

DISTRICT CROSSING

HOMEOWNER GUIDE

DISCLAIMER

The information provided herein is provided solely for the benefit of the homeowner and is believed to be correct, but should be used for guidance purposes only. When information contained in the Homeowner's Manual is different from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, that information shall be deemed correct. Copies of this manual can be found on your **District Crossing** USB keychain, as well as on our website: www.qualexhomes.com

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DISTRICT CROSSING

1 Welcome to District Crossing

Qualex-Landmark Communities Inc.

The Developer of **District Crossing** is Qualex-Landmark Communities Inc. What makes Qualex-Landmark Communities Inc. different is its track record of building exceptional buildings. The company hires the most talented architects, designers and construction managers available, and tells them to build every home as if their own family were to live in it. Here are some other projects that have been built by the same developer:

- Stella, Nova and Luna – A three-phase residential high-rise development in the trendy and centrally located Connaught area of the Calgary downtown beltline.
- Pomaria, at 1455 Howe St, in Vancouver – A sophisticated 30-storey tower in the desirable downtown Granville slopes enclave at Howe and Beach.
- Domus, at 1055 Homer St, in Yaletown – An elegant 27 storey concrete residential tower overlooking the desirable Yaletown neighbourhood of downtown Vancouver.
- The Crandall Building, at 1072 Hamilton St. in Yaletown – A 32 residential suite & retail warehouse conversion in the desirable Yaletown neighbourhood of downtown Vancouver.
- Alda, at 1275 Hamilton St. in Yaletown – A beautiful building with the look and feet of historic Yaletown, Alda includes 59 residential suites and 36,000 square feet of office space.
- Eighteen Trees, in Burnaby – Peaceful condominiums surrounded by parkland and mature trees.

Raymond Letkeman Architects Inc

A full service architectural firm, Raymond Letkeman Architects Inc. is a multiple award winning industry leader in resort village design and comprehensive residential community developments.

With 30 years of international experience, Ray and his team at RLA specialize primarily in master planning and design architecture for mixed-use communities throughout North America as well as in locales such as Mexico, New Zealand and Hawaii.

Marcon Construction LTD

Having built over 7,225 quality homes, Marcon has earned a reputation as one of the most respected Developers in British Columbia.

Examples of Marcon's work and dedication are evident throughout the province – these include Belaire in White Rock, Silva in North Vancouver, and Waterscapes in Kelowna to name just a few.

Baywest Management

Baywest is BC's premier residential management company and has a reputation for great service, integrity, and innovation.

Their goal is to provide professional service that gives you the freedom to live the life you want without having to worry about your property.

Baywest's passion is their service. It's from this passion that they strive to be the best management company in Canada. The leadership team has worked hard developing a mission, vision, and values that will serve as a guide for their decisions, culture, and service to our clients.

DISTRICT X CROSSING

2 Your New Neighbourhood

[The best of what the area has to offer]

Your Neighbourhood

FOOD

- Pizza Hut 604-310-1010
- Hurricane Grill 604-983-9444
- Taylor's Crossing Pub 604-986-7899
- Subway 604-986-7825
- Boston Pizza 604-984-0407
- La Mexicana Gourmet foods 604-986-1327
- Grindhouse Café 604-982-0883
- Pemberton Station Pub 604-984-3558
- Corner Café 604-980-2510
- C Lovers Fish and Chips 604-980-9993
- Starbucks 604-986-6206
- Sushi Man 604-990-8821
- Kypriaki Taverna 604-985-7955
- Tomahawk BBQ 604-988-2612
- Tim Horton's 604-983-8729
- La Cucina 604-986-1334
- De Dutch Pannekok House 604-988-7658
- Denny's 604-980-8210
- Earl's 604-984-4341
- Cactus Club 604-986-5776
- Sweet Basil 604-929-3000

FITNESS

- She Fit 604-904-4451
- Body Harmony Yoga 604-929-9642
- G. Connell Tennis Centre 604-983-6483
- Fitness Town 604-988-6888
- Fitness World 604-986-3487

OTHER

- Everything Wine 604-929-7277
- Indigo Books 604-988-6681
- BMO 604-668-1243
- Pemberton Medical Clinic 604-986-0677
- North Shore Liquor Shop 604-984-2330
- Staples 604-990-2900
- Save-on Foods 604-985-3069
- Kin's Farm Market 604-904-0257

DISTRICT X CROSSING

3 Property Management

[Who's looking after District Crossing?]

Important Information And Addresses

LEGAL AND CIVIC ADDRESS

The legal description for **District Crossing** is Strata Lot _____, Block 45, District Lot 552, New Westminster District, Strata Plan BCS 4175

The civic addresses are 1673,1677 and 1679 Lloyd Avenue, North Vancouver BC, V7P 0A9

EMERGENCY SERVICES

Should an emergency arise (i.e., a building fire) at any time, please call **911**. For inquiries about common area concerns or in-suite emergencies please call:

Baywest Management
301 - 1195 West Broadway
Vancouver, BC V6H 3X5
Office: 604.257.0325 (24hr)
Fax: 604.592.3950

COMMON PROPERTY INSURANCE

The Strata Corporation will carry "All Risk" insurance for the full replacement cost of **District Crossing**, together with Third Party Liability coverage as required under The Strata Property Act of BC. Inquiries regarding this common area insurance coverage should be directed Baywest Management.

Note:

You are urged to obtain individual coverage for personal possessions and contents as they are not covered by the Strata Corporation's policy and/or liability insurance, which provides coverage against third party liability in your suite. Such individual coverage is commonly referred to as a "Condominium Unit Owner's Policy". Suite upgrades are also not covered by the Strata Corporation's insurance unless special arrangements are made. Speak to your own Insurance Agent about these matters.

Un-Occupied Suites

If your suite is *not* going to be occupied for a period of more than one month, please ensure that it is inspected on a regular basis for any gas leaks, pipe leaks and/or break-ins.

Please report these and any other problems to Baywest Management.

Baywest Management Forms

STRATA'S INSURANCE/OWNER'S INSURANCE – DISTRICT CROSSING

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

Owners should have their own in-suite insurance coverage. The policy is often called "Condominium Owner's Insurance Package," and normally includes personal effects coverage and some liability insurance. If modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection. For example, laminate floors installed by owner/developer as part of the original construction in the strata lot are covered by the Strata's insurance. Laminate floors installed by an owner after the time of purchase are not covered by the Strata's insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the Strata's insurance policy.

PROPERTY MANAGEMENT INFO AND FORMS

Please refer to the "**District Crossing -Baywest-Welcome Package**" provided by your Property Manager and included on your USB Keychain.

Change Of Address Recommendations

As a reminder, we have included a list of several places that you should notify of your address change. This will ensure proper continuation of the services listed below:

| | |
|------------------------------|--|
| BC Hydro | Call BC Hydro to cancel your present service as of the date of your move. Please be aware that you are responsible for hydro in your new home from the date of possession. (#604.224.9376) |
| Telus | A service representative will make arrangements to move your existing telephone service and/or install new service. There is a one-time installation charge payable. It is recommended that your service overlap by one day. (#604.291.2355) |
| Canada Post | Fill out a "Change of Address" form at any postal outlet. There is a service charge for the first four months and an additional charge for the succeeding four months. This service requires two weeks to initiate. |
| Banks/RRSPs | Contact customer service at your bank and/or financial institution to notify them of your change of address for all your accounts. |
| Motor Vehicles Branch | Stop by any M.V.B. to notify them of your change of address. They will provide you with a sticker free of charge to affix to the back of your driver's license. |
| ICBC | Take your ICBC documents into any ICBC office and an agent will change your address accordingly. |
| Home/Life Insurance | Contact your policy holder(s) to notify them of your change of address. |
| Doctor/Dentist Office | Contact your doctor(s) and dentist to ensure proper notification of regular visits. |
| Credit/Gas Cards | Contact all your credit card accounts and advise them of your address change. |
| Newspapers | The Vancouver Sun or Province (#604.605.7381) The Globe and Mail. (#1.800.387.5400) |
| Magazines | Contact all of your magazine subscriptions to notify them of your change of address. |
| Shaw | Call Shaw Cable to change your service (#604.629.8888) |
| Internet Service | District Crossing is pre-wired for high-speed Internet access. Contact your provider of choice, Shaw (#604.629.8888) or Telus (#604.291.2355) to change or activate your Internet service. |

DISTRICT X CROSSING

4 Emergency Preparedness

Emergency Numbers

In case of an emergency, please dial the appropriate number below:

| | |
|------------------------------|--------------|
| Fire/Police/Ambulance | 911 |
| Fire Non-Emergency | 604.980.7575 |
| Police Non-Emergency | 604.985.1311 |
| Fortis Gas | 604.576.7000 |
| BC Hydro | 604.224.9376 |
| BC Poison Control | 604.682.5050 |

If you notice a leak, contact Baywest Management's 24hr line at 604.257.0325

Fire Emergencies

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

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

GENERAL FIRE SAFETY INFORMATION

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Activate the alarm at the nearest pull station to warn others.
- Notify other residents on the troubled floor of the fire hazard.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator during a fire.
- Feel doors for heat before opening.
- Do not enter a stairwell that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the Fire Department with all the information they need.
- Use the nearest phone at a safe location to call the Fire Department.
- Dial 911
- Stay calm and state your name and phone number.
- Give the address of the fire
- Follow the instructions given by the Fire Department Representative.

FIRE PLANNING

Know how to deal with different types of fire should one occur. Always have a pre-determined plan of action in case of fire.

Equally important is to plan and occasionally practice an escape route for you (and your family) should a fire occur. There will be regular fire safety checks of the fire warning system. These safety checks can also be used as a time to practice the drill.

Be sure to establish a meeting place after escape with friends and family.

Know the location of fire extinguishers, fire alarms and fire exits.

Pay attention to children and others requiring assistance. They may panic or become disoriented during the fire.

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

EXTINGUISHERS

There will be at least one fire extinguisher cabinet on every floor. To access it, break the glass with the metal bar. This extinguisher can be used on all fires. Carefully read the operating instructions on the side. If possible, you should familiarize yourself with its operations prior to a fire. A good time to do this would be during your practice drill.

It's also recommended that you keep a personal fire extinguisher on hand for your home. This type of extinguisher is small and would be used primarily to fight small kitchen fires. Make sure you purchase a CO2 or dry chemical type as these are the most versatile. Your extinguisher should be checked annually and recharged as required.

Keep your extinguisher in an accessible place and not over an area like the stove.

Always position yourself between the fire and the closest exit.

FIRE PREVENTION

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

- If you do smoke, ensure that there are plenty of deep ashtrays in the house. Keep them clean.
- **Don't** smoke in bed.
- Keep your stove, oven area, and surrounding area clean.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, don't use it without supervision and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage than recommended.
- Keep electrical cords visible and out from underneath rugs and furniture. Attempt to install appliances close to their power source. Do not tack down electrical cords with staples.
- It's never advisable to store gas or oil indoors or to store oily rags in a confined space.
- When using storage rooms, don't place items within 2 feet of any sprinkler heads.
- Make certain that exit doors are fully closed behind you. Notify your Property Manager as soon as possible if they don't close properly.

BUILDING FIRE PROTECTION EQUIPMENT

Each home is equipped with a smoke detector and a sprinkler system.

SMOKE DETECTORS

Smoke detectors have been installed throughout the building and each home has one installed ensuite. These alarms are electrically operated and do not require a battery as they are wired directly to your electrical panel.

Occasionally, verify that your alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. This light should be visible when standing directly under the detector.

Other models will have a test button. This should be depressed and, when pressed, should emit a high-pitched squeal.

Activation of this alarm doesn't affect the building emergency system. It is not linked to any other alarm outside your home.

SPRINKLERS

Your home and the common area are equipped with heat-activated fire sprinklers. The heads are activated at approximately 160°C. This is a closed system, independent of the domestic water supply to your home. There is constant pressure on the system. Should the pressure fall, the building alarms will sound.

The sprinkler heads are localized. That is, only the head in the affected area of your home will release.

The sprinkler system can only be shut down by the fire department.

Caution: The heads can be activated by inadvertently knocking the head. Be especially careful when moving furniture, tall objects or when working in confined spaces such as closets. Activation of a sprinkler head will release a flood of water at high pressure, which may result in damage not only to your condominium unit but also to other condominium units in the building. In the event that you see a problem with the sprinkler system in your suite, DO NOT touch it but contact the property manager immediately.

IN-SUITE BUILDING ALARM

For additional protection, a second alarm is installed in your home. This alarm is activated by the building fire protection system. If this alarm should sound vacate the building immediately. Follow the fire safety routes displayed by the elevators.

DISTRICT X CROSSING

5 Things Everyone Wants to Know

[District Crossing 101]

Things You Need To Know

From time to time, you may have questions about how things work. Refer to these frequently asked questions and answers.

How do I access the building?

There is one main lobby entrance for **District Crossing**. Residents can access the main lobby using their fobs via the entrance on Howe Street or the lane. Visitors must use the enterphone system before they can enter the building.

Use caution when entering the building and ensure that nobody is followed you.

How does the enterphone system work?

The door entry system operates with your existing telephone. Your guest simply selects your name by scrolling through the electronic directory and dials your code number on the lobby panel and your telephone will ring. When answered, you'll be in communication with your guest.

To unlock the main door, dial the digit "6" from your telephone. To refuse entry, simply hang up your phone.

Call waiting feature

While engaged in a conversation with an outside line, a distinct tone will be heard when a visitor places a call. Flash the hook switch to answer the call. This action will automatically put the outside call "on hold" and you can open the main door by dialling the digit "6" or flashing the hook switch to refuse entry. Either action automatically reconnects you with the previous call so you can continue your conversation.

In a similar manner, you can answer your outside caller while talking to a guest in the lobby. Please note: You can't put your guest "on hold" due to a system allowable talk time limit (normally 60 seconds).

Where are garbage and recycling rooms located?

For residents of 1679 Lloyd, the garbage and recycling room is located on the first level of parking to the West of the lobby.

For residents of 1677 Lloyd, the garbage and recycling room is located on the first level of parking to the North of the lobby.

For residents of 1673 Lloyd, the garbage is located on the first level of parking to the West of the parkade entry gate.

Please note that the smaller garbage and recycling room, which is located to the South of 1677 Lloyd Lobby, is for commercial use only.

All garbage must be bagged and securely tied. Recycling must be clean and properly sorted into the appropriate bin. Cardboard and other recyclables are forbidden from the garbage bin.

Where do I dispose of other types of garbage?

You are responsible for disposing of non-household waste. DO NOT leave old mattresses, appliances, fixtures or other large items in the refuse area.

Call the District of North Vancouver to find out how to best dispose/recycle of non-household waste. Dial 604.878.8700 or visit <http://www.dnv.org>

What do I do with paint and other hazardous materials?

DO NOT put paint, solvents, motor oil, pesticides, batteries, or any other hazardous waste in with the garbage or your recycling.

Call the District of North Vancouver at 604.878.8700 or visit <http://www.dnv.org>

What are all these keys for?

You will receive 2 sets of keys for your and one key for your mailbox. You will also receive 2 fobs, which provide access to the building, gym, lounge, garbage area and the parkade. Owners are encouraged to change their suite entry locks after move in.

When ownership of the suite changes, the keys must be given to the new owner.

Please note, the Strata Corporation is not responsible for access to suites. Any owner wishing to re-key their suite locks may do so and no permission from the Strata Corporation is necessary.

How do I obtain additional key or fobs?

If you need additional keys for your suite, it is your responsibility to have keys cut. If you need additional keys to the common area or Fobs you should contact the Property Management Company. There is a fee for additional keys and fobs.

What if I lose my fob?

If you lose your fob you should contact the Property Manager as soon as possible. Although the Property Manager will have the serial number, it may be wise to keep a record of any serial numbers that appear on the fob. The Property Manager will collect a fee for any additional or replacement fobs.

What happens if I want to lease/rent my suite?

If the suite you purchased is for investment purposes and it will be leased out, a Declaration of Unit Rental Form must be signed by your tenant and forwarded to the Property Manager. You may obtain a Declaration of Unit Rental Form from Section Three.

Please ensure a copy of the Home Owner's Manual is provided to your tenants together with the Bylaws and Rules of the Strata Corporation.

Where do I get my mail?

There is a mailbox area in each building lobby.

How do I arrange for postal delivery?

Be sure to let Canada Post know that you are moving. Your mail can be redirected for 6 months for a fee of approximately \$35.00 + HST. This service can be extended for an additional charge. See your local post office for details on relocation services.

Change of address cards are available free of charge from any Canada Post outlet.

To whom do I pay my condominium fees?

Each resident is required to pay Strata fees on the first of each month. The Strata Corporation handles the administration of strata fees. For more information on how to pay, review the Property Manager package or call you property manager.

How does the building security system work?

District Crossing owners are able to control and monitor who enters the premises. Movement in the main lobby and parking areas is by your permission only. Fobs are programmed by the Property Manager to permit access to your floor only. If you lose you fob, contact the Property Manager immediately.

How do I gain access to the gym and lounge?

The Gym and Lounge are located on the 2nd floor of 1679 Lloyd. You will need your fob to gain access to both areas. The hours of operation for the Lounge will be determined by the Strata Corporation after the AGM.

What utilities am I responsible for?

Owners are responsible for the cost and billing of electricity. Owner's are also responsible for set up, set up costs, and monthly billing as it relates to telephone, internet and cable services, should the owner choose to acquire them.

Hot water for each home will be separately metered and the owner will be responsible for payment directly to the billing entity or the Strata Corporation based on metered usage.

Are pets allowed in the building?

Yes, pets are allowed in **District Crossing**, however there are restrictions on the number and size of your pet(s) within the bylaw. Consult the property manager for more information.

How do I access the underground parking?

The entrance to the underground parking is located in the courtyard (under 1679 Lloyd) off Lloyd.

Where is visitor parking?

There are two paid visitor stalls in the courtyard near the Lobby of 1673 Lloyd Ave. There are additional visitor stalls on the first level of the underground parkade. Guests using the underground stalls will need to utilize the building enterphone system for access.

What about my bicycle?

There is a bike storage area next to the garbage and recycling room. Contact your property manager regarding bike stall use.

How do I utilize the Co-Op Car Service ?

Zipcar is a membership-based car sharing company providing automobile reservations to its members, billable by the hour or day. As of December 2010, the company offers a fleet of over 8,000 vehicles in urban areas throughout 28 North American states and provinces, as well as in the United Kingdom, and has over 560,000 members.

Members can reserve Zipcars online or by phone, 24 hours a day, seven days a week. Reservations can be made minutes or up to a year in advance. Zipcar members have automated access to Zipcars using an access card called a "Zipcard," which works with the car's technology to unlock the door, revealing the keys inside. Zipcar also offers an iPhone application that allows members to honk the horn of a Zipcar

they wish to locate and unlock the doors. Rates vary by market, time of day, day of the week and the make and model of the vehicle being reserved. Gas, parking, insurance, and maintenance are included in the price.

As part of **District Crossing's** commitment to eco-friendly transportation, **Zipcar** is providing two vehicles which will be parked in the courtyard in the two designated co-op parking stalls.

As part of your welcome gift, **Qualex-Landmark has purchased your first year membership** (other fees may apply). Please note, that there is only one membership per unit. Zipcar membership details can be found in your Welcome Package.

DISTRICT X CROSSING

6 Condominium Living

[Neighbours]

Condominium Living

PROPERTY DESIGNATION

Common Property

Common Property is defined as that area of **District Crossing** that all homeowners have access to. It is generally defined as those areas that all owners/residents use (i.e., hallways, parking area, etc.) or every part of the property that isn't otherwise designated as a strata lot, as shown on the strata plans. Every owner owns a pro-rata share of the common property and is responsible for the necessary maintenance.

Limited Common Property

Limited Common Property (LCP) is the common property that is designated on the strata plans as being for the exclusive use of one or more owner/residents. At **District Crossing**, the balcony or patio for a strata lot is designated as LCP. These areas are sketched and dimensioned on the strata plan filed in the Land Titles Office. Although LCP is designated for the exclusive use of the homeowner, it is subject to the right of ingress and egress for members, employees and agents of the Strata Corporation in cases of emergency or where it provides access to other common areas.

Strata Lot

Your Strata Lot is that area shown as such on the strata plan filed in the Land Title Office. The boundary of this area with another strata lot or with common property is the centre line of the floor, wall or ceiling as the case may be. Each person is individually responsible for everything inside these boundaries. Exterior doors and windows, however, are the exception and remain the responsibility of the homeowner.

STRATA CORPORATION

Organization

The Strata Corporation is the body made up of all the owners of **District Crossing**. The Strata Corporation will elect a small "Executive" from its members, referred to as the Strata Council. The Strata Council carries out the mandate of the Strata Corporation and is charged with the responsibility of organizing and operating **District Crossing** with the assistance of professional property managers. They will usually enforce the by-laws, award maintenance contracts, and assure payment of corporation bills. **Qualex-Landmark Communities Inc.** as the developer has appointed **Baywest Management** as the Property Manager. They will call the first meeting of the Strata Corporation, the first Annual General Meeting, sometime in the coming months when one of two conditions is met: the building is 50% occupied or nine (9) months have elapsed from substantial completion of the building). Until that time, **Qualex-Landmark Communities Inc.** will act as the Strata Council with the assistance of **Baywest Management**.

Maintenance Fees

As you are aware, living in a strata corporation requires the payment of maintenance fees. These fees are based on unit entitlement – that is, they are assessed pro-rata based on the habitable square footage of your unit plus any area designated for the exclusive use of that strata lot as it relates to the total square footage of all the units and areas designated as exclusive use.

Maintenance fees are payable on the first day of every month, in advance, to the Strata Corporation so that they in turn can pay all the bills relating to the operation of **District Crossing**. The fees are usually paid by direct deposit or online banking and are made payable to the strata plan, care of your property management company. You will be receiving an information package from Baywest Management that provides specific details and instructions for this process.

By-Laws

The by-laws and rules and regulations of a Strata Corporation determine the rules of conduct by which each owner/resident in **District Crossing** must abide. Once you take over control of the Strata Corporation, they may enact new by-laws or vary the existing by-laws, provided that they meet the requirements of the *Strata Property Act of B.C.*

If there are by-law violations, fines can be levied against the individual strata lots by the Strata Council. Please refer to the Disclosure Statement for the applicable by-laws for **District Crossing**.

Insurance

Condominium (Strata) Insurance: Generally, the insurance coverage provided by the Strata Corporation will replace or repair items that are damaged and were included in the original specifications by the builder/developer. This will include such items as the building and its components, carpets and dishwasher.

Household (Contents) Insurance: You need to have insurance coverage for your personal possessions.

Note:

We strongly recommend that you contact your own insurance agent or the Strata Corporation's agent to clarify any questions regarding insurance and the coverage provided.

Sound Transfer

We've constructed your building and, ultimately, your home, to meet or exceed the code requirements for Sound Transmission. As we strive to eliminate more and more White Noise, we lose the masking effect that it has on Impact Noise. Impact Noise cannot be eliminated. There are some things that residents of **District Crossing** can do as good neighbours to help reduce the frequency and level of Impact Noise being created.

When closing doors or windows, refrain from closing them hard or with a bang. If you assist them in closing, you can control the severity with which the doors will impact their frames and thereby effectively reduce the vibration that will be transmitted throughout the building.

Wearing soft-soled slippers or shoes will cushion the impact of footfall.

Common Area Finishes

BUILDING SECURITY

Blue Mountain Technologies and *Qualex-Landmark Communities Inc.* have worked together to bring **District Crossing** a state-of-the-art access and visitor entry system for your use.

Access Control System

The access system secures the common area doors for the building, including the lobbies, elevator, parkade door and the overhead gate. If a resident loses a Fob, or one is stolen, it can be deleted from the system and simply replaced with another one. These devices are then useless to anyone who finds and tries to use them.

Overhead Gates

While approaching these gates, simply press the transmitter button and the gate will open, allowing passage into the parkade areas. The residential overhead gate (two gates) will require the use of your transmitter 24 hours a day.

Lobby And Parkade Doors

You can gain access through the front or rear lobbies and parkade doors with your key Fobs. By simply bringing the touch key (keyfob) within 2" of the card reader, access will be granted through the door for a timed period.

Elevator Cabs

You must use your keyfob to allow you access to your specific floor. Please note that your keyfob will only work for your floor. If you live on the 3rd floor, you can't access the 4th floor and so on. The lobby is always accessible from the elevator; therefore your visitors don't need to be walked out of the building when they leave. Never force open an elevator door. For moving purposes, please contact the concierge to book the elevator.

VIDEO ENTRY SURVEILLANCE SYSTEM

The installation of CCTV cameras located at the front and rear lobby panels enables you to see who's calling and view both lobbies. There are also three more cameras distributed throughout the building. The images are transmitted through the Cablevision Distribution System into each TV. Please note, that as of the time of print, only services through Shaw will allow for the images to be shown on your TV.

TELEPHONE ENTRY SYSTEM

Resident Operating Instructions

The door entry system operates with your existing telephone. Your guest simply dials your code number or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When you answer, you'll be in communication with your guest.

To unlock the main door, dial the digit "9" or "6" from your telephone. To refuse entry, simply hang up the phone.

Call Waiting Feature

While engaged in a conversation with an outside line, a distinct tone will be heard when a visitor places a call. Flash the hook switch to answer the call. This action will automatically put the outside call "on hold" and you can open the main door by dialling the digit "6" or flashing the hook switch to refuse entry. Either action automatically reconnects you with the previous call so you can continue your conversation.

In a similar manner, you can answer your outside caller while talking to a guest in the lobby. Please note: You can't put your guest "on hold" due to a system allowable talk time limit (normally 60 seconds).

Exterior Finishes

The exterior of your home is the responsibility of the Strata Council and your Property Manager to clean and maintain. However, there are some things that you can do to help maintain the exterior of your building.

1. Ensure that BBQs and patio heaters are kept far away from the building exterior.
2. Do not make any penetrations through the EIFS or exterior cladding.
3. Promptly report any leaks, cracks, areas of discoloration, mold or mildew to the Property Manager.
5. Periodic cleaning of the exterior surface is necessary to maintain its appearance and prevent permanent staining.

DECK DRAINS AND SCUPPERS

Scuppers... stick out from the building and direct water off of a roof or deck to a downspout... now you know! It's the responsibility of each owner to ensure that deck drains or scuppers are kept clear of debris. A blockage can cause serious problems with water ingress into the building interior. Such an event is not covered under the Building Envelope Warranty.

Homeowners with patios or terraces that have paving stone surfaces and floor drains are asked to take special care in ensuring that the drains are debris free.

For all Exterior Finish warranty and settlement information, consult your Travelers warranty documents and (HPO) Residential Construction Performance Guide for complete details on warranty inclusions and exclusions.

These documents have been conveniently saved on your USB Keychain, and are available for download at www.qualexhomes.com (Homeowner Section)

Algae Build-Up

In an effort to maintain your balcony's appearance and longevity, we suggest that you clean off any algae, which may appear over time. Use a light bleach solution to remove algae from the railings of your balcony. Ensure that you wear rubber gloves when cleaning your balcony.

Light bleach solution ingredients:

| | <i>metric</i> | <i>imperial</i> |
|-----------------------------------|---------------|-----------------|
| Warm Water | 3.3L | 3 quarts |
| Liquid Bleach | 1.1L | 1 quart |
| Trisodium Phosphate (T.S.P.) | 150 ml | 2/3 cup |
| Liquid detergent (phosphate free) | 150 ml | 2/3 cup |

If you are using this solution near plants, please spray the plant with clear water. Excess formula may be stored in a plastic container for future use.

DISTRICT X CROSSING

7 Mechanical Equipment

[How does this work?]

Electrical

Your home has its own electrical service panel with separate circuits that service different appliance plugs and lights.

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

Always remember to turn off the appropriate breaker when attempting any wiring hook-ups.

RESETTING BREAKERS

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breaker being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again.

FINDING YOUR CIRCUIT PATTERN

If your panel labelling is incomplete, it's possible to determine what each breaker does control. At the panel, turn one breaker to the "off" position. Check to see exactly which light(s), plug(s) or appliance is disconnected. Note this on the panel label beside the corresponding breaker number. Repeat this operation until all the breakers are labelled.

SHORT CIRCUITS

If a breaker disconnects, follow these steps:

- Unplug the appliance you suspect caused the problem
- Reset the breaker
- Check other appliances for frayed or broken wiring if the breaker disconnects again
- Disconnect the appliance in question and try it in another circuit
- If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem
- Reset the breakers
- If the problem persists, have a qualified electrician inspect the electrical system

Don't use a faulty circuit until a qualified electrician has inspected it, determined the problem, and corrected it.

SWITCH-ACTIVATED OUTLETS

There are, of course, switches that control ceiling and wall lighting. We've also included some switches that will control half of an electrical wall outlet. This will enable you to plug in a lamp (i.e., turn a lamp on and switch it off and on using the wall switch).

KITCHEN COUNTER PLUGS

The plugs have been split into two halves. The top plug is on one circuit and the bottom plug is on another. This allows you to plug in two high-draw appliances like a toaster and a kettle into what appears to be the same outlet but is actually two different circuits.

GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

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

Testing

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

- Plug in an appliance like a hair dryer and turn it on.
- Push the TEST button.
- This will cause the RESET button to pop out and turn the power off.
- If the power remains on or the RESET button does not pop out, turn off the breaker and have the plug checked by a qualified electrician. DO NOT ATTEMPT TO OPERATE AN APPLIANCE IN THIS OUTLET IN THIS CONDITION.
- If the power is off and the RESET button has popped out, push in the RESET button and power will be restored.
- If the GFCI fails to reset, do not use the plug and call a qualified electrician.

If the GFCI trips, follow the last two steps.

SMOKE DETECTORS

Smoke detectors are provided in accordance with the Building Codes. They are electrically operated, not battery operated. In the event of a false alarm, shut off the circuit breaker in your electrical panel. Clear the room of any smoke by opening windows. The circuit breaker must be turned back on as the alarm is tied in with some of the house lighting and plugs. This will ensure that the power isn't off for a long period of time. To help ensure that dust particles don't inhibit the performance and function of the alarm, vacuum the contacts by periodically holding the vacuum nozzle to the grille of the smoke detector.

APPLIANCES

Please read the manuals that were provided with each appliance. Familiarize yourself with the operation of the appliance and follow the instructions for its care. For easy reference, copies of your manuals have been stored on your USB keychain as well as in the Homeowner Section of www.qualexhomes.com

Plumbing

If you ever notice dampness or a growing discoloration on any walls or ceiling, please notify your Resident Manager or Property Manager if it is after hours. You can find this phone numbers in section Three.

SHUT-OFF VALVES

Each suite has a hot and cold valve used to isolate the water line from the building water supply. Beneath the sink in the kitchen, there's a shut-off for the hot and cold water supply. Additionally, there are shut-offs located in the laundry area and behind each toilet in an emergency situation (i.e., a water leak). To minimize damage, turn the valve off to the affected line. If the flow of water can't be stopped, the water will have to be turned off by the building maintenance staff at the main water supply riser. Main plumbing shut-off valve located at the manifold is usually found in the entry closet.

OUTSIDE TAPS

Some homes may have exterior hose bibs installed. During the winter months, the line should be properly isolated or drained.

Frost-Free Hose Bib

Simply turn the valve off and remove the garden hose. Store the hose inside. When the valve is turned off, it actually shuts the water off inside your home. The valve stem is approximately 10" to 12" long. If there's an exterior tap on your patio, familiarize yourself with the type of hose bib installed and remember to winterize it before freezing weather sets in.

Interior Environment Controls

There are three components to consider when creating a comfortable and healthy indoor environment: Temperature, Ventilation and Humidity. Achieving the proper balance between these three variables is a matter of building design, construction materials and personal environment.

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

REDUCING HUMIDITY IN YOUR HOME

Bathroom Exhaust Fans

Bathroom and kitchen fans are an important part of your home's ventilation system. They remove odors from your home, which improves indoor air quality. But more importantly, they remove moisture, which can increase the level of humidity in your house. High humidity can damage building materials. High humidity can also cause mold growth — and mold may affect your family's health. It is not uncommon for new homeowners to not realize the importance of these fans and the switches that control them. The most notable sign of neglect is condensation on the interior windows and sills, which is not warrantable.

Cleaning Your Fan(s)

Fans create static electricity, which attracts dirt like a magnet to the fan and housing. The dirt can encourage mold growth and restrict air movement. Clean fans, housings, back draft dampers and exterior flaps seasonally. A typical bathroom fan can be cleaned by pulling down the grill and by unplugging and removing the fan module.

Programming Your Wall Timer for Your Bathroom Exhaust Fan

Please refer to the exhaust fan timer manual provided to you.

The timer dial contains “72” trippers which, when set at the inner perimeter of the dial, will turn the switch “ON” at the time adjacent to the tripper. The switch will return to the “OFF” position when the timer progresses past the inward trippers.

The 72 Trippers allow multiple on/off sequences with a minimum on or off time of 20 minutes. To program, set all trippers inward for the duration of the “on” event. For example to turn the fan on at 5pm and off at 11pm, leave inward the 18 trippers between 5 and 11 on the “pm” side of the dial. Make sure manual switch is in the “AUTO” position.

NOTE: For any times where “OFF” programming is desired, the trippers must be moved to the outer perimeter of the dial.

Setting the Time

Rotate the dial *clockwise* until the correct time and “am” or “pm” is opposite the arrow on the plate.
CAUTION: Do not turn dial counter-clockwise, as the timer will be damaged.

Follow these steps to ensure low humidity:

1. Close the washroom door when showering or bathing and always turn the washroom fan on. When finished, close the door and leave the fan on for an additional 10 minutes.
2. When cooking, always turn on the kitchen exhaust fan.
3. Do not hang up laundry to dry in your suite.
4. Make sure the dryer connection is secure so moisture cannot escape into the suite.
5. Leave the washroom exhaust fan on for several hours a day to help lower the humidity. (See wall-timer)
6. Open the curtains during the day to allow better air circulation.

Security

Blue Mountain Technologies have done the pre-wiring of the alarm system in your home and would be pleased to discuss your security requirements with you.

DISTRICT X CROSSING

8 Care & Maintenance of Finishes & Hardware

[Keeping it Beautiful]

Care And Maintenance

Generally speaking, we don't recommend using abrasive cleansers or solvents to clean any surface in your home.

COUNTERTOPS

Your Kitchen and Bathroom countertops are made of Quartz.

All hard surface materials are susceptible to staining and care should be given when placing products on your countertops. We strongly recommend that you quickly wipe spills of acidic liquids such as wine, lemon juice, vinegar and chemicals products. Flush immediately with water.

Please note that countertops are not to be used as a cutting board or ashtray. Never cut anything directly on the countertop because the knife will dent or nick the surface.

Your countertops should be protected from hot irons as well as hot pots, pans or baking dishes. It is the homeowner's responsibility to keep heavy objects off countertops to prevent damage. Also, do not stand, kneel or sit on countertops. We also highly recommend that you apply a Teflon based grout sealer, commonly available at building supply stores, to your stone counters.

Please note that the builder is not responsible for staining of Quartz, Porcelain, Ceramic, Veneer or Laminate surfaces.

CABINETS

Your Kitchen and Bathroom cabinets are made a wood veneer. Wash with warm water with a light soap.

CERAMIC WALL AND PORCELAIN TILES

Both should be wiped down after each shower. While the grout used in your bathrooms has built-in sealer, we highly recommend that you apply a Teflon based grout sealer, commonly available at building supply stores. This product will have to be applied twice a year. Some separation in the grout lines may occur. Cracks can be filled using a pre-mixed grout purchased from a tile or hardware shop.

BATHTUB

To prolong the life of bathtubs, follow these precautions:

- Do not use bathtubs to hold paint cans, trash, or tools. When you are painting walls and ceilings or otherwise redecorating, cover bathroom fixtures.
- Do not step in a tub with shoes on for any reason.
- Do not use bathtubs as receptacles for photographic or developing solutions. Chemical stains are extremely difficult to remove.

Although durable, your bathtub is not indestructible. Once damage has occurred, it cannot be completely undone.

Cleaning:

Use a soft cloth to wipe the product dry after each use. Your bathtub can be dulled or stained within a short time through excessive use of strong abrasive cleaners. Many household cleaners are abrasive and should be avoided. Baking soda is non-abrasive.

LAMINATE FLOORS:

Preventative Maintenance:

- Use mats at all exterior doors, both inside and outside. This will trap the dirt, grit, and sand that act as abrasives on the floor. For interior mats, ensure that the backing on the mats is rubberized and of a mesh-type that “breathes”. Do not use any kind of underlay like that found under wall-to-wall carpet.
- In the kitchen, use a cloth throw mat (preferably cotton) below the sink to absorb spills.
- Affix felt pads to the bottom of any furniture legs in contact with the floor and be sure to check the pads regularly for embedded grit.
- If castors are used on a piece of furniture, use barrel type castors or grey non-marking rubber castors – avoid plastic castors as they will mark the floor.
- Check high-heeled shoes for wearing on the protective cap. The steel support rod in the heel will dent even concrete. It is preferable if street shoes are not worn on the floors, as dirt, grit, and sand can be lodged in the treads and therefore transfers to the floors, scratching and marking them.

To clean your laminate floors:

- Vacuum the floor regularly. One of the most common causes of scratches in the finish is the presence of surface dirt and grit. Use the soft-brush attachment, and avoid the “beater-brush” type of vacuums, such as uprights, as the motion could mark the finish. A dust mop is also a good way to remove dust and dirt from the floors.
- Immediately wipe up any spills – a slightly damp cloth may be used, followed by a dry cloth.
- Use a proper laminate floor cleaner on a regular basis – NEVER use cheaper supermarket alternatives such as Murphy’s Oil Soap, as this type of cleaner will leave an oily film on the floor that actually attracts dirt and could prevent the application of subsequent coats of finish to the floor. The traditional household remedy of water and vinegar is not recommended as it has been found to prematurely dull the finish.
- Purchase laminate floor cleaner in a spray bottle. The floor should be lightly sprayed, a small area at a time, then immediately wiped with a clean dry cloth. The process is very similar to cleaning your windows with Windex: mist with cleaner and wipe dry. Do **not** pour cleaner into a bucket and mop the floor as this is totally unnecessary and will expose the wood to an excessive amount of water. Even with the strongest finish, wood is still porous and breathes through the finish.
- Do not wax your floors if they were finished with acrylic or polyurethane finishes as this will prevent bonding of future coats of finish during the renovation process and a complete re-sanding will be required.

Some additional points:

- Maintain stable levels of humidity and ventilation to prevent excessive wood shrinkage during seasonal changes. It is perfectly normal to experience minor gaps between flooring strips during the heating season in most areas of North America. These gaps should contract and disappear during the summer months when humidity levels rise. Gaps that do not close can be cosmetically masked with coloured wood filler to suit your floor, and can be applied as needed. Clients interested in minimizing seasonal gaps and avoiding splitting of veneer in low humidity areas should use humidifiers and maintain humidity between 55% and 65%.

HARDWARE

In all cases, regular cleaning with a damp cloth is recommended. Don't use abrasive cleansers or other household cleaners.

Taps

Clean with clear water and dry with a soft cloth. Don't use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

Faucet Repairs

Noisy or leaking faucets are frequently caused by 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 the variation in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the main shut off valve.

STAINLESS STEEL SINKS

Stainless steel sinks can be cleaned with a mild abrasive such as Vim. Avoid scouring pads as they'll leave small bits of metal in the sink and will cause rust spots to show. The sink itself does not rust.

WEATHER STRIPPING

Weather stripping on exterior doors and windows will not provide an airtight seal. At the intersection of doors where there is a side weather stripping and a bottom door sweep, there will be a small gap. This cannot be avoided.

CAULKING AND SEALANTS

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around a 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.

A clear liquid silicone sealer should be applied 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 product. Follow the manufacturer's recommendations for application.

It is the responsibility of the suite owner to remind the Condominium Corporation to inspect and maintenance of the outside caulking.

Appliances

All appliances included with your home have been checked to ensure that they are in working order. However, **we strongly suggest that when you run the dishwasher or washing machine for the first time, you be present in the suite for the full cycle.** This is to ensure that any possible leaks are noticed

immediately. Operational manuals are provided for your appliances. Read all instruction literature carefully and register accordingly as necessary to record warranties.

Follow the appliance operating procedures recommended by the manufacturer. If difficulties arise, please contact local service agents.

If you have misplaced your appliance manual, a copy has been saved on your USB keychain, and all manuals are also available in the homeowner section of www.qualexhomes.com.

Dishwasher

Load your dishwasher properly, following manual suggestions. Use dishwasher detergent in recommended amounts. Do not put any other cleaning compound inside dishwasher, as suds may interfere with dishwashing action. Periodically check object traps and wash arms for blockages. To clean the exterior of the dishwasher, sprinkle some baking soda on a damp sponge or nylon scrubber and rub off any caked-on grime.

Refrigerator

Keep your refrigerator and freezer clean to prevent odor build-up. Wipe up any spills immediately and clean both sections at least twice a year. Never use metallic scouring pads, brushes, abrasive cleaners or strong alkaline solutions on any surface. Always unplug the electrical power cord from the wall outlet before cleaning. Do not wash any removable parts in a dishwasher.

Oven/Stove

Abrasive cleaners are hard on the exterior stainless steel finish of the stove and should be avoided. Do not use aluminum foil to line any part of the cook top. Use warm water and soap to clean the outside of the range. Before using Self Clean, be sure to remove the racks. Please refer to the manual for full instructions. In the event of abnormal noise or abnormal overheating of your appliance, immediately stop using the appliance and consult the appliance manual.

Hood Fan/Range Hood

For best results, start the range hood several minutes before cooking to develop proper airflow. Allow the unit to run for several minutes after cooking to clear all the smoke and odours from the kitchen.

Cleaning: The metal grease filter should be cleaned frequently in hot detergent solution or placed in the dishwasher. Clean exterior surfaces with hot soapy water. Using abrasive and scouring agents can scratch the surface

In-Sink Disposal

Run cold water through it before, during and after emulsification. The water before and after helps flush the lines. Avoid greases as they may build up in the trap in your drain and cause blockage. Fibrous foods such as celery, and artichokes will jam under the pivots and cause them to stick. To help clean the appliance, place 2-4 ice cubes in the disposal, every 1-2 months, and turn it on. If the disposal fails to come on, check to make sure that the thermal protector has not tripped. There is a small reset button located on the side or bottom of the unit – push it in.

Washer/Dryer

Clean the washer/dryer exterior with mild soap and water. Never use harsh, gritty or abrasive cleansers. Remove glue residue from tape or labels with a mixture of warm water and mild detergent. Or, touch residue with the sticky side of the tape or label. Clean the dryer lint screen after every load. Lint build-up in the screen restricts airflow, which causes longer drying times.

The exterior louvers or grilles for the unit dryers must be cleaning annually. In addition, the Strata Corporation must advise all homeowners on the importance of cleaning the dryer lint traps after every use. Failure to do so may create a fire hazard. It is the responsibility of the condominium owner to clean the dryer vent on a regular basis.

DISTRICT X CROSSING

9 Colour Schemes, Consultants and Appliances

[What's what and who's who]

Colour Schemes and Supplier Specifications

| SUITE INTERIORS | | |
|--------------------------|-----------------------------------|-----------------------------------|
| Cabinets | Palette One - Light | Palette Two - Dark |
| Location | Kitchen & Bathroom | Kitchen & Bathroom |
| Product | Pionite HPL | Pionite HPL |
| Series | Woodgrains | Woodgrains |
| Finish / Code | Ashwood(Z) | Ashwood(Z) |
| Name | HP360-Z | Wx421-Z Witchcraft |
| Supplier | White Wood | White Wood |
| Contact | Sonja Gruber 1-800-494-4838 | Sonja Gruber 1-800-494-4838 |
| Countertops | Palette One - Light | Palette Two - Dark |
| Location | Kitchen & Bathroom(s) | Kitchen & Bathroom(s) |
| Manufacturer | CesarStone Quartz Surfaces | CesarStone Quartz Surfaces |
| Colour | 2141 - Blizzard | 2141 - Blizzard |
| Size | 3/4" thick | 3/4" thick |
| Finish | Polished | Polished |
| Supplier | White Wood | White Wood |
| Contact | Sonja Townsend 604-607-3254 | Sonja Townsend 604-607-3254 |
| Laminate Flooring | Palette One - Light | Palette Two - Dark |
| Location | Living areas (excl. bed/bath) | Living areas (excl. bed/bath) |
| Supplier | European Touch Hardwood | European Touch Hardwood |
| Product | Tribeca | Impressions |
| Colour | Manila Teak | Albany Oak |
| Installation | Floating | Floating |
| Contact | Alicija Kudyba-Mauer 604-325-7001 | Alicija Kudyba-Mauer 604-325-7001 |
| Porcelain Tile | Palette One - Light | Palette Two - Dark |
| Location | Bathroom | Bathroom |
| Product | Durastone Series | Durastone Series |
| Size | 12x24 | 12x24 |
| Colour | Luna | Steel |
| Finish | Matt/unglazed | Matt/unglazed |
| Grout | Mapei | Mapei |
| Grout Colour | 39 Ivory (non sanded) | 19 Pearl Grey |
| Supplier | Ames Tile and Stone | Ames Tile and Stone |
| Contact | Nicole Goetz 604-209-0249 | Nicole Goetz 604-209-0249 |

| Ceramic Tile | Palette One - Light | Palette Two - Dark |
|-----------------------|--|--|
| Location | Bathroom | Bathroom |
| Product | PWM1224 | PWM1224 |
| Type | Glazed Ceramic wall tile | Glazed Ceramic wall tile |
| Size | 12x23.75" | 12x23.75" |
| Colour | white | white |
| Finish | matte | matte |
| Grout | Mapei | Mapei |
| Grout Colour | 00 White | 00 White |
| Supplier | Ames | Ames |
| Contact | Nicole Goetz 604-209-0249 | Nicole Goetz 604-209-0249 |
| Porcelain Tile | Palette One - Light | Palette Two - Dark |
| Location | Kitchen Backsplash | Kitchen Backsplash |
| Product | Isla Kristal | Isla Kristal |
| Type | Glazed Porcelain Tile | Glazed Porcelain Tile |
| Size | 16.2 X 49.5cm | 16.2 X 49.5cm |
| Colour | Latte (white) | Latte (white) |
| Finish | Gloss | Gloss |
| Grout | Mapei | Mapei |
| Grout Colour | 00 White | 00 White |
| Supplier | Pacific Stone Tile | Pacific Stone Tile |
| Contact | Jody Reppert 604-731-9948 | Jody Reppert 604-731-9948 |
| Paint | Palette One - Light | Palette Two - Dark |
| Colour | Benjamin Moore OC-23 | Benjamin Moore OC-23 |
| Name | Classic Grey | Classic Grey |
| Finish | Eggshell (Walls), Pearl (Bathrooms), Semi-gloss (trim, doors, baseboards), Matt (ceilings) | Eggshell (Walls), Pearl (Bathrooms), Semi-gloss (trim, doors, baseboards), Matt (ceilings) |
| Carpet | Palette One - Light | Palette Two - Dark |
| Manufacturer | Beaulieu Canada | Beaulieu Canada |
| Product | Costa Brava | Costa Brava |
| Type | 32 ounce solution dyed nylon scroll berber | 32 ounce solution dyed nylon scroll berber |
| Pattern | Costa Brava | Costa Brava |
| Under Pad | 3/8 rebond chip foam | 3/8 rebond chip foam |
| Contact | Scott Gilmour 604-506-5512 | Scott Gilmour 604-506-5512 |

Consultants

(For reference purposes only. For service, please use Service Request)

Architect: **Raymond Letkeman Architects Inc.**
Suite 200- 970 Homer Street
Vancouver, BC V6B 2W7
Tel: (604) 669-3339
Fax: (604) 669-5651

Environmental **Keystone Environmental**
Suite 320 4400 Dominion St
Burnaby BC V5G 4M7
Tel: (604) 430-0671
Fax: (604) 430-0672

Geotechnical: **Geopacific Consultants Ltd.**
410-1200 73rd Avenue West,
Vancouver, BC V6P 6G5
Tel: (604) 439-0922
Fax: (604) 439-9189

Civil **Creus Engineering Ltd.**
200-901 West 16th Street
North Vancouver, BC V7P 1R2
Tel: 604-987-9070
Fax: 604-987-9071

Landscape **Durante-Kreuk Ltd.**
Suite 100, 1152 Mainland Street
Vancouver BC V6B 4X2
Tel: (604) 684-4611
Fax: (604) 684-0577

Code: **CFT Engineering Inc.**
210-1060 West 8th Avenue
Vancouver, BC V6H 1V4
Tel: (604) 684-2384
Fax: (604) 684-2402

Survey **Bennett Surveys Ltd.**
201-275 Fell Avenue,
North Vancouver , BC V7P 3R5
Tel: (604) 980-4868
Fax: (604) 980-5856

| | |
|------------------------|--|
| Electrical | DF & Associates Consulting Ltd. 21229 95A Avenue Fort Langly, BC V1M 1P2 Tel: 604-637-7430 Fax: 604-637-7432 |
| Mechanical | Jade West Engineering Co. Ltd. 201- 15585 24th Ave Surrey BC V4A 2J4 Tel: (604) 538-0764 Fax: (604) 538-0765 |
| Structural | WSB (Weiler Smith Bowers) 118 - 3855 Henning Drive Burnaby BC V5C 6N3 Tel: (604) 294-3753 Fax: (604) 294-3754 |
| Envelope | Morrison Hershfield Limited 610 - 3585 Graveley Street Vancouver BC V5K 5J5 Tel: (604) 454-0402 Fax: (604) 454-0403 |
| Interior Design | Evoke International Design Inc. 2388 Alberta Street Vancouver, BC V5Y3K7 Tel: (604) 875-8667 Fax: (604) 875-1943 |
| Acoustic | Brown Strachan Associates Two Yaletown Square, 1290 Homer Street Vancouver, B.C. V6B 2Y5 Tel : (604) 689-0514 Fax : (604) 689-2703 |

Appliances

Please refer to the Appliance Service and Warranty Information Provided by Trail Appliances. For Appliance Manuals, please refer to the files on your USB keychain and or www.qualexhomes.com (homeowner section)

10 Warranty and Service Information

[Who do I call to fix this?]

Warranty Coverage

Travelers Canada takes great pride in delivering home warranty coverage pursuant to the **Homeowner Protection Act & Regulations**. The comprehensive 2/5/10 Year Home Warranty Certificate provides new homeowners with security and peace of mind in one of the most significant purchases most people make in their lifetimes.

Each new *Quallex-Landmark* home is backed with the 2-5-10 Warranty from Travelers Guarantee:

- 1-year coverage for all defects,
- 2-year coverage for all major systems,
- 5-year coverage on the building envelope, and
- 10-year coverage on any structural defects.

2 YEAR MATERIAL & LABOUR WARRANTY

First 12 months for other than the common property, common facilities and other assets of a strata corporation,

- coverage for any defect in materials and labour, and
- subject to subsection (2) below, coverage for a violation of the building code

First 15 months, for the common property, common facilities and other assets of a strata corporation,

- coverage for any defect in materials and labour, and
- subject to Subsection (2) below, coverage for a violation of the building code

First 24 months, coverage for any defect in materials and labour supplied for the:

- electrical, plumbing, heating, ventilation and air-conditioning delivery and distribution systems;
- exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home;
- coverage for any defects in materials and labour that renders the new home unfit to live in; and
- subject to Subsection (2) below, coverage for a violation of the building code

5 YEAR BUILDING ENVELOPE WARRANTY

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.

10 STRUCTURAL DEFECTS WARRANTY

Coverage for structural defects for up to ten years for:

- any defect in materials and labour that results in the failure of a load-bearing part of the new home;

- any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Consult your Travelers warranty documents and (HPO) Residential Construction Performance Guide for complete details on warranty inclusions and exclusions. These documents have been conveniently saved on your USB Keychain and are available for download in the Homeowner Section at www.qualexhomes.com.

SERVICE

Your role during the first year is very important. There are six things you should keep in mind to make certain your warranty serves you well.

1. Read all operations manuals that were supplied with your home. It is recommended that you fill out any warranty cards that were provided with the appliances and submit them to the corresponding manufacturers. It is easier and more efficient to fill these out online via the manufacturer's website.
2. It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make the necessary repairs. Of course, you should feel free to paint and otherwise decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in the manuals. **This is especially true in regard to your exhaust fan timer, kitchen fans and other moisture control devices within your home.** Please refer to Sections 7 and 8 of this manual for more details.
4. Keep informed of the work of your Strata Council, especially in regard to the warranty on common areas. Remember that the common area warranty starts with the first possession of the first home. Thus, the year-end for the common area warranty is much earlier than the year-end for most of the residential homes.
5. If you wish an item to be covered by your warranty and corrected by **Qualex-Landmark Communities Inc.**, please do not attempt the repairs yourself or contract anyone else to do the work. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.
6. You must comply with all the obligations required of you under the ***Travelers Guarantee Company of Canada***.

Six Classifications of Service

For your own peace of mind and convenience, it's important to report problems at the appropriate time. Some items should be considered emergencies and dealt with immediately. Others may need prompt attention but can wait until normal working hours. Last are those items to be noted for the One Year Inspection. Below are examples of each type of problem and the appropriate response.

ONE: BUILDING EMERGENCIES

A building emergency is a problem that will affect the well being of your fellow neighbours and requires immediate skilled attention to the building. Examples might include:

- Any smell of GAS in the corridors or parking garage
- Water leaking from a source that cannot be identified and contained
- Any ELECTRICAL problem that affects a major building system or presents a hazard
- NO HEAT during the winter months
- FALSE ALARMS
- Problems with ENTRANCE SYSTEMS
(e.g. front or garage doors that are not functioning).

What you should do: Call your Property Manager, Baywest Management.

TWO: SUITE EMERGENCIES

An in suite emergency is a problem that will affect your well being and requires immediate skilled attention. Examples might include:

- Any smell of gas
- Water leaking from a source that cannot be identified or contained
- No power to the suite

What you should do: Call your Property Manager, Baywest Management.

THREE: IN-SUITE DEFICIENCIES/SERVICE REQUEST (FIRST YEAR ONLY)

Although we carefully reviewed your home with you during the PDI, we may have not noticed everything that would be considered a deficiency. Please note that 30 days after possession, any new “deficiencies” submitted to us via Service Request are deferred to “end of first year warranty” (see Section Five: End of First Year Warranty)

*There are a few service requests that we **will not** be accepted after possession:*

1. *Knicks, scrapes, gouges and surface imperfections concerning cabinetry, countertops and flooring*
2. *Drywall and Paint deficiencies*
3. *Appliance issues – refer to your home owner manual and the one year appliance manufacturer’s warranty*
4. *Common property deficiencies are the responsibility of and should be forwarded to your Strata Corporation.*
5. *Emergency requests relating to electrical, water, gas, plumbing and heating are to be directed to your Property Manager.*

What you should do:

If you notice a deficiency within the first year after possession that was not noted on your PDI, please first refer to the HPO Residential Construction Performance Guide provided to you in order to verify if the deficiency is a legitimate one.

If the deficiency is valid, please then visit www.qualexhomes.com (Homeowner section) to submit a Service Request. A Customer Care representative will review and respond to your request within 1-3 Business Days.

FOUR: END OF FIRST YEAR WARRANTY

Over the course of the first year of any new building, a certain amount of change and movement is expected. There may be some shrinkage due to building shrinkage or components adjusting and responding to their new environment. A typical example of this is a hairline crack in the drywall. As well, there may be other items that you may notice, but don’t constitute a hazard or in any way interfere with the enjoyment of your home. Such items are typical repaired at the end of the first year warranty period. In the case of the hairline crack, it would be patched and sanded and left “paint ready”

What you should do:

During your first year, take note and make a list of settlement cracks that are covered under the warranty, and any other settlement deficiencies which do not impact your day to day living. These should be issued as one single list, just prior to the end of your first year warranty. **Visit www.qualexhomes.com (Homeowner section) and submit a Service Request of these items one month prior to the end of your 1st year warranty.** For example, if you took possession of your home in July 2011, submit this list by June 1st, 2012.

FIVE: COMMON AREA DEFICIENCIES

If you notice a warrantable or defective common area issue within the first 15 months, please make note. This includes your exterior door face, balcony, patio and exterior facing window glass which is considered common area or limited common area. Do not file a service request with Qualex-Landmark for common area deficiencies.

What you should do: forward your concerns to your Property Manager. Your property manager will in turn contact Qualex-Landmark for review.

SIX: APPLIANCE ISSUES

The owner's manual, and warranty information for each of the appliances can be found in your Homeowner Manual, on your USB Keychain, or online at qualexhomes.com (**Homeowner Section**). Please consult these manuals before servicing of your appliances. Qualex Landmark Communities Inc. is unable to respond to Service Requests for appliance related issues.

What you should do: Please refer to the Appliance Product Protection Plan, found in your Trail Appliance Service and Warranty Information package.

Please understand that, at the end of the first year, all of the little flaws and imperfections may not be corrected. Your new home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code, HPO and the Travelers Guarantee Company of Canada. In addition, *Qualex-Landmark Communities Inc.* takes great pride in the quality of its product and the satisfaction of its homeowners.

If you are not in agreement with the corrective action to be taken or the standards of workmanship, the *Travelers Guarantee Company of Canada* provides a free conciliation service. Further information about this service and the responsibilities of each party is available from the *Travelers Guarantee Company of Canada*.

Once you have taken possession of your home, *Travelers Guarantee Company of Canada* will send you a binder that provides more detailed information about your warranty.
