

DISCLAIMER:

The information provided herein is provided solely for the benefit of the homeowner and believed to be correct, but should be used for guidance purposes only. When information contained in the Homeowner Manual is different from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, that information shall be deemed correct.

October 2003

DOMUS

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Welcome to Domus
[Your egohabitat]

Qualex-Landmark Developments Inc. 1.2

Rafii Architects Inc. 1.3

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QUALEX-LANDMARK DEVELOPMENTS INC.

The Developer of Domus is Qualex-Landmark Developments Inc. What makes Qualex-Landmark Developments Inc. different is their track record of building exceptional buildings. They hire the most talented architects, designers and construction managers available, and tell them to build every home as if their own family will live in it.

Here are some other projects that have been built by the same developer:

- Alda, at 1275 Hamilton St. in Yaletown – 59 residential suites, plus 36,000 square feet of office space. A beautiful building with the look and feel of historic Yaletown
- The Crandall Building, at 1072 Hamilton St. in Yaletown – 32 residential suite & retail. A warehouse conversion in the heart of Yaletown.
- Eighteen Trees, in Burnaby. Peaceful condominiums surrounded by parkland and mature trees.

RAFII ARCHITECTS INC.

Established in 1983, Rafii Architects Inc. is a Vancouver architectural firm offering comprehensive services in architecture, urban design, planning and interior design.

A mid-sized firm consciously structured to provide client-focused consultation within a collaborative approach to each project, their solid reputation is characterized by their proven ability to work with public officials, challenging client programs, while maintaining a timeless and refined design philosophy.

Their extensive portfolio includes many well-received projects throughout the Vancouver area, with particular recognition for their work in high-rise residential and mixed-use projects. Rafii Architects takes particular pride in their client list that includes some of Vancouver's best-respected developers.

In addition to the many awards that their individual team members have received, Rafii Architects has been the recipient of the British Columbia Heritage Award for Sensitive Building Retention (1994), the Canadian Homebuilders Association of British Columbia Silver Georgie Award for the Design Excellence, Best High-Rise Development (1998), the Gold Georgie Award, Best Low-Rise Development (2000), the City of Nanaimo Award for Design, Best Multifamily (2000), and the Canadian Homebuilders "Core" Gold Award, Project of the Year (2001).

INTERTECH CONSTRUCTION MANAGERS LTD.

Intertech Construction Managers Ltd. is a privately owned construction management firm specializing in multi-unit residential construction. Intertech Construction Managers Ltd. serves the marketplace by performing general construction and project management, as well as providing pre-construction value engineering for projects.

Their policy and objective: "Commitment to Client Satisfaction."

For the past 17 years, this quality-conscious firm has maintained a proven track record of successfully completing a substantial number of projects ranging from multi-unit residential developments to high-rise and commercial office buildings. They have constructed some of the most prestigious projects in the Vancouver area including the Bayshore Residences, The Lions on Georgia, the award-winning addition to the Sylvia Hotel, and Kerrisdale's gracious Elm Park Place. Intertech's projects are acclaimed for their uniqueness and merit, and many have been featured in leading local national publications.

Intertech Construction Managers Ltd. has received numerous Georgie awards and was also recognized by the Architectural Institute of British Columbia as recipient of the "Honour Award" for 1998 as the Builder Team Member. These awards attest to Intertech's construction excellence. Intertech Construction Managers Ltd. has also been acknowledged for their continuous quality and consumer satisfaction through "On-Site Magazine", where they were profiled as the Feature Builder. They strongly believe that their company's success lies with its people and their ability and dedication to achieving results.

Intertech Construction Managers Ltd. was proud to provide the construction management service for DOMUS and the Owner, Qualex-Landmark Development Inc.

RANCHO MANAGEMENT SERVICES LTD.

Rancho Management Services (B.C.) Ltd. is a part of the Rancho Group of Real Estate companies. Rancho Management Services Ltd. has been in business for over 35 years and is one the of the larger property management companies in Western Canada. They currently have offices in Winnipeg, Edmonton, Calgary and Vancouver.

At present, Rancho Management Services Ltd. in Vancouver manages a variety of buildings of varying sizes throughout the Lower Mainland. They also have a fully computerized accounting system.

Rancho Management Services Ltd. employs a staff of 6 full time Property Managers and a dedicated support team of accounting and administrative staff. They are committed to delivering excellent service and building positive relationships with our clients, tenants and their trades people.

Location: 701 – 1190 Hornby Street
 Vancouver, BC
 V6Z 2K5

Contacts: Joseph Tsang / Senior Property Manager
 Email: jtsang@ranchogroup.com
 Direct Line: 604-331-4253
 Head Office: 604-684-4508
 Fax: 604-684-1956
 Hours: 8:30 am – 5:00 pm + 24 hr answering service.

DOMUS

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Your New Neighbourhood
[Food & Drink]

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YOUR NEIGHBOURHOOD

You'll have the charm and flavour of historic Yaletown with the connection to the city literally at your doorstep. Moments from your door you'll have the streets of Yaletown to meander along. The cafes and restaurants to enjoy. The shops to indulge yourself in and the convenience of everything you need just steps away. With your secured underground parking – a luxury in Yaletown – will provide quick access in and out of your home to enjoy all the nearby amenities of downtown Vancouver.

Here it is at your fingertips... everything you could ever want to know about your neighbourhood and then some!

EMERGENCY NUMBERS

Fire		911
<i>Non-Emergency</i>		604-665-6000
Police		911
<i>Non-Emergency</i>		604-665-3535
Yaletown Community Policing Centre	1239 Pacific Boulevard	604-899-6250
BC Gas Trouble Calls		604-298-1400
BC Hydro Trouble Calls		604-520-0888

THE BASICS

Banks

Bank of Montreal	595 West Georgia Street	604-665-7265
Bank of Nova Scotia	970 Burrard Street	604-668-2160
CIBC	1025 Davie Street	604-665-1871
Hongkong Bank of Canada	1196 Pacific Boulevard	604-605-8718
Royal Bank	1195 Pacific Boulevard	604-668-8200
TD Canada Trust	1200 Burrard Street	604-654-3572

Dentists

Atlantis Dental Centre	1278 Pacific Boulevard	604-899-0775
Yaletown Dentistry	1050 Hamilton Street	604-801-6669

Drycleaners

Money's Downtown Drycleaners	101 – 1190 Seymour Street	604-684-4241
Yaletown Drycleaning	1235 Pacific Boulevard	604-899-1276

Hospitals

St. Paul's Hospital	1081 Burrard Street	604-682-8793
Vancouver General Hospital	855 West 12 th Avenue	604-875-4111

Insurance

Yaletown Insurance Services	1283 Pacific Boulevard	604-899-0511
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Library

Vancouver Public Library	350 West Georgia Street	604-331-3600
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Postal Outlets

The Food Post	732 Davie Street	604-688-2801
Vancouver Main Postal Outlet	349 West Georgia Street	604-662-5722
Yaletown International News	135 Davie Street	604-974-0321

Travel Agencies

BNW Travel Management Ltd.	300 – 1110 Hamilton Street	604-687-4269
Cruiseship Centres	1175 Pacific Boulevard	604-687-4545
Escape Travel	1059 Mainland Street	604-687-7734

GROCERIES, GOODIES AND GOOD CHEER

Your cupboards are bare and your fridge is empty. Even if you're not a gourmet chef, you can at least stop by these places for the essentials like toothpaste and red wine!

Urban Fare	177 Davie Street	604-975-7550
Choices Market	1202 Richards Street	604-633-2392
Nesters	990 Seymour Street	604-682-3071
Safeway	1641 Davie Street	604-682-8793
7-Eleven Food Stores	1093 Homer Street	604-681-6366
Extra Foods	1650 Davie Street	604-681-4436
Granville Island Market	Granville Island	604-666-5784
Hyrise Produce	1155 Pacific Boulevard	604-605-1155
Liquor Stores	1198 Pacific Boulevard	604-664-0118
	1155 Bute Street	604-660-4569
Marquis Wine Cellar	1034 Davie Street	604-684-0445

RESTAURANTS

Needless to say, there's a great selection of restaurants for a night out!

Allegro Café	1G – 888 Nelson Street	604-683-8485
Brix	1138 Homer Street	604-915-9483
Capone's Restaurant & Live Jazz Bar	1141 Hamilton Street	604-684-7900
Blue Water Café	1095 Hamilton Street	604-688-8078
Cioppino's	1133 Hamilton Street	604-688-7466
Lucy Mae Brown	862 Richards Street	604-899-9199
Glowbal Grill & Satay Bar	1079 Mainland Street	604-602-0835

Elixir's (at Opus Hotel)	322 Davie Street	604-642-6787
Provence Marinaside	1177 Marinaside Crescent	604-681-4144
Hamilton Street Grill	1009 Hamilton Street	604-331-1511
La Terrazza	1088 Cambie Street	604-899-4449
Milestone's Restaurant	1109 Hamilton Street	604-684-9111
Rodney's Oyster House	1228 Hamilton Street	604-609-0080
Section (3)	1039 Mainland Street	604-684-2777
Subeez	891 Homer Street	604-687-6107
Yaletown Brewing Company	1111 Mainland Street	604-681-9111

LIGHTER MEALS AND TASTY TAKEAWAYS

Busy workday got you pressed for time? Well, there's no reason why you can't grab a quick bite on your way to or from the office.

Bella Pizza	1271 Homer Street	604-688-8888
Boulangerie la Parisienne Ltd.	1076 Mainland Street	604-684-2499
Blenz Coffee	338 Helmcken Street	604-609-2768
Roundhouse Pizza	1205 Pacific Boulevard	604-899-1212
Seattle's Best Coffee	1137 Hamilton Street	604-685-6511
Starbucks	1195 Mainland Street	604-662-4030
Steam Rollers	437 Davie Street	604-608-0852
Urban Fare Café	177 Davie Street	604-975-7550
Yopo Café	1122 Homer Street	604-609-9676

NIGHTSPOTS

Mix, mingle and shake it up!

Bar None	1222 Hamilton Street	604-689-7000
Opus Hotel	322 Davie Street	604-642-6787

SPAS, HAIR SALONS AND FITNESS

Drop by and get the Yaletown look and feel.

Oasis Skin Care Studio	1060 Hamilton Street	604-669-0776
Pink Lime Spa	1018 Mainland Street	604-683-7444
Moods Hair Salon	1070 Mainland Street	604-688-1574
Stratosphere Hair Salon	1040 Hamilton Street	604-683-8323
Skoah Spa	1011 Hamilton Street	604-642-0200
Fitness World	1214 Howe Street	604-681-3232

Roundhouse Community Centre	181 Roundhouse Mews	604-713-1800
SweatCo Workout Studio	736 Richards Street	604-683-7938
BodyCo. Fitness	1083 Homer Street	604-601-3400

SPORTS AND ENTERTAINMENT

Now that you're living next door to a hockey superstar and dining at the same restaurants as Shareef does, you'd better support the Canucks and the Grizzlies.

General Motors Place Stadium	150 Pacific Boulevard North	
Canucks		604-899-4625
Grizzlies		604-899-4667
BC Place Stadium	Robson and Pacific	
BC Lions		604-589-7627
Ticket Master	Event Info / Charge By Phone	604-280-4444
Capitol 6 Theatre	820 Granville Street	604-669-6000
Granville Cineplex Odeon	855 Granville Street	604-684-4000
Tinseltown	88 West Pender	604-806-0799
Gone Hollywood Video	120 Davie Street	604-647-6644
Yaletown Video Ltd.	1209 Pacific Avenue	604-899-2184
Inferno Urban Video	1210 Homer Street	604-646-6655

LOCAL CHARITIES AND SERVICE ORGANIZATIONS

Developmental Disabilities	100-3851 Shell Road, Richmond	604-273-4332
Diabetes Collection Program	360-1385 West 8 th Ave	604-732-1125
St. Vincent de Paul	2743 Main Street	604-873-1003
Vancouver SPCA Thrift Store	5239 Victoria Drive	604-321-8144
Vancouver SPCA Thrift Store	3606 West Broadway	604-736-4136

RUBBISH REMOVAL

Trash Terminators	604-732-8376
That's Rubbish	604-261-3867
Bulldog Disposal Recyclers	604-834-2597
1-800 Got Junk	1-800-468-5865
Trash Buster	604-261-6666



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IMPORTANT INFORMATION AND ADDRESSES

Legal and Civic Address

The legal description for **DOMUS** is **Parcel Identifier 025-142-941, Parcel I, Block 85, District Lot 541, Group 1, New Westminster District, Plan LMP 51395.**

The civic address is **1055 Homer Street, Vancouver, BC, V6B 1G3.**

EMERGENCY SERVICES

Should an emergency arise (i.e., a building fire) at any time, or for inquiries about common area concerns, please call:

Resident Manager
Gary Williams
Suite 305 – 1055 Homer Street
Vancouver, BC V6B 1G3
Cell: 604-505-0458

Resident Manager hours will be determined at a later date.

or

Rancho Management Services .
Suite 701, 1190 Hornby Street,
Vancouver, BC V6Z 2K5

Direct: 604-331-4253
Phone: 604-684-4508
Fax: 604-684-1956
Attention: Joseph Tsang

COMMON PROPERTY INSURANCE

The Strata Corporation will carry "All Risk" insurance for the full replacement cost of **DOMUS**, together with Third Party Liability coverage as required under The Condominium Act of BC. Inquiries regarding this common area insurance coverage should be directed to Joseph Tsang at **Rancho Management Services Ltd.**

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. The foregoing type of policy 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.

RANCHO MANAGEMENT SERVICES LTD FORMS

STRATA'S INSURANCE/OWNER'S INSURANCE DOMUS

The Strata Corporation's insurance covers the 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 greater detail.) The Strata is currently covered by Stewarts Insurance Ltd. (Tel: (604) 669-9600). The agent will be glad to answer any questions you have related to the Strata's insurance policy.

Owners should have their own in-suite insurance coverage. The policy is often called "Condominium Owner's Insurance Package," and normally includes personal effects 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, hardwood floors installed by owner/developer or part of the original construction in the strata lot are covered by the Strata's insurance. Hardwood 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.

PRE-AUTHORIZED PAYMENT PLAN FOR STRATA FEES

DOMUS
FAX: (604) 684-1956

**ATTACH VOID
CHEQUE HERE**

Strata Plan: _____
Strata Lot Number. _____
Suite Number.: _____

1. I/We hereby authorize Rancho Management Services (B.C.) Ltd. on behalf of our Strata Corporation to debit my/our account monthly, effective _____ for monthly operating fee(s) of \$ _____ due by the undersigned to the Strata Corporation. I/We agree to pay any increase in fee(s) and special levy fee(s) up to \$1,000.00 as voted upon and passed by the general membership of the Strata Corporation.

I/We acknowledge that any maintenance fee increase will be retroactive to the start of the Strata Corporation's fiscal year.

2. The account that Rancho Management Services (B.C.) Ltd. is authorized to draw upon is indicated below. A specimen cheque has been marked "VOID" and attached to this authorization. If your account does not provide cheques, please have your bank fill out the information below to ensure the account is coded correctly and will allow pre-authorized payment.

Surname, First Name

Address of Strata Lot

Mailing Address (if different than property address)

Phone

Name of Financial Institution

Branch

Account No.

3. I/We undertake to inform Rancho Management Services (B.C.) Ltd. of any change in the account or address information provided in this authorization within fifteen (15) days after the change occurs. If the account is transferred to another financial institution, this authorization becomes null and void on the date of the transfer and it will be necessary to provide a new authorization to Rancho Management Services (B.C.) Ltd.
4. This authorization may be cancelled at any time upon written notice to Rancho Management Services (B.C.) Ltd.
5. I/We acknowledge that delivery of this authorization to Rancho Management Services (B.C.) Ltd. constitutes delivery by me/us to the above financial institution.

6. I/We warrant that all persons whose signatures are required to sign on this account have signed this agreement below.

PLEASE NOTE THAT THIS FORM MUST BE RECEIVED BY RANCHO MANEGEMENT SERVICES LTD NO LATER THAN THE 20TH OF THE MONTH PRIOR TO THE MONTH THE P.A.P. IS TO COMMENCE
(ie. to be on the Pre-Authorized Payment Plan for the month of June, the form must be in our office prior to the 20th of May. Forms received after the 20th of the current month (ie. May) will be processed but your first payment will not come out of your account until July 1st).
As this system is set up in conjunction with the bank, and processing time is required, **THERE ARE NO EXCEPTIONS TO THE ABOVE PROCEDURE.**

Date: _____ Signature: _____ Signature: _____

EMERGENCY FORM

DOMUS

The following information is confidential and for the purpose of contacting you or your relatives in the event of an emergency. This information is held in the strictest of confidence and will not be released to anyone without your permission.

Strata Corporation: **"DOMUS"**

Suite Number:

Strata Lot Number #:

Registered Owner (s) full name (s)

Telephone Number: (h)_____ (b)_____ other_____ (cell/pager - please specify)

Non resident owner address and phone number (if unit is rented to a tenant or you are an absentee Landlord):

Name, Address and Telephone number of a local contact or relative in the event of an emergency in your suite:

If your contact or relative is not available, will you allow access to your suite via the Management Company or Concierge? (please check appropriate line)

Yes_____

No_____

Access code for security system (optional)_____

*** Please complete and return as soon as possible to:** Rancho Management Services Ltd.
#701-1190 Hornby Street,
Vancouver, B.C., V6Z 2K5
Fax: (604) 684-1956

STRATA PROPERTY ACT – FORM K

**DOMUS
NOTICE OF TENANT’S RESPONSIBILITIES**

(Section 146)

Re: Strata Plan *[the registration number of the strata plan]* _____ or *[legal description of development]* _____

Street Address of Strata
Lot

Name(s) of tenant(s)

Tenancy commencing

[month, day, year] _____

IMPORTANT NOTICE TO TENANTS:

- 1 Under the *Strata Property Act*, a tenant in a strata corporation must comply with the bylaws and rules of the strata corporation that are in force from time to time (current bylaws and rules attached).
- 2 The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant **must** comply with the changed bylaws and rules.
- 3 If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Date: *[month, day, year]*.

Signature of Landlord, or agent of Landlord:

Address of Landlord, or agent of Landlord:

Signature of Tenant

Signature of Tenant

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 you move. Please be aware that you are responsible for hydro in your new home from the date of possession. Call 525-3060.
Telus	Call 1-888-811-2323. 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.
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.
Bank / RRSPs	Contact customer service at your bank and/or financial institution to notify them of your change of address for all your accounts. It is also important to order new cheques.
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. All offices are open Monday to Friday from 8:30 a.m. to 4:30 p.m. (except for the Metrotown and Coquitlam Centre Expressways which offer extended hours and are also open on Saturdays).
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	Call 604-736-2281 for The Vancouver Sun or Province. Call 604-687-4463 for The Globe and Mail. Call 604-689-7678 for The National Post.

Magazines

Contact all of your magazine subscriptions to notify them of your change of address.

Shaw Cable

Call Shaw Cable at 604-629-8888 to change your service. There is a flat fee payable to activate or install new outlets.

Internet Service

Domus is pre-wired for high speed internet access. Contact your provider of choice, Shaw Cable at 604-629-3000 or Telus at 604-310-4638 to change or activate your internet service.

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 or any other problems to Rancho Management Services Ltd.

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Emergency Preparedness *[911]*

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EMERGENCY NUMBERS

In case of an emergency, please dial the numbers as follows:

VANCOUVER POLICE	911
Non-Emergency	604-717-3321
Yaletown Community Police	604-899-6250
AMBULANCE	911
Non-Emergency	604-872-5151
FIRE DEPARTMENT	911
Non-Emergency	604-665-6000
BC HYDRO	604-520-0888
BC GAS	604-298-1400
POISON CONTROL CENTRE	604-682-5050

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: 1055 Homer Street, Vancouver

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. This could also be used as a time to practice the drill.

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

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

Pay attention to children and others requiring assistance. They may panic or become 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 on **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 and oven area clean and the area around them clear.

Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).

If an appliance has a worn or frayed cord, don't use it unless under supervision. 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

Building Fire Protection Equipment

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

Smoke Detectors

These devices have been installed throughout the building. Each home has one installed in their suite. These alarms are electrically operated. There is no battery. They're wired directly to your electrical panel.

Occasionally, verify that the alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. It's visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high-pitched squeal will be audible.

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 160C. This is a closed system, independent of the domestic water supply to your home. There is a constant pressure on the system. Should the pressure fall, 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 strata lot but to other strata lots in the building. In the event that you see a problem with the sprinkler system in your suite, DO NOT touch it, 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, a high-pitched squeal, vacate the building immediately. Follow the fire safety routes located at the elevators.

SEISMIC EMERGENCIES

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

For more information on earthquake preparedness, call the Provincial Emergency Program in Victoria at 250-952-4913 or check out their website at: www.pep.bc.ca

PLANNING STRATEGIES

Develop a family emergency plan and practice it regularly.

Identify an out-of-area phone contact person to call and check in with.

Choose a couple of family meeting places; pick easy to identify, open and accessible places that you can likely walk to.

Prepare to be self sufficient for a minimum of three days.

Assemble an emergency supply kit; include food, water, prescription medications and first aid supplies, a battery operated radio, flashlight, extra batteries, shelter, clothing, sturdy shoes and personal toiletries.

Assemble similar emergency kits for your workplace and vehicle.

Take an approved first aid course.

Quakeproof your house by securing heavy furniture and objects.

Learn how to shut off gas, water and electricity.

DURING AN EARTHQUAKE

Remain calm! The shaking usually lasts no longer than a minute.

If inside, stay inside.

“DUCK, COVER, and HOLD!” Duck under sturdy furniture. Cover as much of your head and torso as you can. Hold onto the furniture. If you cannot get under sturdy furniture, move to an inside wall or archway and sit with your back to the wall, bring your knees to your chest and cover your head.

Stay away from mirrors and windows.

Do not exit the building during the shaking.

If outdoors, move to an open area away from all structures, especially buildings, bridges, and overhead power lines.

If driving, stop in an open area away from all structures especially bridges, overpasses, tunnels, and overhead power lines. Stay as low as possible inside the vehicle.

AFTER AN EARTHQUAKE

STAY CALM! Count to 60 to allow time for objects to fall before moving.

Move cautiously, and check for unstable objects and other hazards above and around you.

Check yourself for injuries.

Help those around you and provide first aid, if you are qualified.

Hang up all phones. Only use phones (including cell phones) if a life is at stake.

Inspect gas, water and electric lines. If there are leaks or if there is any doubt about leaks, shut off mains; evacuate immediately if you hear or smell gas and can't shut it off. Report leaks to the authorities.

Anticipate aftershocks, especially if the shaking lasted longer than two minutes.

Stay out of damaged buildings.

Listen to the radio or watch local TV for emergency information and additional safety instructions.

DOMUS

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5

Things Everyone Wants to Know *[Domus 101]*

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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.

CAN I BARBEQUE AT DOMUS?

Yes. You may have a barbeque, subject to the Strata Corporation's bylaws.

HOW DO I ACCESS THE BUILDING?

There are two lobby entrances for Domus. The main entrance is on Homer Street and the west lobby can be accessed from the lane off either Helmcken Street or Nelson Street. Residents can access both lobbies using their fob. Visitors must use the enterphone system before they can enter the building.

Use caution when entering the building, ensuring that nobody has followed you.

HOW DOES THE ENTERPHONE SYSTEM WORK?

The door entry system operates with your existing telephone. Your guest simply dials your code number and selects your name by scrolling through the electronic directory 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" while online; you can open the main door by dialing the digit "9" or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous call to 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 DO I DISPOSE OF GARBAGE?

There is a refuse room located on the parking entrance off the lobby level, where residents may take recyclable and non-recyclable household refuse.

All garbage must be bagged and securely tied. The building management will arrange for refuse to be collected on a regular basis.

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.

Vancouver residents can drop off spring mattresses and box springs free of charge at the Vancouver landfill. Mattresses dropped at the Landfill are stripped and the metal springs are recycled. Residents may also drop off mattresses at the Vancouver Transfer Station at 377 West Kent Ave North; however, these mattresses are considered garbage items and a dumping fee will apply. Call 604-323-7737.

The following appliances may be dropped off free of charge at the Vancouver Landfill or at the Main Recycling Depot (377 West Kent Avenue North): refrigerators, freezers, stoves, dishwashers, washers, dryers and microwaves. The City will accept up to 3 appliances per day per hauler. Please note that customers are responsible for off-loading items brought to the Landfill and Transfer Station. There are no available staff to assist.

Customers wanting to have their old appliance or mattress picked up should consult the yellow pages under "Rubbish Removal" or contact one of the local Charity or Service Organizations. See the numbers of local Charities in section two. A few of these organizations will pick up used mattresses/box springs and appliance provided they are in good condition.

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. To find out where you can safely dispose of these materials contact the Recycling Council of BC Hotline at 604-732-9253.

WHAT ARE ALL THESE KEYS FOR?

You will receive 2 sets of keys for your home and common area and one key for your mailbox. You will also receive 2 fobs, which provide access to the building, gym and the parkade. The building lounge is accessed by your common area key.

When ownership of the Strata Lot 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 Resident Manager, Gary Williams or the Property Management Company. You will be assessed 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 Form K must be signed by your tenant and forwarded to the Property Manager. You may obtain a form K 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?

For Suites 300 through to PH260, the mailing address for Domus is:

1055 Homer Street, Vancouver, BC V6B 1G3

For the Townhomes, the mailing address is your townhome number.

Ensure that you include your suite number on all accounts and correspondence.

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 \$32.00. This service can be extended for an additional charge. See your local post office for details on the relocation services.

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

TO WHOM DO I PAY MY STRATA FEES?

Each resident is required to pay strata fees on the first of each month and is payable to **BCS528**. The Strata Corporation handles the administration of strata fees. For more information, refer to Section Three.

WHAT ARE THE MOVE-IN PROCEDURES?

You must make advance bookings for the elevator before moving. If you or your tenants are moving into DOMUS, you must contact Rancho Management Services Ltd's office to make a PRIOR appointment. No move-ins will be permitted without an appointment. And, it is your responsibility to ensure that the Manager installs elevator moving pads.

Resident(s) who show up without an appointment will be re-fused access to the elevator as it will be booked off for other appointments. Please note that the hours of moving are from 8:00 a.m. to 8:00 p.m. and each strata lot will be allotted a 3 hour time period.

HOW DOES THE BUILDING SECURITY SYSTEM WORK?

Domus owners are able to control and monitor who enters the premises. Movement into the Homer, West lobbies and parking area is by your permission only. Fobs are programmed by the Property Manager to permit access to your floor only.

HOW DO I GAIN ACCESS TO THE GYM AND LOUNGE?

The Gym and Lounge are located on the 2nd floor, you will need your fob to gain access to the gym and your common area key to gain access to the lounge. The gym will be accessible from 6:00 am to midnight daily, please note that the Strata Corporation may change these hours at a future date. The hours of operation for the Lounge will be determined by the Strata Corporation after the AGM.

HOW DO WE BOOK THE GUEST SUITE OR THE LOUNGE?

You will need to contact the Resident Manager, Gary Williams at 604-505-0458 in order to book the Lounge or the Guest Suite. The guest suite has been furnished but you will be required to supply your own linens. The cost and booking dates for the guest suite will be finalised after the first AGM of the Strata.

ARE PETS ALLOWED IN THE BUILDING?

Yes, pets are allowed in Domus, although the strata may have a restriction on the number and size of your pet.

HOW DO I ACCESS THE UNDERGROUND PARKING?

The entrance to the underground parking is located off the lane under the commercial building located to the south of Domus.

HOW MANY PARKING STALLS ARE DESIGNATED FOR VISITORS?

There are a total of five (5) visitor parking stalls located on two levels. The assigned parking stalls for P0 are 16, 17, 18, 19 and a handicap stall located on P1, stall 90. The Strata Corporation will set a procedural policy at the A.G.M. regarding visitor parking.

WHAT ABOUT MY BICYCLE?

There are two unassigned bike storage areas which contain bike racks. They are located on the P0 level in Rooms #2 & #3.

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6 Condominium Living *[Neighbours]*

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CONDOMINIUM LIVING

PROPERTY DESIGNATION

Common Property

Common Property is defined as that area of **DOMUS** that all homeowners have access to. It is, generally, 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 **DOMUS**, 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, may be the exception and remain the responsibility of the homeowner.

STRATA CORPORATION

Organization

The Strata Corporation is the body made up of all the owners at **DOMUS**. 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 **DOMUS** 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 Developments Inc.** as the developer has appointed **Rancho Management Services Ltd.** as the Property Manager. They will call the first meeting of the Strata Corporation, being the first Annual General Meeting, sometime in the coming months when one of two conditions is met: either the building is 50% in possession of homeowners or nine (9) months has elapsed from substantial completion of the building. Until that time, **Qualex-Landmark Developments Inc.** will act as the Strata Council with the assistance of **Rancho Management Services Ltd.**

Maintenance Fees

As you are aware, part of 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 each and every month, in advance, to the Strata Corporation so that they in turn can pay all the bills relating to the operation of **DOMUS**. The fees are usually paid by post-dated cheque and are made payable to the strata plan, care of your property management company. When submitting any payment, ensure that the Strata Plan Number, unit number and the strata lot number are clearly identified on the back of your cheque so that it's credited to the correct account. You will be receiving an information package from Rancho Management Services Ltd. 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 **DOMUS** 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 **DOMUS**.

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 or a 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 of 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 **DOMUS** 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 (footfall).

COMMON AREA FINISHES

BUILDING SECURITY

Cobra Intergrated Systems and *Qualex-Landmark Developments Inc.* have worked together to bring **DOMUS** 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 lobby, elevator, parkade door and 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 finding it or trying to use it.

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 their key fobs. By simply showing the touch key (keyfob) at the card reader locations within 2" to 3", 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 10th floor, you can't access the 15th floor and vice versa. The lobby is always accessible from the elevator; therefore your visitors don't need to be walked out of the building when they leave.

* Floor 2, 3, 4 are open to everyone in order to gain access to storage, Resident Manager and the guest suite.

SECURAVOICE 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. The images are transmitted through the Cablevision Distribution System onto each suite TV on Channel 59.

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 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 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" while online; you can open the main door by dialing the digit "9" or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous call to 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.

CAULKING

Caulking is used in various locations on the exterior of the building. In some cases, it's used for aesthetic reasons, however, its main purpose is to prevent water from penetrating the building envelope. Should the caulking show signs of shrinkage and/or gaps, **it should be reported to the Strata Council.**

DECK DRAINS AND SCUPPERS

Scuppers... they 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. This will not be covered under our Building Envelope Warranty.

CONCRETE

Concrete is susceptible to shrinkage if it dries. Hairline cracks will appear – this is normal. If the crack is more than 3 mm, please notify your Property Manager or a Strata Council member of your concern. We'll review the crack with them.

De-icing chemicals can damage the concrete and cause it to spall (pieces of the surface lift off). This will void the warranties. Other alternatives should be found for problem areas. Some types of fertilizers or sand may be used.

MASONRY

Efflorescence is whitish powder-like substance that may appear on the surface of concrete and clay products (i.e., bricks). It doesn't affect the integrity or the performance of the product.

As the concrete product dries some of the calcium oxide will convert to calcium hydroxide. This is soluble in water and will migrate to the surface. On the surface, a chemical reaction occurs between the calcium hydroxide, water and carbon dioxide from the air to form water insoluble calcium carbonate (efflorescence). A chemical reaction will continue to occur between the calcium carbonate, water and carbon dioxide to form water soluble calcium bicarbonate. In most cases, the efflorescence can be removed with a brush. If there is a residue that remains, a product called "Mineral Spirits", available at stone suppliers, will aid in the removal.

BALCONIES and TERRACES

Homeowners are responsible for keeping balcony areas swept and clear of debris.

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

<u>Imperial</u>	<u>Metric</u>	<u>Item</u>
3 quarts	3.3L	Warm Water
1 quart	1.1L	Liquid Bleach
2/3 Cup	150 ml	Trisodium Phosphate (T.S.P.)
2/3 Cup	150 ml	Liquid detergent (Phosphate free)

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.

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Mechanical Equipment

[How does this work?]

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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 and plugs, or a specific outlet.

Always remember to turn off the appropriate breaker when attempting any wiring hookups.

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 labeling 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 steps 5 and 6.

Smoke Detectors

Smoke detectors are provided in accordance with the Building Codes. They are electrically operated, not battery. 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, we recommend that you store your appliance manuals in the plastic inserts provided in Section Fourteen.

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.

- Gas shut-off valve is located the kitchen drawer.
- Main plumbing shut-off valve located behind panel in storage 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.

NATURAL GAS

Your home is equipped with one natural gas appliance. Only qualified technicians should make adjustments to this device. Familiarize yourself with the operation of the appliance prior to using.

Gas Cooktop

For the safe use and daily maintenance of your gas appliance, it is important to read and understand the instruction manual carefully.

Occasionally check the air inlet for dust and other foreign matter. A dusty air inlet can cause incomplete combustion.

If you notice offensive odor contact BC Gas at 1-800-663-9911.

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.

Design

DOMUS is designed to provide flexible climate controls to each home. For common areas such as halls and lobbies, there is a central air supply that also provides heat when required. In addition, there are also some small area-specific heaters. All other environmental systems are controlled by individual owners and service only their homes.

Construction

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 in many other ways, we have all come to learn that a tightly sealed building does 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.

WHAT AFFECTS THE TEMPERATURE IN THE HOME

Electric Heating

Electric baseboard heaters are typically placed below a window along a wall. They suck cold air off the floor and push it through the room, creating circulating airflow and eventually warming up the cold air.

Electric heat has a thermostat in each room to control the temperature. The thermostats use a heat-sensitive metal to react to the temperature change. When there is sufficient change in temperature, the thermostat will turn the heat on or off.

Humidity

The greater the difference between indoor and outdoor temperature, the more readily condensation will occur. Therefore, as the outside temperature drops, it becomes increasingly important to control the level of humidity inside.

Located either in your laundry or hall closet, there is a device which automatically controls the bathroom fan. By turning the dial, you can determine the relative humidity inside your home. As this device uses the bathroom fan exclusively, you may want to leave the bathroom door open to enable the system to work at its best. The manual switch in the bathroom also controls the same fan.

If there's a humidity build-up inside your home (condensation on windows and a general dampness), open windows at either end of the home for 5 to 10 minutes each day until the problem is resolved.

Exterior Walls and Windows

Cold radiates through exterior insulated walls and windows. This makes the walls and windows feel cold to the touch. It also has a cooling effect on warm interior air as cold air mixes with the interior air.

Convection

Typically, warm air migrates to the highest point in the room. It begins to lose some of its heat as cold radiating from the outside mixes and cools the interior air. As the warm interior air loses heat and is cooled, it begins to move downward (cold air is heavier than warm air). This downward motion will create a "draught" of cooler air at exterior windows and walls.

SECURITY

Palladin Security has done the pre-wiring of the alarm system in your home and would be pleased to discuss your security requirements with you.

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Care & Maintenance of Finishes & Hardware *[Keeping it Beautiful]*

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CARE AND MAINTENANCE

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

Countertops

Your Kitchen countertops are made of either Granite or Granerex, depending on the choice you made. The Granerex is susceptible to staining and care should be given when placing products on your countertops. While the black honed granite requires special care because it is a natural porous material and is especially susceptible to staining. We strongly recommend that you quickly wipe spills of acidic liquids such as wine, lemon juice, vinegar and chemicals products. Flush immediately with water.

Your Bathroom countertops are made of marble. Marble is very porous and extremely susceptible to staining. We strongly recommend that you wipe up spills with soap and water.

Please note that the builder is not responsible for staining of Granite, Marble, Granerex and butcher block countertops.

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. As well, do not stand, kneel or sit on countertops.

Kitchen Island Butcher Block (Maple)

The beauty and longevity of your Maple Butcher Block is determined by care. There are two options for finishing your butcher block; Oil or Varnique. If you wish to use your butcher block as a cutting surface, penetrating oil is the finish you should purchase. If, after heavy usage, you wish to remove cut marks, just sand off the top and re-oil. Varnique is a beautiful semi-gloss finish which is virtually maintenance free, cleans up easily with mild soap and water. Cuts into the finish should be resealed immediately to prevent the exposed wood from absorbing moisture.

Cabinets

Your kitchen and Bathroom cabinets are made of oak, a natural wood product. Wipe down with a damp soft cloth for easy cleaning. For grease spots, mix in a small amount of vinegar with the water.

Avoid:

Using abrasive cleaners.

Ceramic Shower Tiles

Should be wiped down after each shower. Sealing of the grout is your decision and responsibility. You may wish to apply a grout sealer to help prevent mold and mildew. Another alternative is to wax the entire surface of the tile and grout with Gel Gloss. Both products 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.

Hardwood Flooring

The hardwood in your home must be protected against heavy lead points and sharp objects, including high heel shoes and untrimmed animal claws. Indentations from heavy furniture will occur. Preventative maintenance is required to maintain the beauty of your floor.

Vacuum your floor using a brush attachment. Regular cleaning and mopping with a slightly damp mop will prevent damage caused by the accumulation of sand and dirt. Walking on dirty floors is the fastest way to damage a finish.

We recommend:

Use entrance mats at all exterior doors, both inside and outside. Please note that some rubber-backed mats will stain hardwood.

Placing felt pads on the bottom of all chairs and tables to help protect the floor from scratching.

Protect floors from plant water by setting saucers and cork mats under houseplants.

Picking up heavy furniture when moving it to prevent scratches.
Scuff marks can be removed by rubbing with a damp soft cloth.

Avoid:

Cleaning your floors with water or soap
Using cleaners that require mixing with water
Using sheet vinyl or tile floor care products on wood floors
Using detergents, solvent-based cleansers or furniture/dust spray
Waxing your floors

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

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to 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 won't 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 enclosure 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 strata owner to remind the Strata 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. Operational manuals are provided for your appliances. Read all instruction literature carefully and mail any postcards necessary to record warranties. Follow the appliance operating procedures recommended by the manufacturer. If difficulties arise, please contact local service agents.

Dishwasher (Bosch)

Load properly following manual suggestions. Use only 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 (G.E. Bottom Freezer)

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. Do not wash any removable parts in a dishwasher. Always unplug the electrical power cord from the wall outlet before cleaning.

Gas Cooktop (Bosch)

Gas stoves need to have spills cleaned as soon as they occur to prevent clogging the gas jets. This includes the oven. Gas stove tops lift off completely to make cleaning easier. 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 cooktop.

In the event of abnormal noise, excessive flame, or abnormal overheating of your gas appliance, immediately stop using the appliance and consult the appliance manual.

If you notice offensive odor contact BC Gas at 1-800-663-9911.

Range (Bosch)

The Bosch electric line of ovens feature a pyrolytic self-cleaning function that eliminates the difficult and time consuming cleaning procedure. Before using Self Clean be sure to remove the racks, please refer to the manual for full instructions. Never use metallic scouring pads, brushes, abrasive cleaners or strong alkaline solutions on the stainless steel surface. Use warm water and soap to clean the outside of the range.

Hood Fan

For best results, start the rangehood 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 (G.E. Spacemaker)

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 of the importance to cleaning the dryer lint traps after every use. Failure to do so may create a fire hazard.

It is the responsibility of the strata owner to clean the dryer vent on a regular basis.

ALARAM SYSTEM (if installed)

Please familiarize yourself with the alarm system operations by reviewing the operational manual. Periodic testing may be recommended.

LANDSCAPING

(This section only applies to the Townhomes, Penthouses & Suite 300, 310, 403, and 404.)

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

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

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

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Colour Scheme and Trade Lists

[What's what and who's who]

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FINISHES AND COLOUR SPECIFICATIONS

Interior Paint Colours

Wall Paint	Benjamin Moore, Type Latex Eggshell Colour Name: #OC-30 "Gray Mist"
Trim Paint, baseboards, & doors	Benjamin Moore, Type Alkyd - Pearl Colour Name: #OC-130 "Cloud White"
Ceiling Paint except bathrooms	Benjamin Moore, Type Latex Flat Colour Name: #OC-130 "Cloud White"

TRADE LISTS

We're pleased to provide our list of trades with their phone and fax numbers. Please contact them directly with questions regarding their product.

Description	Company	Contact	Phone	Fax
Builder	Intertech Construction Managers Ltd.	Mike McDonough	604-685-0111	604-685-0112

Description	Subtrade	Contact	Phone	Fax
Millwork	Artsy Contracting	Arion	604-327-5911	604-327-5979
Window Washing	Atlas Anchor Systems	Bryan Robinson	604-572-3210	604-597-3136
Cabinets	Benson Industries Ltd	Paul Benson	604-266-4700	604-266-9797
Granite Tops	C&S Tile	Jamie	604-435-4431	604-437-7687
Appliances	Camco (General Electric)	Corry Viersen	604-940-8875	604-940-8850
Drywall	Centura Systems	Akbar	604-522-4980	604-522-1604
Painting	Contrada Enterprises Ltd	Guido Urciuoli	604-876-4095	604-872-5904
Railings	East & West Aluminum Craft	Paul Zen	604-438-6261	604-438-4021
Signage	EEC Industries Ltd.	Rick Way	604-986-5633	604-986-2999
Fireplaces	Fire Places Unlimited	Gord or Dan Binzer	604-599-4333	604-599-1140
Shower Doors	Good & Quick Glass Co. Ltd	David Mak	604-273-1735	604-273-1736
Mirrors	Good & Quick Glass Co. Ltd	David Mak	604-273-1735	604-273-1736
Carpet & Hardwood	J.W. Building Consultants Ltd	Jim Widdlefield	604-530-8299	604-530-8329
Steel	JP Metal Master	Jean Paul	604-465-8933	604-465-8385
Reinforcing	Lower Mainland Steel Ltd	Ivan / Ron	604-598-9930	604-598-9931
Excavation	Matoon Excavating Ltd.	Adam Heath	604-530-1402	604-534-1900
Doors & Hardware	McGregor & Thompson	Robert Rule	604-253-8252	604-253-4260
Electrical	Mott Electrical Ltd	Les Elliott	604-522-5757	604-524-3531
Safety Plan	National Fire Protection	Sonia Barnett	604-232-3470	604-232-3456
Tile, Marble & Granite	C&S Ceramic	Jamie	604-435-4431	
Concrete	Ocean Construction Supplies	Rodney Hicks	604-261-2211	604-261-7537
Masonry	Olympic Construction Ltd		604-931-3100	604-931-2101
Organize Doors	Organized Cabinets & Closets	David Koeplin	604-929-0649	604-929-0659
Overhead Doors	Overhead Door Co of Vanc	Dennis Keeling	604-420-4411	604-420-5749
Mechanical	Phase Mechanical	Trevor	604-538-0562	604-538-0582
Storefront	Prestige Glass Ltd	Miles Fenske	604-464-5015	604-464-4617
Windows	Starline Windows Ltd	Ed Stock	604-882-5100	604-882-5102
Landscaping	T. Moscone & Bros.	Sandy Mascone	604-298-9626	604-298-2900
Elevators	Thyssenkrupp Elevator Ltd	Paul Baker	604-294-2209	604-294-2237
Appliances	Trall Appliances Ltd	Adam Kossak	604-461-1598	604-461-1740
Waterproofing, Flashing	Villa Roofing & Sheet Metal	Arman Imani	604-261-2441	604-261-6636
Traffic Deck Coating	Villa Roofing & Sheet Metal	Arman Imani	604-261-2441	604-261-6636

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10 **Warranty Information** *[Who do I call to fix this?]*

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THE FIRST TWO YEARS IN YOUR NEW HOME

Your new home at **DOMUS** is complete and ready for your occupancy. However, during the first two years, there may be some minor adjustments that need to be taken care of.

Why is maintenance required?

No home is maintenance free. All building components have a design service life. The life of a component is affected by the environmental conditions it exists in, and by installation, operating and maintenance procedures. As a result, all components of a building require regular inspections and scheduled maintenance to maximize their performance and durability, thus maximizing their service life.

Throughout the first year, the building will generally experience some settlement/shrinkage of the building component which normally results in minor cracking in the drywall, ceramic tiles or other cosmetic flaws. Floor squeaks may also occur and doors may rub against their frames. It is a good idea to deal with these items towards the end of the first year of occupancy for the individual unit and the 15-month allowance period for the Common Property to allow for the majority of the settlement to occur.

For the first two years, your new home is covered by our comprehensive two-year warranty as set out in your New Home Warranty policy and is supported by St. Paul Guarantee Insurance Company. Individual unit owner concerns pertaining to the interior of their residences are the responsibility of each individual owner(s). Regarding warranty issues, the owner follows a similar procedure by forwarding any concerns in writing to, **Intertech Construction Managers Ltd** directly, and copy Qualex-Landmark Developments Inc.

Construction Inspection

In addition to our own quality control inspections, architects, city inspectors and other consultants have inspected the building throughout the construction process to ensure that all work has been completed with care and according to specifications.

Pre-Occupancy Inspection

You and a representative of **Intertech Construction Managers Ltd** will have carried out your pre-occupancy home inspection. At this time, any items needing repair would have been identified and listed on the Pre-Occupancy Inspection Form and signed by both parties. These items will be rectified before or after your move-in date.

Should the work not be completed prior to your move-in date, we ask your assistance in granting us access to your suite when the appropriate tradespeople are available on site to carry out the work. Some jobs may take longer than others to complete, so your patience is requested. Materials may have to be ordered or the subcontractors may need to schedule a number of jobs at the same time.

Two-Year Service Request

Towards the end of the second year of your Two-Year Workmanship and Materials Warranty, as set out in your warranty coverage, we request that you document any concerns you may have **in writing** and forward them to our contractor, **Intertech Construction Managers Ltd.** by mail and forward a copy to **Qualex-Landmark Developments Inc.** Please use one of the Service Request Forms provided at the back of this section. A representative of our contractor, **Intertech Construction Managers Ltd.** will review your concerns with you during regular business hours and arrange to have repairs or adjustments made as required under the terms of the Residential Warranty package provided by St. Paul's (formerly London Guarantee).

Emergencies

For a **Building Emergency** or an **In-suite Emergency**, please contact your Property Manager as noted in Section Three.

Unless service is of an emergency nature, please do not give service requests to Construction Personnel. These requests may go astray, and we will be better able to service your request if all service requests are made **in writing and mailed directly** to the business address of our contractor, **Intertech Construction Ltd.** Please send a copy to **Qualex-Landmark Developments Inc.** This will enable us to follow-up to your requests in a timely manner.

WARRANTY INFORMATION

Defects – Latent

This is a defect in the construction of the residential unit that, with prudent and reasonable inspection, was not revealed at the time of possession or has occurred after the occupancy (i.e., a door binding).

Defects – Patent

This is a defect in the construction of the residential unit that was, at the date of possession, plainly visible or that could have been discovered by prudent and reasonable inspection, but excludes items disclosed on the Pre-Occupancy Inspection Certificate. There are no warranties that cover this type of defect. An example of this type of defect is a broken window.

Items not considered as defects in workmanship or materials

Defects in materials, appliances, design and workmanship supplied by the Purchaser;

Normal cracks in plaster, paint, drywall, masonry, walls and concrete;

Normal shrinkage or warping of materials;

Defects arising from normal wear and tear or improper or inadequate maintenance by the Purchaser including damage caused by or resulting from, dampness or condensation due to failure of the Purchaser to maintain adequate heat and/or ventilation;

Defects in workmanship or materials in alterations made by the Purchaser, and defects in workmanship or materials supplied by the Builder arising from such alterations made by the Purchaser;

Patent defects or other surface imperfections in workmanship and materials not noted on the Pre-Occupancy Inspection. These defects, if found, should be identified and noted with ***Intertech Construction Managers Ltd.*** at the time of the pre-occupancy inspection or possession.

Concrete Pavers

For those suites that have concrete pavers on their patios some localized settlement may occur due to compaction. Concrete pavers are installed on a bed of coarse sand or fine gravel. Should some areas settle excessively, lift out the pavers in the low area and add sand to level the area out. Suitable materials for this repair can be purchased in bag form from most home supply centers.

WARRANTY COVERAGE

Materials & Labour Warranty

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

Building Envelope Warranty – Five (5) Years

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

Structural Defects Warranty – Ten (10) Years

Coverage for Structural Defects for up to ten years for:

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

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

YOUR ROLE

Your role during the first two years 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.
2. It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the second 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 de-humidistat, 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 Developments 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 **St. Paul Guarantee Insurance Company**.

CLASSIFICATION OF PROBLEMS

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 Two-year Inspection. Below are examples of each type of problem and the appropriate response.

Building Emergencies

Call: Your Property Manager, Joseph Tsang of **Rancho Management Services**, or the designated Strata Council Member.

A building emergency is a problem that will affect the well being of your fellow neighbors 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; or
Problems with ENTRANCE SYSTEMS (i.e. front or garage doors that are not functioning).

Items Needing Attention

To request **warranty** work, please use the form provided at the end of this section and mail your written service request directly to our contractor, **Intertech Construction Managers Ltd**. Please send a copy to **Qualex-Landmark Developments Inc**.

Items coming under this category are those that pose a safety hazard or which, left unattended until the two-year inspection will do greater harm to the building. In our experience, these items are rare, but might include such things as:

Loose railings and other safety concerns;
Malfunctioning plumbing;
Electrical problems, including inadequate heat or environmental control;
Water seepage visible as damp areas on surfaces such as exterior walls;
Window seal failure (the space inside the sealed glass becomes foggy);
Window cracks not due to accidents;
Exterior or entry doors and windows that no longer fit or function properly; or
Cracked or broken tiles in the shower, not due to accidents.

Items For Your Two-Year Inspection

Over the course of the first two years 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. 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.

For the purpose of recording these items, **Qualex-Landmark Developments Inc.** is providing Service Request Forms for your convenience. Using this form, you can note each item for review, giving appropriate details and date. Please mail these forms to our contractor, **Intertech Construction Managers Ltd.** and send a copy to **Qualex-Landmark Developments Inc.** Having a written record is important.

Please understand that, at the end of the first two years, 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 and the **St. Paul Guarantee Insurance Company**. In addition, **Qualex-Landmark Developments 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 **St. Paul Guarantee Insurance Company** provides a free conciliation service. Further information about this service and the responsibilities of each party is available from the **St. Paul Guarantee Insurance Company**.

Please refer to the information from **St. Paul Guarantee Insurance Company** at the end of this section for more information. Once you have taken possession of your home, **St. Paul Guarantee Insurance Company** will send you a binder that provides more detailed information about your warranty.

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[Finding it Fast]

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