



# Homeowner Manual

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# **WELCOME**

Congratulations on the purchase of your new home at Richards. This Homeowner Manual has been designed to assist you following the purchase of your new home. Please take time to review this material thoroughly. This will provide you with important details about your new home such as warranty coverage and maintenance guidelines, among other things.

## **1.0 YOUR NEW HOME IN RICHARDS**

### **1.1 BUILDING OVERVIEW**

The architectural firm of IBI Group has designed Richards, located in the Yaletown neighbourhood of Vancouver. This development consists of an 18 floor building and two heritage home restorations totaling 233 residential suites.

The following is a brief orientation to help you locate the various facilities in the building.

#### **Main Floor**

Fitness room. Common area courtyard.

#### **Ninth Floor**

Common area courtyard. Amenity room.

#### **Parkade**

- P1: Residential and visitor parking stalls, bike rooms and garbage/recycling room are located on this level.
- P2: Residential parking stalls and storage lockers are located on this level.
- P3: Residential parking stalls and storage lockers are located on this level.
- P4: Residential parking stalls are located on this level.

## 2.0 WHAT TO DO IN AN EMERGENCY

### 2.1 VANCOUVER EMERGENCY TELEPHONE NUMBERS

<b>Police</b>	<b>For a security emergency</b> Non-emergency 604-717-3321	<b>Call 911</b>
<b>Fire Department</b>	<b>For an emergency</b> Non-emergency 604-665-6000	<b>Call 911</b>
<b>Ambulance</b>	<b>For a medical emergency</b> Non-emergency 604-872-5151	<b>Call 911</b>
<b>Power Outages &amp; Electrical Emergencies (BC Hydro)</b>		<b>1-888-769-3766</b>
<b>Gas Leaks &amp; Gas Odor Emergencies (Fortis Gas)</b>		<b>1-800-663-9911</b>
<b>Earthquake, Flood, Dangerous Goods Spills, Tsunami</b>		<b>1-800-663-3456</b>
<b>Poison Control Center</b>		<b>604-682-5050 or 1-800-567-8911</b>

### 2.2 BUILDING EMERGENCY TELEPHONE NUMBERS

Please report the **common area and in-suite emergencies** to the property management personnel.

**Building Emergencies - 24 hours 604-684-4508**

*Please contact management **ONLY** in an emergency situation such as electrical, water or heating related concerns that require immediate attention.*

## **3.0 ADDRESSING YOUR CONCERNS**

### **3.1 IN-SUITE WARRANTY ITEMS**

All requests for service on warranty items in your suite must be made **by completing the Customer Service Request Form** (found on the Homeowner CD under “Forms”) and submitting it to Customer Care. If it is an emergency please see section 2.0 - What To Do In An Emergency.

### **3.2 COMMON AREA**

Common area problems at Richards, such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of Rancho Management Services (B.C.) Ltd., your property management company. Rancho has provided reporting procedures in their Welcome Package. Rancho Management Services (B.C.) Ltd. Inc. can be reached at 604-331-4281.

### **3.3 ENTERPHONES, PROXIMITY READERS AND KEY FOBS**

Difficulty with the operation of any of your key fobs, or lost or stolen fobs, should be reported immediately to your property management company. Problems with the proximity readers and enterphones in your building also fall under the responsibility of your property management company, which can be reached 24 hours at 604-331-4281. The 24 emergency contact is 604-684-4508.

### **3.4 APPLIANCES**

A complete list of Appliances, Model Numbers and Service Contacts is provided in section 9.1 of this manual.

All appliances carry a one year warranty directly with the manufacturer. If you encounter difficulties with your appliances, please refer to your specific appliance owner’s manual and, if necessary, contact the manufacturer’s service department directly.

## 4.0 CUSTOMER CARE

### 4.1 ROLES AND RESPONSIBILITIES

Your new home has been designed to provide you with many years of enjoyable living. Customer Care is here to help ease the transition into your new home. We are available to answer your questions about your new home in Richards and to solve your in-suite warranty concerns.

#### **Customer Care Contact Information:**

**Tel: 604-909-7968**

**Fax: 604-684-1125**

**Email: [customer.care@aquilini.com](mailto:customer.care@aquilini.com)**

### 4.2 REPORTING AN IN-SUITE WARRANTY ITEM

To report an in-suite warranty item and receive service for your new home, please follow these procedures:

- All requests for service on warranty items in your suite must be made **by completing the Customer Service Request Form** and submitting it to Customer Care. Please fill out this form in full and either fax or scan and email. Please note if you are emailing your request, you must complete the form and attach it to the email.

### 4.3 CUSTOMER SERVICE REQUEST FORM

A Customer Service Request Form is included in the Information Package you received at hand over. A copy of this form is also on the Homeowner CD in the “Forms” folder. Please fill out this form in full and either fax or scan and email. Please note if you are emailing your request, you must complete the form and attach it to the email.



## **5.0 THE WARRANTY PROGRAM**

At completion, you or your appointed representative will be invited to collect your keys the day AFTER your official completion date. At this time, you will be asked to complete a Warranty Commencement Date Certificate. The developer will forward the completed original Warranty Commencement Date Certificate to Travelers Guarantee Company of Canada (“Travelers”). Travelers will then issue their Warranty Kit to you at the given mailing address.

The warranty insurance is required by the *Strata Property Act*.

Your warranty covers defects in workmanship and repair or replacement of defective materials; however, it does not include maintenance of your suite. Proper care and maintenance is your responsibility and failure to carry out proper maintenance could void your warranty.

Additional information for the warranty program is provided by Travelers in the Strata Corporation Multi-Family Project Maintenance Manual. This manual is located on the Homeowner CD in the “Manuals” folder.

## **5.1 TRANSFER OF WARRANTY**

The warranties provided by Travelers are transferable. If you are selling your suite, please have the Transfer of Warranty Form completed and forwarded to Customer Care. This form enables us to keep an accurate record of the ownership of the suite and to provide the same level of customer service to the new owner.

This form can be found on the Homeowner CD in the “Forms” folder.

## 6.0 LIVING IN RICHARDS

### 6.1 STRATA COUNCIL: ROLES AND RESPONSIBILITIES

The Strata Council is responsible for the maintenance and administration of the common property and the democratic enforcement of the Strata Corporation Bylaws, Rules and Regulations. Members of the Strata Council are elected from, and by, the registered Owners at the Annual General Meeting. Following their election, the Strata Council members meet to discuss the operation and management of the building.

### 6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Strata Council to oversee all common property of the building. The Property Manager is to ensure the protection of the interests of the owners including insurance and building maintenance.

**Rancho Management Services (B.C.) Ltd.**  
#600 – 1190 Hornby St.  
Vancouver, B.C. V6Z 2K5  
604-684-4508 (office) 604-684-1956 (fax)

Property Manager:  
Baldev Songhi  
604-331-4281 bsondhi@ranchogroup.com

**Rancho Management Services (B.C.) Ltd. has provided you with a *Welcome Package*** containing information on strata living, the responsibilities of the strata council and property management, building procedures and use of the facilities in the building.

### 6.3 COMMON PROPERTY

*The Strata Property Act, 1998* defines *Common Property* as,

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

## **6.4 INSURANCE**

Please note that the Strata Corporation's insurance covers the common property, common assets, buildings shown on the strata plan and fixtures built or installed on a strata lot, assuming that the fixtures are built or installed by the owner/developer as part of the original construction on the strata lot (please refer to section 149 of the Strata Property Act for greater detail).

In addition to this you must have your own homeowner's insurance policy. In order to ensure that you are covered, ask the insurance provider for your own suite the following questions:

1. Am I covered if the Strata Corporation charges my Strata Lot an amount below the insurance deductible (i.e. flood deductible is \$10,000.00).
2. I have made upgrades to my suite. What additional coverage do I need? (betterment coverage).
3. I have tenants living in my suite. What coverage do I need? (loss of rent & liability).

If your insurance company answers no to the above questions, then it is suggested you contact the following companies for a quote:

CMW Insurance: 604-294-3301

BFL Insurance: 604-669-9600

Coastal Insurance: 604-531-1020

## **6.5 RESTRICTIONS TO EXTERIOR APPEARANCES**

To retain a neat and uniform appearance, bylaws have been established which clearly outline what is permissible and what is not in regards to the external appearance of the building. Please familiarize yourself with these policies, provided to you by your Property Manager to avoid problems at a later date.

## **6.6 RENOVATIONS TO YOUR SUITE**

Please contact the property management company before undertaking any renovation/upgrade work in your suite. You may require Strata Council's approval and have to follow building by-laws/code requirements.

## **6.7 BIKE STORAGE**

Storage for bikes has been provided for on the P1 level in the Parkade of Richards. Arrangement for use of these bike rooms can be made through your property management company.

## 6.8 MOVING IN AND OUT

You **MUST** contact your property manager prior to move in or out of the building to schedule a date and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. Please contact **778-874-1050** to book a move date and time.

## 6.9 RENTING OUT YOUR SUITE

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures as well as insurance.

Only the owner of the suite can report warranty items directly to Customer Care. We appreciate your cooperation in this matter. ***Please remember that Customer Care cannot accept requests from your tenants to repair items in your suite.***

## 7.0 BUILDING ENTRY SECURITY

### 7.1 KEYS, VISITOR & ACCESS CONTROL SYSTEM OPERATIONS

#### 7.1.1 Keys

Each suite will receive two fobs, two sets of suite keys, and two mailbox keys and storage room keys if applicable. You may have additional keys cut at your expense by any locksmith.

Please contact Rancho Management at 604-331-4281 regarding access to the bike rooms.

#### 7.1.2 Key Fob Access Control

Entry to the Parkade consists of an RF transmitter key fob with a receiver located at the gate. Pressing the buttons will open the gates to the Parkade.

To operate the key fob, simply present it at the proximity reader located at the door you are entering. Your key fob will unlock the door for only a few seconds to allow you to enter.

Your key fob also activates the elevator to stop only at the floor you live on and the 9<sup>th</sup> floor common area. When you enter the elevator, present your key fob to the proximity reader and then press the elevator button for your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. **If any of your key fobs are lost or stolen, notify your property management company immediately.**

**Additional key fobs can be purchased from your property management company.**

#### 7.1.3 Visitor Access to your Suite

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

The system utilizes a “phone line” system, enabling visitors to connect to your phone whether you are using standard phone service, Voice Over IP Cellular, or digital phone systems as your main telephone device.

When a visitor calls you from the visitor entry panel, press 6 on your telephone keypad to release the door for your visitor to enter the building. The system will issue a credit to allow your guest time to enter the elevator and press your floor number. Once you have pressed 6 you will hear the confirmation tones letting you to know that the operation was successful. To deny access, simply hang up.

## 7.2 BUILDING SECURITY

**Building security is the responsibility of every Richards resident. Diligence and care will protect against break-ins and property damage. Do not allow strangers into the building. Please ensure that the garage door is fully closed every time you enter or exit the parkade.**

Some of the security features in your building include:

- secure parking for residents in the underground parkade
- an enhanced interphone system
- key fobs for entry to the building and parkade. Fobs can be deactivated if lost or stolen; and
- restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity.

## 8.0 UTILITY ACCOUNTS

### 8.1 HYDRO

It is important that you activate a new account with BC Hydro immediately. **B.C. Hydro automated service line at 604-224-9376.**

**You are responsible for your in-suite meter utility effective the legal possession date [the day after the closing date]. You should use this possession day as the date to commence of your service.**

Failure to open an account immediately could interrupt your power supply and will result in additional re-connection charges. Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376.

### 8.2 CABLE, INTERNET AND TELEPHONE SERVICE

Richards has partnered with Shaw Cable to bring you special promotions. To begin your service, please call the customer service representatives at 604-629-3112 or email [WelcomeHomeProgramVan@sjrb.ca](mailto>WelcomeHomeProgramVan@sjrb.ca) and quote code: SALES TYPE WH-762985.

Digital Basic Television + High-Speed Internet + Home Phone Basic = **\$29.85 for 12 months** – includes:

- o **Digital Basic Television** includes:
  - Basic Channels, Digital Basic Channels, HD Basic Channels
  - Digital Music
  - **3 year HD PVR rent-free** when subscribed to all 3 services – own it after 36 months if still with Shaw for all 3 services
- o **High-Speed Internet** (7.5 Mbps down) with wireless gateway:
  - Up to 7.5 Mbps download speed & Up to 512 Kbps upload speed
  - 60 GB monthly transfer limit
  - 2 IP addresses
  - Shaw Video Mail, Webmail, Webspace, Photo Share, Shaw Secure, Shaw Spam Filter, PowerBoost
  - 10 email addresses
- o **Home Phone Basic**
  - Home Phone service
  - Call Display, 711 Message Relay, Simultaneous Ring, Enhanced 911
  - **ADD voice mail and call waiting + \$5.95/mo**
  - Free Shaw to Shaw Calling
  - Complimentary Directory Assistance, Operator Assistance
  - 4 cents per minute anytime calling within Canada & the US, Alaska & Hawaii and to 50 International calling destinations– see Shaw.ca for a complete list.

## 9.0 CARE AND MAINTENANCE OF YOUR HOME

While your new home has been constructed with professionalism and great care please remember that nothing is maintenance free. Proper care and cleaning is required to preserve the quality of your home. This section is designed to assist you with this.

Additional information for the care and maintenance of your new home is provided by Travelers Guarantee Company of Canada in the enclosed Strata Corporation Multi-Family Project Maintenance Manual. This manual is located on the Homeowner CD under the “Manual” tab.

## 9.1 APPLIANCES

APPLIANCE	BRAND	MODEL NUMBER	SERVICE	PHONE
Refrigerator	LG Electronics	GR-389RT	LG Electronics	1-888-542-2623
Hood Fan	Broan	PM250	Totem Appliance	604-437-5136
Electric Range	Blomberg	HKN1435	Blomberg	604-430-5253
Dishwasher	GE Appliances	GLD4209LSS	GE Appliances	1-800-361-3400
Washer	Samsung	WF-J1254	Samsung	1-800-510-0217
Dryer	Samsung	DV665JW	Samsung	1-800-510-0217
Stacking Kit	Samsung	SK-2A	Samsung	1-800-510-0217

*For complete instructions on the operation and care of your appliances, please refer to the manuals received with this package. It is important to read through all manuals before attempting to use the appliances.*

**Garburator:** The Garburator is located under the sink and is designed to process only organic materials. To operate your Garburator, use the switch under your sink, and run cold water during operation. Please read the Manual for detailed information. Stringy products such as celery and orange and banana peels should **NOT** be placed in the Garburator.

## 9.2 GRANITE COUNTERTOPS

**The best care you can give your countertops is preventative care.**

- Do not place hot items directly on the stone surface.
- Wipe up spills immediately to prevent staining.
- Always use a cutting board; do not cut any items directly on the countertop.

Do not use harsh or abrasive cleaners, scouring pads, or similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on granite countertops.



## 9.3 FLOORING

High quality flooring materials have been installed in your home. Regular cleaning and care will prolong the life of your floors. Preventative maintenance is the best kind of care. As such we recommend items such as an entrance mat and soft padding on the bottom of furnishings as the most basic requirement.

### 9.3.1 Porcelain Tile Flooring

Wash with water and a pH neutral cleaner specifically designed for cleaning porcelain tile; rinse with warm water and allow to dry. Never wash the tile with abrasive soap or harsh chemical cleaners. Wipe up spills immediately to prevent staining of the grout. A well placed mat in high traffic areas can help prevent dirt build up.

### 9.3.2 Engineered Hardwood Flooring

A few moments of care can go a long way in keeping your new floor looking its best.

Routine Maintenance:

- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- Regularly sweep, dust or vacuum (with hardwood attachment) the floor.
- Periodically clean the floor with cleaning products made specifically for engineered hardwood floor care.
- Do not use wax based cleaners, harsh detergents, steel wool, or abrasive cleaners.

Environmental Protection:

- Use natural fiber rugs or carpets to protect high traffic areas and access points to the outdoors.
- Avoid wearing spiked heels or athletic spikes.
- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood. (Proper humidity levels should be maintained by using the bathroom exhaust fan.)
- Avoid excess exposure to water during periods of inclement weather.
- Keep your pet's nails trimmed to prevent them from scratching your floor.

### 9.3.3 Carpet

Carpet care consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area often to remove dirt. Carpets should be professionally cleaned every year or two depending on the use and appearance.

## **9.4 CHROME & NICKEL FITTINGS AND FAUCETS**

Do not use abrasive cleaners or chemical sprays as they may cause de-plating of the finishes or damage to the plastics. Finishes are very durable, however special care must be given in order to maintain many years of service and quality appearance. Use warm water and soft cloth to remove any soiling. Buff with a soft clean cloth.

## **9.5 CLOSET SHELVES**

The top shelves in your closets are designed to support light items such as clothing. Care should be taken not to place heavy objects on the shelves. Excessive weight may collapse the shelves.

## **9.6 DRAINS**

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner. Clearing clogged drains is not a warranty issue.

## **9.7 ELECTRICAL BREAKERS**

The electrical breakers are located in the breaker panel box. To reset a breaker, locate the tripped breaker (all breakers are labeled) and flip it “Off”, then back to the “On” position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

Breakers will trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. If a breaker trips repeatedly check for any of the above causes before contacting Customer Care.

## **9.8 ELECTRICAL OUTLETS**

### **9.8.1 Kitchen Counter and Bathroom Electrical Outlets**

Each electrical outlet is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

### **9.8.2 Switched Outlets**

Certain electrical outlets in rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) are “switched” and are operated by the light switch. A light plugged into this receptacle can then be operated by the turning on the light switch.

## 9.9 FAN TIMER

City of Vancouver code requires that you must run the bathroom fan for a minimum of 4 hours per day. The fan helps eliminate the moisture in your home, which creates condensation. The fan timer runs through the fan in the main bathroom or powder room and operates either on a timer switch (found on the inside of your flex space – above the circuit breaker box) or by a manual switch in the bathroom.

Please follow the Manual for detailed programming instructions. This manual is located on the Homeowner's CD under the "Manual" tab.

## 9.10 GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

All the outlets in the bathrooms are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet.

## 9.11 HEATING / COOLING

Your suite is heated with electric baseboard heaters. Thermostats located on walls throughout the suite control the temperature in individual rooms.

A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

**DO NOT** put furniture such as beds or dressers or pile items in front of baseboard heaters. This is a fire hazard and could cause damage to items. The baseboard heaters require airflow to function properly.

## 9.12 KITCHEN BACKSPLASH

Your kitchen backsplash is made of ceramic tile. Regular care and maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wipe spills immediately with warm water and a soft cloth. Never use abrasive cleaners or scouring pads on the backsplash.

It is the homeowner's responsibility to reseal the grout with a certified grout sealant. This should be done annually. You can purchase a grout sealer from your local home improvement store.

## 9.13 LIGHT FIXTURES

The ceiling above your dining room has been wired for a ceiling fixture. A temporary fixture has been provided for inspection purposes. *Please use a licensed electrician when installing your decorative fixture.*

## 9.14 MIRRORS AND MIRROR FRAMES

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred. Never use abrasive material on mirrors which can cause scratches.

## 9.15 PAINTED SURFACES

The colour of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Your in-suite paint schedule is shown below.

### WALNUT SUITES

Location	Paint Type	Colour
Interior Suite Walls	Latex Eggshell	OC-7
Suite Ceilings	Spraytex	Not Applicable
All Bathroom Walls	Latex Eggshell	OC-7
All Doors and Trim	Latex Pearl	OC-125

### ZEBRAWOOD SUITES

Location	Paint Type	Colour
Interior Suite Walls	Latex Eggshell	OC-24
Suite Ceilings	Spraytex	Not Applicable
All Bathroom Walls	Latex Eggshell	OC-24
All Doors and Trim	Latex Pearl	OC-125

## 9.16 PLUMBING FIXTURES

### 9.16.1 Toilets

Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels will not break down sufficiently and may cause blockage if flushed.

Do not use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products are not covered by the warranty.

### 9.16.2 Plumbing Pipes

Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

### 9.16.3 Shower

The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

#### **9.16.4 Green Staining**

You may notice a green stain forming on your sinks and bathtubs. This is a normal condition in our local water supply and caused by copper salts in the water. This is sometimes referred to as “green rust” and is most noticeable in bathrooms where the grease from hand and body soaps causes it to adhere to bathroom fixtures. Frequent cleaning will prevent build up.

### **9.17 SMOKE ALARM**

If the alarm is set off by mistake, open windows and turn on the hood fan to clear any smoke in the area of the detector. It is recommended that you dust the smoke alarm monthly. Use a soft brush or wand and clear all slots in the cover and sides.

Check the smoke alarm every week by pressing the test button and holding until the smoke alarm sounds, then release. A loud pulsating sound will indicate it is functioning properly. A continuous green light located behind the slotted case indicates that the smoke alarm is receiving AC power. **DO NOT disconnect your smoke alarm for any reason.**

### **9.18 STAINLESS STEEL SINKS**

Do not use abrasives or scouring pads - they will damage the finish. Clean with a soft cloth, mild detergent and water. To restore the original deep luster, use a liquid or paste metal polish.

### **9.19 TAPS**

Clean faucets with warm clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating of the finishes, or damage to the plastics.

### **9.20 HORIZONTAL BLINDS**

Because of their nature, dust does collect on horizontal blinds. These steps should be followed for cleaning horizontal blinds:

- Dust with a soft clean cloth or chemically treated dust cloth. Tilt the slats partially up and dust between each slat and then tilt the slats partially down and dust between each slat.
- Vacuum using the brush dust attachment. Tilt the slats partially up and vacuum between each slat and then tilt the slats partially down and vacuum between each slat.
- Wash slats using a damp cloth and mild detergent solution.
- Bottom rail and slats may be immersed in a bathtub for a more thorough cleaning. Do not immerse the headrail. Place the blind in a solution of mild soapy water. Rinse clean and wither wipe dry or allow air dry.

**IMPORTANT: Young children and pets can become entangled and strangle in cords. Keep all cords out of reach of children and pets.**

## **9.21 WATER PRESSURE**

Your building has been designed according to Vancouver energy bylaws. These bylaws require a lower water consumption. You may notice lower pressure and flows in the plumbing fixtures than you have experienced elsewhere.

## **9.22 WATER SHUT OFF VALVES**

Please familiarize yourself with this location and to maintain clear access to it at all times. The water shut off valves are located behind the access panel in your flex space or front entry closet.

## **9.23 SHOWER WALL TILES**

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

## **9.24 WINDOWS**

Double glazed thermal windows have been installed in your home. Rainwater should drain out the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

Operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the window from opening more than 100 mm (4"). This is for your safety and in accordance with building code safety requirements.

## **9.25 BALCONIES/PATIOS FACILITIES (*if applicable*)**

Some suites are installed with hose bibs on their patio/deck. These must be winterised by tipping the stem in the water outlet to drain. Otherwise freezing and breaking may occur.

For maintenance of the irrigation controls and hose bibs, etc. please contact the property management.

## **10.0 LEGAL DISCLAIMER**

### **10.1 DISCLAIMER**

This manual has been prepared on behalf of the Developers of the Richards project for general reference and convenience of the owners in Richards. The information in this manual was compiled in September 2011 and is generally believed to be accurate at the time of completion. The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the “Legal Documents”), the provisions of the Legal Documents govern.