of the surface by cleaning is required to remove oily films on carpet fibres.
- For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on the appearance.

Ceramic:

Ceramic tile maintenance is simple, as it requires no sealant, waxes or any other frequent treatment. Most dirt will not adhere to the surface of the ceramic tile and generally a mild detergent with water will remove any spills or stains.

For easy maintenance, the following steps are recommended:

- Always rinse cleaned areas thoroughly with a soap-less detergent diluted in water. Wipe dry with a soft cloth or sponge. We recommend that you do not use soap to clean ceramic tiles, as it forms a film, which not only dulls colours, but also can support growth of bacteria and mildew.
- Do not use phosphate detergents in areas where moisture is continually present, such as the tub or shower enclosures. Phosphate detergents may encourage subsequent growth of mildew and mould.
- Do not mix chlorine bleach with other cleaning supplies that contain ammonia or acids, such as vinegar. This will form dangerous gases if combined.
- If scum formation due to hard water has formed, a mixture of white vinegar and water may be useful to remove the formation. Commercial tile cleaners will also remove hard water deposits.
- Steel wool should never be used on tiles except. Using steel wool pads may stain or scratch tiles.

Marble Tile:

Marble is a natural stone that has been used in homes for thousands of years. Although very soft, it is a very durable material. Due to the fact that marble is a product of nature, it is not possible to guarantee that all colour and markings will be present in each tile or finish.

Scratches will always be present in marble and cannot be eliminated entirely, as this is the nature of the stone. The beauty and lustre of the marble, although slightly impaired, will still look as appealing. There is no effective way to prevent scratches from occurring.

Marble is a very sensitive material and if subjected to rapid temperature changes, it may crack along its natural veins.

General Maintenance:

- Do not allow dirt to stand or accumulate on marble surfaces, as this will scratch the marble. Marble should be wiped down with water and/or dishwashing liquid. Rinse with clear water. Make sure that excessive water is completely wiped up.
- **NEVER** use any acid, ammonia or chlorine based cleaning products, since marble has a calcium based nature and applying these cleaning products may burn the surface. **AVOID:** coke, apple juice, wine, vinegar, alcohol, Windex, Fantastic, CLR, tile grout cleaner, contact lense cleaner, toothpaste, etc. Any staining caused by acids must be re-polished in order to remove the damage. Do not attempt to remove this stain by scrubbing or other methods, as it will cause further damage.
- Use a soft cloth to clean the marble surface.

Resilient Flooring:

Whether it is a tile or sheet product, resilient flooring is susceptible to damage from indentations or scratches, particularly those caused by furniture. The floor should be protected from such damage by using furniture pads beneath heavy furniture legs. The ability of a given flooring product to withstand abuse varies greatly from product to product and related damage is not a warranty issue.

Resilient flooring should be cleaned with lukewarm water and vinegar. Harsh cleaners can cause fading or affect the composition of the flooring material making it hard and brittle. Consult with the supplier of the specific flooring product for their recommendations, as specialty products are available for different floorings to both clean and restore the sheen. Detergents often cause adjoining carpeted areas to mat down as the soaps are carried onto the carpet from the resilient floor areas.

Once construction is complete, movement of the floor structure due to shrinkage can also affect the floor. While flooring installers apply filler at the seams of the wood underlay materials, it is not always possible to achieve and retain a perfectly level subfloor. This can result in minor ridges becoming visible beneath the flooring under certain light. Generally, these are only cosmetic and do not require any action.

Grout:

Grout is the material used to fill the joints between tiles on floors and walls. Grout is susceptible to shrinkage, drying or cracking over time. The grout between the tiles and in the corners should be checked during regular cleaning. Any cavities found should be filled in as soon as possible. Leaving it unattended may result in leakage. After the one-year warranty period it is the responsibility of the Homeowner to ensure that this material has the proper coverage and is maintained in good condition.

Caulking:

Caulking is a sealant, which is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. This type of material tends to shrink, dry or crack.

When the one-year warranty period has expired, it is the responsibility of the Homeowner to ensure that the caulking around any bathtubs, toilet bowls, and shower stalls is maintained. Do not allow the caulking to go unattended as it may result in leakage and damaged walls or ceiling.

There are several good caulking materials on the market and we suggest that you use a silicone bathtub caulking around the edges of the bathtub and shower. When re-caulking around a bathtub, we recommend that you fill the tub with water prior to re-caulking. This will eliminate the possibility of the caulking coming loose when weight is applied

Electrical

Breaker Panel:

Your home is serviced by a single electrical panel. The location will vary from home to home; typically your electrical panel may be found behind a bedroom door. The panel provides power to your home and several circuit breakers. Each breaker provides power to a specific area, or item within the suite. The breakers are labelled, so that you will be able to quickly determine which area and/or appliance each one applies to.

If you overload one of the electrical outlets the breaker will trip. Unlike a fuse you do not have to replace a breaker if it overloads, **just follow the simple procedure below to restore power:**

- Locate the breaker that has tripped on the breaker panel. A tripped breaker will be set in the middle position.
- Unplug everything that was plugged into the outlet(s) serviced by that particular breaker.
- First turn the breaker to the off position, then turn it back on. This will reset it and power should be restored to the outlet(s).

Ground Fault Circuit Interrupter (G.F.C.I.):

The Ground Fault Circuit Interrupter is a safety feature that is required under the electrical safety code. Its function is to interrupt the electrical power in the event of

exposure to water and to protect against accidental electrical shock. To test the G.F.C.I. follow the instructions below:

- **Preparation** – Ensure that power is available as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.
- **Testing** – To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up with the TEST button is depressed, do not use the G.F.C.I. outlet. Advise the Customer Care Department of this test failure.
- **Restoring Power** – Push the RESET button firmly into the device until a click is heard. Please note: If the shock finder G.F.C.I. trips when an appliance is used, the appliance may be defective and should be repaired.

Switched Outlet:

As there may be no ceiling outlet in the living room, we have installed a switched receptacle. Simply plug in a lamp and turn the lamp to the on position. The wall switch will now operate this lamp. The other portion of this electrical outlet is not switched and will operate as a normal outlet.

Suite Electrical Failure:

Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a “tripped” breaker in the “off” position. To reset, push the breaker all the way “off” and then “on”.

Please Note: Have a qualified Electrician perform any electrical work.

Plumbing and Fixtures

The plumbing in your new home will likely consist of plastic or copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. Other products are available but are less common.

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

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

Bathroom Fixture Care:

Your new bathroom and kitchen fixtures are constructed of either vitreous china, acrylic, enamelled acrylic or stainless steel. These materials have been selected after

undergoing extensive testing to ensure years of trouble-free performance. The surface of the fixture, while extremely durable, does require proper care.

Toilets:

Toilets generally refill as follows: a flush causes water in the tank to rise, which in turn lifts a ball float to a preset water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve would require replacement.

Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enamelled steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

Faucet Repairs:

Noisy or leaking faucets are frequently due to loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a Builder defect.

Plugged Toilets and Drains:

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

Tub and Shower Enclosures:

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately. Ensure the bathroom fan is turned on whenever showering. Both bathrooms and the kitchen may share the same exhaust fan, in which case all fan switches must be turned off to turn off the fan. By turning on your exhaust fan, the humid and moist air will be filtered to the exterior and will eliminate the build up of mildew. We suggest the bathroom door be kept closed while showering as the moist air may interfere with the operation of the smoke detector.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicon based caulking. Follow the manufacturer's recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer's recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

Water Leaks:

In order to avoid possible water damage to the floor below, spills should be mopped up immediately and leaks repaired promptly. Should your taps be leaking, we urge you to repair them immediately as wasted water will increase our utility consumption and cost extra money. Should you experience a toilet overflow or leak of any kind, or if you see water entering your suite, we ask that you contact the Property Management Company to advise them in case the water is leaking into another suite. This way damage can be kept to a minimum.

Garburator:

Never run without water always run cold water when in use and after for food waste only. For proper care instructions please read manual.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

We will confirm that all mirrors are in acceptable condition during the pre-delivery inspection. Amacon-Onni will correct scratches, chips, or other damages to mirrors noted during the PDI.

Heating and Ventilation System

Heating:

Regardless of type, the heating system is designed to maintain a minimum temperature of 21°C at the outside design temperature. The indoor temperature is measured in the center of the room. This calculation is a health and safety issue defined by the Building Code/Bylaw and is not directly related to comfort. Temperature variations from room to room can be expected. The heating system may temporarily not be able to meet comfortable temperature in specific regions where the temperature falls below the outdoor design temperature.

There are numerous types of thermostatic controls for any given heating system. The accuracy of these controls can vary due to internal heat gains caused by a continued demand for heat. At times, it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that is comfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

The various heating systems available all have specific requirements for maintenance in order to operate at maximum efficiency. The operation of your specific system is best determined by reviewing the instructions provided by your builder or the manufacturer.

Heating systems can be noisy at times due to the expansion and contraction of the pipes and other metal components of the distribution system. These noises are particularly noticeable when starting up or cooling down, or at night (when it is quieter) and do not affect the performance of the system.

Systems that rely on burning fuel to generate heat require makeup air for combustion. This air supply must not be blocked as dangerous back drafting conditions can occur.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Solar heat gains can warm a room or area to the extent that the thermostat is warm enough not to be calling for more heat. The heating system will then remain turned off and other rooms not positively affected by the heat of the sun can become cool.

With forced air systems, the heat outlets and cold air returns must be kept free of any furniture or floor coverings that could block the free flow of air. In addition, the filters

must be cleaned or replaced at least twice a year to allow the unobstructed flow of air through the furnace. The quality of the replacement filter used dramatically affects the air quality within the home.

Expansion and Contraction

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where mouldings meet drywall, at mitred corners and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Ventilation, Condensation and Relative Humidity

The optimum year round humidity level to be maintained within the residence is approximately 50%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment. Mechanical means of maintaining a constant humidity within the home are available.

Furnace humidifiers, which add moisture to the indoor environment are available, but they must be checked frequently when in use to ensure that the proper water level is maintained within the unit.

Due to Building Code/Bylaw requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air leakage. This sealing of the exterior walls prohibits the leakage of warm air to the outdoors from within the residence.

Warm air has the ability to hold more moisture than cold air; therefore, daily activities within your new home such as showering, boiling water, and even respiration create moisture in the form of water vapour. Surprisingly, this can total 7 - 9 litres (1½ to 2 gallons) of moisture per day with four occupants. The warm air holds this water in suspension and as this moisture-laden air comes in contact with cold surfaces it will condense and water will form. Condensation will fuel the creation of mold and mildew.

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

The key to controlling humidity levels within the home and avoiding condensation is adequate ventilation. Ventilation allows the warm moist air to be exhausted from the home and replaced with dry cool air from the outdoors. This will marginally increase the cost of heating as this cold air is brought up to room temperature; however, this added cost is necessary to offset the harm the high humidity levels will cause.

As the outdoor temperature drops, the surface temperature of the exterior walls will also drop. The air inside the house will not be able to sustain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

The chart below provides a rough guideline as to the relative humidity levels that can be sustained within the house as the temperature drops.

Celsius	Outside air temperature Fahrenheit	Desirable maximum inside relative humidity (%) at an indoor temperature of 21°C (70°F)
-29	-20	20%
-24	-10	25%
-18	0	30%
-12	10	35%
-7	20	40%

Windows or the toilet tank of the toilet used most frequently, can be used as a guide to determine whether or not the proper relative humidity is being maintained. As soon as condensation occurs on inside window surfaces or on the tank of the toilet, steps should be taken to reduce the relative humidity by controlling the moisture sources and/or by increasing ventilation.

As previously stated, ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. If vented outdoors, exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapour can circulate through the house. These fans should not exhaust into the attic space as this will only exhaust the moisture into the attic potentially causing problems. These fans need to be run often enough to remove the air borne moisture. The length of time required will depend on the number of occupants, the activities undertaken and outdoor climatic conditions. New homes are now required by law to have a fan on at all times.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal.

Ventilation

Exhaust Fans:

Exhaust fans are provided in the kitchen (i.e. range hood fan), bathrooms and laundry room. The fans should be used to remove lingering odours and humidity in the air, which can cause condensation.

Bathrooms:

In some homes there is one exhaust fan motor with two switches (i.e. one switch for the fan in each of the bathrooms and kitchen).

Please note: The fan can be turned on in either location but must be turned off from the location where it was initially turned on.

Laundry Room:

In the laundry room, the exhaust fan is controlled by an Automatic Relay which activates the exhaust fan motor when the dryer is in use.

Kitchen:

Use your exhaust fan whenever cooking on the range to avoid cooking odours which may disturb your neighbours, and to lessen grease build-up on kitchen surfaces. The metal filter may be washed in the dishwasher. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance we suggest that on a periodic basis the filter and fan be removed and cleaned. To minimize the transmission of cooking odours from your suite to the common corridor, always use your kitchen exhaust fan while cooking and for approximately half an hour afterwards.

Corridor Fresh Air Unit:

You will notice that there is a gap around the entry door. This gap serves as a source of fresh air, it helps maintain the air circulation in your home.

Combined with the supplied exhaust fans, the gap around the entry door allows fresh air to enter the suite which helps control the problem of condensation and keeps your suite free of stale air and lingering cooking odours even with the windows closed. The corridor fresh air units continually pump fresh air into the corridors. When exterior windows are closed, this is the only source of fresh air for each suite.

Not only does the supply of the fresh air introduced into the corridors provide a more comfortable living atmosphere, it is also a safety feature in the event of a fire. If there is a fire in the building, the corridor fresh air units are immediately disabled, in order that smoke does not enter the home.

Maintenance:

Keep the gap around the suite entry door clear of obstructions. Do not install weather stripping around the door as it inhibits the required flow of fresh air. Air change is a requirement of the Building Code.

Ways To Save Energy Around Your Home

- Use bathroom and kitchen exhaust fans to quickly remove excess moisture.
- Use ceiling fans to keep air moving, making you feel cooler, and reducing the need for air conditioning.
- Set your fan at lower speeds to save energy.

- Use fluorescent tubes or compact fluorescent light bulbs. They last 16 times longer than incandescent light bulbs and use only 30% of the energy. Use timers for indoor and outdoor lights to limit electricity use to times when needed.
- Use a toaster oven or microwave oven whenever possible. Both use less energy than a conventional oven.
- Replace washers or cartridges on dripping taps. One drop a second wastes up to 96 litres a month.
- Clean your air filter to maintain the efficiency of your fan coil unit.
- Redirect air that is being blocked by furniture for maximum efficiency.
- Use dimmer switches to reduce energy consumption and provide attractive lighting.
- Lower your thermostat to 20°C (68F). Every degree above this setting increases your heating costs 5%.
- Set back your thermostat at night when sleeping and during the day when you are away.
- Use motion sensor lighting that provides light only when you need it.
- Install aerators on taps to save water and energy. Use low flow showerheads.
- Set your clothes washer for low water level fill and do cold washes.
- Set your clothes dryer to dry your clothes to a slightly damp condition for ironing or hanging. This will reduce electrical use.

Trades	Name of Co.	Contact	Telephone	Fax
Elevator	Thyssen Krupp	Paul	294-2209	294-2237
Electrical	Nightingale Electrical	Steve	275-0500	275-8900
Plumbing/Sprinkler/Gas	DMS Mechanical	Reno	291-8919	291-8196
HVAC	Crosstown	Randy	432-7085	433-4758
Finish Carpentry	TCL	Frank	649-7103	266-1767
Masonry/Block Work	Superior Masonry	Aldo	298-5911	298-2347
Windows	Starline Windows	Ed/Gerry/Glen	882-6855	882-6890
Roofing	Pacific Polymer	Justin Ross	299-7174	299-5322
Doors - Metal	National Door/Pacific Door	Cecil	524-9566	522-7048
Doors - Wood	Pacific Pre-Hung Doors	Cecil	524-9566	522-7048
Fireplace	Brite Lite	Barry	525-5549	525-4496
Drywall/Steel Stud/Stucco	Inline Drywall	Dan	813-2767	875-3089
Tile/Marble	National Tile	Jimmy	322-1080	322-7032
Metal Railings	East West Aluminum	Doug	438-6261	438-4021
Landscaper	Di Popolo Landscaping	Rocco	790-9501	298-3730
Painting	Jerzy Painting	Jerzy	432-1736	432-1731
Granite Countertops	National Tile	Jimmy	322-1080	322-7032
Blinds	S & L Draperies	Stan	925-6700	922-6646
Cleaning	Janetec	Kamel	778-882-6271	
Enter Phone/Access System	Horizon Communication	Don	433-6363	433-4176
Appliances	Whirlpool	Gary Bond	294-4434	294-4438
Waterproofing	Metalife	Steven	984-9493	984-7842
Overhead Gates	Ideal Doors	Ron	946-9669	940-9203
Carpet/Hardwood	Jordans	Ian	273-5133	273-9249
Light Fixtures	Brite-Lite	Adrian	525-5549	525-4496
Cable	Novus	Sandy	642-6688	
Playground Supplier	Canadian Play Systems	Elaine	272-2200	274-7695
Pool/Water Feature	Alka Pools	Frank/Larry	320-2552	320-2553
Storage Lockers	Advantage Bike Racks	Zafer Caner	734-2575	734-2575
Storefronts/Canopies	Phoenix Glass	Steve	525-2800	525-0774
Shower Doors/Mirrors	Glass World	Kevin Browne	1-800-818-8399 854-5757	852-1850

AMACON-ONNI SERVICE REQUEST FORM

PLEASE MAIL, FAX OR SUBMIT ON-LINE
AMACON-ONNI CONSTRUCTION LTD. ATTENTION: CUSTOMER CARE
#300 - 911 HOMER STREET, VANCOUVER, B.C. V6B 2W6
FAX: 604-602-7110
www.amacon.com

NAME: _____

COMMUNITY: _____

ADDRESS: _____

RES.TEL: _____ BUS.TEL: _____

CELL: _____ FAX: _____

DATE OF REQUEST: _____

A copy of your request form will be given to and reviewed by an Amacon-Onni Customer Care Representative. Your request and any follow up that may be required will be coordinated by one of our Customer Care Representatives to ensure that your concerns are addressed.

Service Request:

1. _____

2. _____

3. _____

4. _____
