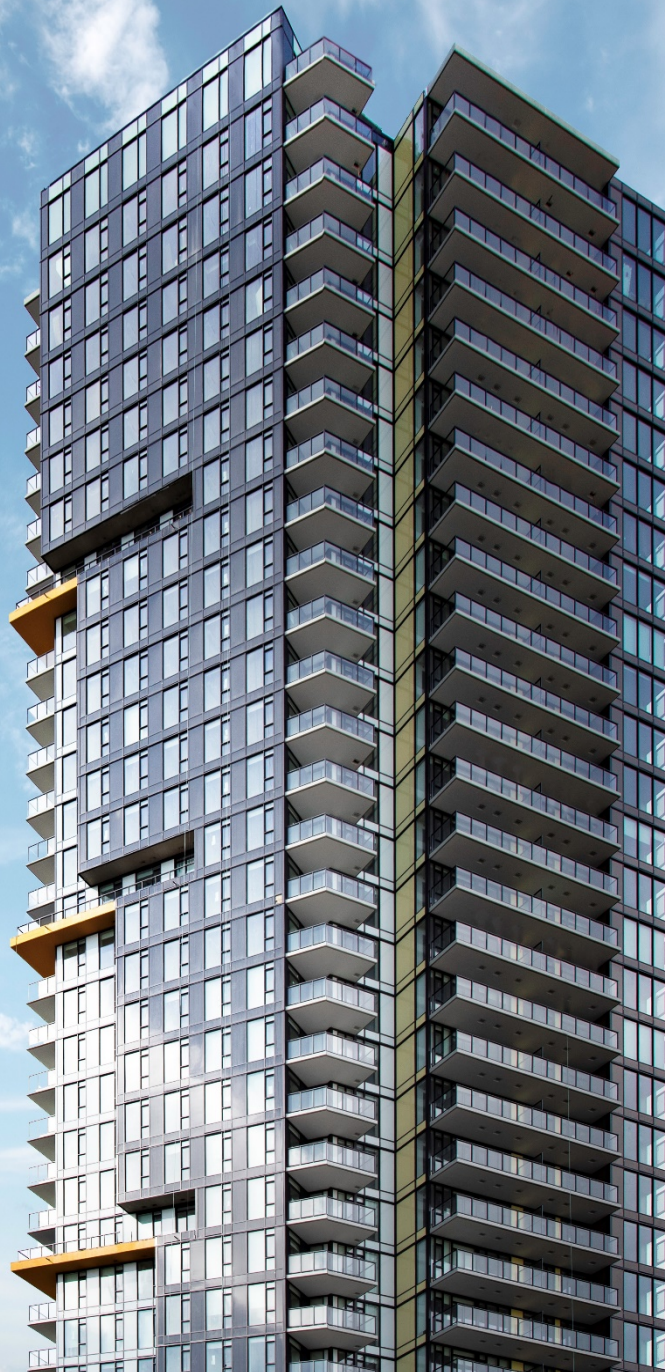


PARK POINT HOMEOWNER GUIDE





WELCOME HOME!

Congratulations, and thank you for entrusting us to build your new home. Qualex-Landmark™ has taken great pride and care in crafting Park Point.

The Homeowner Manual and Homeowner Care Portal have been designed to assist you following the possession of your new home.

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Section 6 UTILITY INFORMATION

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Section 8 GENERAL HOME MAINTENANCE/CARE

YOUR HOMETOWN GUIDE

Additional and regularly updated information can be found
online at <http://qualex.ca/homeowners/>

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INTRODUCTION

Our Homeowner Care Team is here to help ease the transition into your new home and attend to any questions you may have regarding all defect/warranty repairs within recognized warranty tolerances as set out in the [Construction Performance Guide for New Home Warranty in Alberta](#).

In addition to ensuring that you understand how to use the distribution systems (heating, cooling, plumbing etc.), appliances and hardware in your home, we encourage you to be aware of regular seasonal tasks and maintenance that are the responsibility of the Homeowner. These tasks include but are not limited to smoke detector testing, lint trap cleaning and replacing your fancoil filter.

The timeframe leading up to the possession of your new home can feel quite hectic. Despite how pressed for time you may feel, be sure to invest the time to learn the operation and maintenance of your home. If you have a tenant, it is still your responsibility to take care of the home and mitigate damage and wear. Caring for your home will not only keep your home running smoothly, but most importantly, it will provide you with some well-deserved peace of mind.

Apart from individual Homeowner Care, the Qualex-Landmark™ Homeowner Care Team reviews its performance and materials regularly and liaises with your Property Manager and Condo Board to help ensure a well taken care of property.

At Qualex-Landmark™, we take pride in creating beautiful homes with above industry standard finishes and care. While warranty coverage in Alberta has been recently mandated, Qualex-Landmark™ has provided warranty coverage in all of our Calgary communities for the last 13 years as a promise of our commitment to your home ownership experience and quality of our work.

Qualex-Landmark™ Group has more than a quarter of a century of residential and commercial development experience in the highly competitive Alberta and British Columbia markets. With accolades from customers and peers alike, we have earned a notable reputation for innovative and distinctive architecture and take pride in creating thoughtful and enviable award-winning communities people are proud to call home.

QUESTIONS ABOUT HOMEOWNER CARE? GET IN TOUCH WITH US!

PHONE | 604 683 5152 extension 107

SERVICE REQUEST PORTAL | qualex.ca/homeowners/parkpoint/

EMAIL | parkservce@qualex.ca (for non-service related inquiries)

POST POSSESSION - WHO'S OPERATING THE BUILDING?

By the time Homeowners start moving into the building, it has been completely turned over from the " Developer/Builder" to the " Property Manager and Condo Corporation (residents)". The builder remains on site for a time dealing with Warranty related requests. Everything else falls under the Property Manager and Condo Corporation (Residents).



Property Manager and Condo Corporation (Residents)	Developer/Builder
<ul style="list-style-type: none">✓ Security System/Intercom✓ Elevators✓ Building Insurance✓ Building Operation and Finances✓ Building Maintenance (Mechanical, Electrical)✓ Concierge and Security Staff✓ Parking Management✓ Landscaping✓ Janitorial✓ Guest Suite and Amenities✓ Rental policies and forms	<ul style="list-style-type: none">✓ Outstanding PDI Requests✓ 1st Year Service Requests✓ 1 Year Residential Unit Warranty✓ 2 Year HVAC and Electrical Warranty✓ 5 Year Envelope Warranty✓ 10yr Structural Warranty



YOUR PARK POINT TEAM



IBI Group is a global architecture, planning, engineering and technology firm with a key presence in Calgary. Spanning projects with governmental, commercial and residential applications, IBI Group has contributed to hundreds of successful residential buildings over their 38 year history. Envisioning and the execution of environmentally sensitive residences with timeless style are some of the contributors to IBI Group's success and the success of their clients. www.ibigroup.com

Axiom Builders is one of Western Canada's most eminent builders of commercial and upscale residential spaces. Today over 4 million square feet is under construction to Axiom Builders exact standards. It's these standards that have established Axiom Builders as the industry leader in delivering perfection. Peace of Mind. It's what everyone wants. It's what Axiom Builders delivers.

<http://www.axiombuilders.ca/>

Trepp Design's Canadian and international work focuses on innovative interior design solutions. Whether the challenge is a private home, condominium or exposition space, their commitment to clients combines pleasure and function.

<http://www.treppdesign.com/>

Durante Kreuk is an award-winning landscape architecture firm with over thirty years' experience in the private and public realm. Their broad perspective and diverse thinking has been the key to creating a wide range of sustainable, people-focused urban places.

<http://www.dkl.bc.ca/>

YOUR PROPERTY MANAGEMENT TEAM

Kasia Mrozinska, Property Manager
Gateway Property Management

PHONE | 403 283 7118

24/7 EMERGENCY | 403 283 7118

EMAIL | kmrozinska@gatewaypm.com

WEB | www.gatewaypm.com

GATEWAY PROPERTY MANAGEMENT

From fiscal management to general day to day building operations, your property manager is there to manage Park Point and implement sound strategies, so your building runs smoothly. A well maintained and efficient building will retain its integrity and value for decades. Under the direction of your elected Condo Board, your property manager is responsible for (but not limited to) the following:

Financial Management

Concierge

Building Operations and Maintenance

Building Insurance (common area)

Resident Newsletters

Facilitating Emergencies

SECTION 1: EMERGENCY PREPAREDNESS

General Safety & Emergency Information | Water Emergencies | Fire Emergencies

Electrical Issues | Heating Issues | Insurance

GENERAL SAFETY AND EMERGENCY

Ambulance Police Fire Rescue (EMERGENCY Calls Only)	911
Non-Emergency Ambulance	(403) 261 4000
Fire (Non – Emergency)	(403) 264 1022
Police CPD (Non-Emergency)	(403) 266 1234
Atco Gas Emergency Calls	(403) 245 7222
Enmax (Power outages and emergencies)	(403) 514 6100

OTHER EMERGENCY CONTACTS

[Alberta Health Services](#)

1213 4 Street SW, Calgary, AB T2R 0X7

24-hour **Emergency**

Main: 403-955-6200

[Health Link | 811](#)

Free nurse advice and
general health
information for Albertans.

Poison Control | 1 800 322 1414

Free | Confidential | 24/7 | Expertise &
Advice | Poisons | Chemicals |
Medications | Herbals.

WATER EMERGENCIES

With thousands of connect parts delivering pressurized water, water incidents are not uncommon in the early stages of a building. If a water leak occurs, the first step of the Homeowner (residential unit) or Property Manager/Concierge (common area) is to mitigate damage by turning off the water supply line and *keep it turned off until the problem can be rectified*. Know who to contact in the case of a *major* (emergency) or *minor* (service) below:

MAJOR LEAK

Step 1: Turn off the main water shut off valve as shown to you during your PDI.

Step 2: Contact the Property Manager' 24/7 Emergency Line 403 283 7118 and alert Concierge staff directly (do not file a service request with the builder).

Step 3: Call to inform your insurance (if applicable).

MINOR LEAK OR DRIP

Step 1: Turn off the water valve supplying to the water fixture.

Step 2: If there is a drip, find a container that will fit under the drip .

Step 3: If under warranty, file a Service Request at:
qualex.ca/homeowners/parkpoint/

Step 4: If outside of warranty, contact your Property Manager and or plumber.



The water supply to your home can be shut-off entirely at your main shut-off valve in your suite. The location of this was pointed out during your orientation and is typically (but not always) located inside your entry closet)

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's emergency system uses a centralized control panel to activate the emergency equipment, alarm bells and lighting.

14 GENERAL FIRE SAFETY INFORMATION YOU SHOULD KNOW

Refer to the fire plan located outside the elevators.

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.

Do not use the elevator during a fire.

Feel doors for heat before opening.

Do not re-enter the building for any reason.

Use the nearest phone at a safe location to call the Fire Department.

Provide the Fire Department with all the information they need.

Stay calm and state your name and phone number, give the address of the fire.

Follow the instructions given by the Fire Department Representative.

FIRE 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:

- Clean your dryer lint trap after each use.
- Only use bulb types applicable to the light fixture.
- Do not smoke any combustibles.
- Keep your stove, oven area, and surrounding area clean.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).

- If an appliance has a worn or frayed cord, don't use it and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a bulb with a higher wattage than recommended. Use LED bulbs whenever possible.
- 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.

SMOKE DETECTORS

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

Occasionally, verify that your alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. This light should be visible when standing directly under the detector. Other models will have a test button. This should be depressed and, when pressed, should emit a high-pitched squeal. Activation of this alarm doesn't affect the building emergency system. It is not linked to any other alarm outside your home.

SPRINKLERS

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

The sprinkler heads can be activated by inadvertently knocking the head or attaching/hanging something from 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 will result in damage.

IN-SUITE BUILDING ALARM

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



ELECTRICAL ISSUES/POWER OUTAGES

In the event of a power outage in your suite, check your home's circuit breaker panel or fuse box. If the problem is not with your breaker or fuse, check the surrounding suites to see if the surrounding suites have power. If the power outage is wide spread, please contact the Property Manager or electricity provider and the power outage emergency line for more information and instructions. If the power outage is isolated to a single suite, reset all circuit breakers at the electrical panel. If power outage persists after resetting breakers, **contact** the Property Manager for further assistance.

FAQ: How do you know if a circuit breaker is tripped?

Check each one by either gently tapping on the breaker towards the "off" position. In many cases if the breaker is tripped, it will move easily to the middle or off position. Just flip it all the way to OFF then to ON.

DURING A POWER OUTAGE

Turn off all tools, appliances and electronic equipment, and turn the thermostat(s) for the home heating system down to minimum to prevent damage from a power surge when power is restored. Also, power can be restored more easily when there is not a heavy load on the electrical system.

Turn off all lights, except one inside and one outside, so that both you and hydro team outside know that power has been restored.

Don't open your freezer or fridge unless it is necessary. A full freezer will keep food frozen for 24 to 36 hours if the door remains closed.

Never use charcoal or gas barbecues, camping heating equipment, or home generators indoors. These equipment gives off carbon monoxide which is odorless and can cause life threatening health problems.

Use proper candle holders. Never leave lit candles unattended and keep out of reach of children. Always extinguish candles before going to bed.

Listen for information on the outage and advice from The Concierge Staff.

Make sure your home has a working carbon monoxide detector. If it is hard-wired to the electrical supply of your home, ensure it has a battery-powered back-up.

Protect sensitive electrical appliances such as TVs, computer, and DVD players with a surge-protecting power bar.

HEATING ISSUES

In-suite heating and cooling are subject to proper operation and reasonable expectation (shoulder seasons, or sudden changes in weather) of the Fancoil System.

If the heating system does not appear to be operational, check the thermostat to ensure it has not been turned down. Please be sure to read the Temperature Control Guide in Section 3 prior to filing a Service Request.



PEACE OF MIND

Have you considered insurance?

Condo Corporation Insurance

Typically, the Condominium Corporation's insurance covers the common property, common assets, buildings shown on the Park Point Condominium Plan and fixtures built or installed in a condominium unit, assuming the fixtures are built or installed by the owner/developer as part of the original construction in the condominium. Please contact your property manager for details on specific warranty coverage.

Landlord/Tenant insurance

If you're renting your home, ensure you have purchased landlord's insurance and that your tenant has tenant/renters insurance. Tenants/Renters, especially short term, are the leading cause of wear and tear, damage and emergencies in buildings. Make sure you are covered.

Owner's House, Liability and Content Insurance

Homeowners are responsible for arranging insurance coverage for personal possessions and any upgrades (if applicable) to your unit above and beyond the building standards. These items are not covered under the Condo Corporation.

We recommend that you contact your Property Manager (their name and number can be found in the first chapter/page) to clarify any questions about insurance and the coverage provided.

SECTION 2: WARRANTY AND SERVICE OVERVIEW

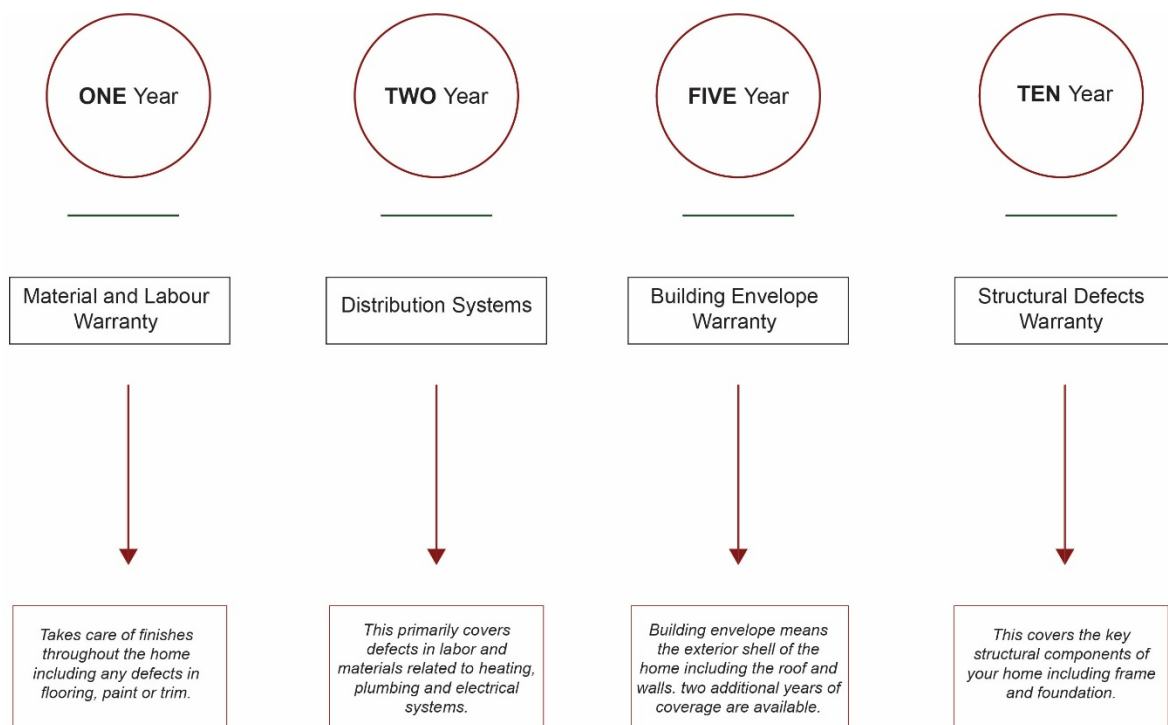
Coverage | Pre-Delivery Inspection | Post Possession Warranty & Service Requests

Common Area Warranty | Appliance Warranty | Accessing Your Homeowner Portal | Service Request

Process | Settlement and Shrinkage (end of first year) | Warranty FAQ

YOUR COVERAGE

The Park Point Homeowner Manual and [Homeowner Portal](#) have been designed to assist you during the warranty period of your home and includes some helpful tips on key maintenance items. In addition, this manual provides a description of Alberta's New Home Warranty program. Please take time to review this material thoroughly before requesting Service.



THE PRE-DELIVERY INSPECTION

By the time of possession, our Homeowner Care Team will have conducted a PDI of your home, educating you on the crucial information regarding emergency shut offs, general operation and maintenance and to review your home for defects or deficiencies as defined by the [Construction Performance Guide](#). The builder will attempt to repair all PDI items noted generally prior to or within a month of possession, unless the work is seasonal, settlement related, or materials must be special-ordered.

POST POSSESSION WARRANTY AND SERVICE REQUESTS

Subject to the [Construction Performance Guide](#), any item considered a deficiency or defect throughout the first year, must be communicated by the homeowner on title via a Service Request through our fully interactive [Homeowner Portal](#) only. Please note, verbal, email, tenant inquiries or other communications for requests for service will not be logged or attended to.

- You can expedite the process by working with our Homeowner Care Team to arrange access to your home during regular business hours.
- Damage noted after possession, wear and tear, and light bulbs are excluded from service.
- Coverages are outlined in your ANHWP Warranty Certificate and [Construction Performance Guide](#).
- *Please see Homeowner Portal below for detailed explanation on issuing a Service Request and accessing Homeowner information.*

COMMON AREA WARRANTY

The common property in a condominium development is everything that is not within a unit and as identified in the Condominium Plan such as hallways, elevators, lobby, amenities recreation rooms, and landscaped areas.

The Common Area Warranty is covered under a separate warranty. Your Property Manager and your Condo Corporation are responsible for logging and issuing a list of Common Area deficiencies to the builder during the first year. If you have concerns with any of the above noted areas, please bring it to the attention of your Property Manager only. The Condo Corporation will appreciate your keeping an eye out for any issues.

APPLIANCE WARRANTY

Please do not file a Service Request for appliances under warranty through the Homeowner Portal, as they cannot be logged. Appliances Warranties are handled differently, through the appliance provider and as explained below.

Dear Homeowner,

Re: Appliance Warranties –Commencing date of Possession

The warranties for your appliance provide for at least "One Year Parts and Labor" service coverage as detailed below. *Do not file a Service Request for appliances warranties with the builder, instead, contact the service provider below.*

Physical damage to appliances notes after possession is not covered by the appliance warranty, or workmanship and materials warranty.

Please have the make, model and serial number available prior to calling the authorized service provider, the serial tag will provide you with all the above information and is usually located inside the door of the appliance. This, along with your purchase date (Date of Possession) will be requested by the service technician, please have this confirmation available at the time of the service call.

Appliance Brand	Manufacturer	Service Contact	Contact Numbers
All Liebherr Products	Liebherr	Euro-Line	1-800-678-8352
All GE Products	GE	Mabe	1-800-561-3344
All AEG Products	AEG	Euro-Line	1-800-678-8352
All Panasonic Products	Panasonic	IT Electronics	604-430-4228
All Samsung Products	Samsung	Samsung	1-800-726-7864
All Danby Products	Danby	Totem Appliance	604-437-5136
All Waste King Products	Waste King	Anaheim	1-800-854-3229

*** Consult your Use and Care manuals for complete Warranty Details ***

The operation manual that accompanies each appliance (and which are readily available online) explains the detailed use and care of each item.

Midland Appliance has also extended an offer to all Park Point Homeowners, an opportunity for an additional warranty period for four years. If you are interested in this exclusive offer, please contact 604-278-6131, or email jmorren@midlandappliance.com within 30 days of your possession date for detail and costs.

If there are any further questions please feel free to contact us directly.

Sincerely,

Mark Crocker, Senior Account Manager

Midland Appliance

Physical Damage: *Physical damage to appliances noted after possession is not covered by the appliance warranty, or workmanship and materials warranty*

ACCESSING YOUR HOMEOWNER PORTAL

You can access your Homeowner Portal wherever you have internet access - simply visit qualex.ca/homeowners/parkpoint and log in!

Your login ID and password can be found here in your guide, or on the access label provided by your builder. To further personalize your experience, you can register your email address and set your own password. You will then be able to receive messages from your builder as well as timely notifications for warranty milestones and maintenance reminders.

If you have already been pre-registered prior to moving in, simply accept the invitation to complete your profile.

If you forget your personalized login information, click the "forgot password?" link on the login page, enter your email address and a new password will be sent directly to your inbox.

SERVICE REQUEST PROCESS

SUBMIT

Please submit all requests via your homeowner portal:

- 1) **Verify** that the request is valid by consulting the [Construction Performance Guide](#).
- 2) **Log in** to your online [Homeowner Portal](#) using your login ID and password. If you have misplaced this information - it is located inside your electrical panel.
- 3) Click "**Request Service**" in the menu options on the left.
- 4) **Complete** the Service Request form:
 - a. Your contact information (if not already pre-filled in).
 - b. From the dropdown lists, select the location and product being reported.
 - c. Enter a description of the issue - be as descriptive as possible.
 - d. Ensure you attach a photo of the defect or deficiency (note there is a 10MB file size limit).
 - e. If you wish to report multiple issues, click the 'Add Next Issue' button and repeat steps 'b' to 'd'.
 - f. **Indicate** the days and times that you will be available for someone to come to attend to your issue(s).
 - g. If you have additional information or comments, such as indicating that your neighbor or concierge can also grant access to your unit, please enter these in the "Comments" field.
 - h. Click "**Submit**."
- 5) You will receive an immediate email notification that your request has been received.

PROCESS

Once received, your request will be processed as follows:

- 1) Within 3 business days, Homeowner Care will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
- 2) If the request is drywall settlement (wall or ceiling crack) it will be deferred to year end repair per industry standard.
- 3) Homeowner Care will arrange for service with the appropriate service/trade(s).
- 4) Within 10 business days, Homeowner Care will contact you to arrange access to your suite for initial inspection and/or service.

IMPORTANT: Please be prepared to provide the service/tradesperson access to your home.

Should reasonable (business hours) access to your suite not be granted, the item can be closed.

- 5) As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office.
- 6) Homeowner Care will follow-up with you to verify that the work has been completed.

TIPS FOR A SUCCESSFUL SERVICE REQUEST

DO:

- Send service requests prior to the expiration date of your warranty.
- Report your request for service in writing/online.
- Be prepared to provide access to your home for repair work.
- Where possible, please save your requests to be sent in all at once.

DON'T:

- Report warranty items over the phone.
- Present service requests to anyone other than your builder and/or warranty provider.
- Attempt repairs yourself or hire someone to do them for you.
- Ask the contractors to fix anything else that hasn't been submitted.
- Have your tenant submit Service Requests.
- Submit common property or non-warranty related requests.

WEAR AND TEAR, DAMAGE AND TENANT DAMAGE

Service Requests submitted after Possession relating to damage, wear and tear will not be addressed and are not covered by warranty.

SETTLEMENT AND SHRINKAGE (END OF FIRST YEAR)

During the first year of possession, your home will experience minor settlement and shrinkage. This is a result of many factors including seasonal change, and the natural expansion and contraction of the building materials used to construct your home. Expect to see some hairline cracks, especially over doorways and windows. Nail "pops" may force small circles of plaster out of the wall. Door frames can shift enough to require a bit of muscle when opening and closing inside and outside doors.

Requests to repair should be issued as one single list, just prior to the end of your First Year Warranty. Visit the [Homeowner Portal](#) and submit a Service Request one month prior to the end of your 1st year warranty. Please note this courtesy repair includes patching and caulking but does not include painting the impacted area (per industry standard).

Some owners prefer not to have the cracks repaired due to the nature and inconvenience of the repair, and often due to the fact that they have repainted their homes.





FREQUENTLY ASKED QUESTIONS

Q: Defects and Deficiencies – what is the difference?

A: *Defects* are items that have been installed and completed but require additional work to meet the industry standard (as determined here: [Construction Performance Guide](#)) or Alberta Building Code (ABC). Typically, these are simply cosmetic defects related to fit, finish or appearance.

Deficiencies are items in the Purchase Agreement that are in rare cases, incomplete at the time of possession. For example, if you were promised a microwave in the Purchase Agreement and it was not present at the time of possession – this would be a deficiency.

Important: Defects and deficiencies do not include damage. During your inspection, you should note any damage. Damage and or wear and tear are not covered after possession or under your new home warranty.

Q: Who determines what is considered a defect? The Builder or the Homeowner?

A: During the lead-up to mandatory warranty, the Government of Alberta adopted *Alberta New Home Warranty's Workmanship & Material Reference Guide* as the foundation for the provincial Performance Guidelines that every Alberta homebuilder be bound to uphold. If there is ever difference of opinion regarding what is a defect during the PDI, PI or Service Request, the Homeowner and Builder will reference these standards. [Construction Performance Guide](#).

Defects are accepted prior to the possession of the suite only and may include such items as dents/marks on drywall, damage to flooring, countertops, appliances, etc

Warranty items are accepted through the first year and may include items such as doors not working/locking and settlement issues. Warranty items must fall within the confines of your home warranty and [Construction Performance Guide](#).

Q: When does my warranty start?

A: The warranty starts on the date of possession. Please refer to your Warranty Certificate for more details.

Q: Why doesn't my window open all the way?

A: Operable windows are required to have a restraining device to prevent the window from opening more than 100mm. This is for your safety and in accordance with the building code safety requirements.

Q: What colour is the interior paint and how do I obtain more for touch ups?

A: At possession, you received a paint touch-up kit. In the Homeowner Portal, paint codes are provided for your convenience. Please note that paint ages, and touch ups may be visible.

Q: Can I have a barbecue on my deck?

A: No barbecues other than those fueled by propane/electricity may be used.

Q: How do I clean my stone countertops?

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

Q: Why won't my bathroom fan shut off?

A: Your bathroom fan is wired to a timer, usually located in an entry closet or your laundry closet. The purpose of the fan timer is to turn the bathroom fan on and off to exchange the air in your suite (reduce humidity). This will help prevent condensation and potential damage due to condensation (including respiratory ailments). The timer must be set to run a minimum of two 5-hour sessions per day.

Please note: Your warranty may be void if you do not follow the minimum guidelines set forth for fan use.

SECTION 3: INTERIOR ENVIRONMENT CONTROLS

Introduction | How Your FCU Works | HVAC Maintenance

Condensation and Air Flow

INTRODUCTION

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

During the building process, a variety of materials and techniques are used to create a building that is well protected from the outside environment. Weather sealing and insulation are used extensively to make your home dry and energy efficient. However beneficial a tightly sealed building may be, 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.

Make-up air units supply fresh air to buildings to compensate for air lost through exhaust fans and other sources. Simply put, they "make up" for lost air, which helps to ensure good indoor air quality for everyone. You may feel some air pressurization in the hallways or air flow beneath your entry door. This is a part of the fresh air supply and is normal. The MUA'S are typically located on the roof of the building and are maintained by the Condo Corporation/Property Manager.

HOW YOUR IN-SUITE FCU (FAN COIL UNIT) WORKS

Your FCU is located in your home often in the ceiling or wall and is accessible via an access panel. The FCU has a filter (much like a typical home furnace) that should be replaced twice per year at the least. Your Condo Corporation should set up this service along with general building maintenance. We highly recommend that you utilize this service. If not, owners are still required to maintain their own FCU and replace filters as noted.

The general building's hot and cold water lines run to your FCU delivering water at a certain temperature, which by adjusting your thermostat, and depending on the season, can be warmed or cooled to meet your desired temperature. However, if the Building Manager has not adjusted the boiler for the season, or a short spell of uncommon weather, your system could be affected.

IN THE WINTER

Through the winter, the common building lines are delivering warm water to the FCU's coils. The unit's fan then blows air across the warm coils, creating warm air which is distributed/blown out through your vents.

Important Winter Tips:

- Close your blinds about 80% when outdoor temperatures are very cool. This helps prevent heat loss but allows circulation against the glazing.
- Run the FCU fan continuously during extreme outdoor air temps (hot or cold). This can be done on the thermostat (it has option to run on auto or "on" which is continuous).
- Leave your temperature at a min. 15°C during winter, especially if away for an extended period.

IN THE SUMMER

During the summer, the common building lines are delivering cold water to the FCU's coils. By adjusting your thermostat. The unit's fan then blows air across the cool coils, creating cool air which is distributed/blown out through your vents.

Important Summer Tips:

- Keep the window blinds down when outdoor temperature is really warm. This will help to reduce the solar load on the suite.
- Run the FCU fan continuously during extreme outdoor air temps (hot or cold). This can be done on the thermostat (it has option to run on auto or "on" which is continuous)

SHOULDER SEASONS/SUDDEN DROPS OR INCREASE IN OUTSIDE TEMPERATURE

During shoulder seasons, or quick warm or cool spells, there may be temporary loss of heat or cooling given that the system would not have had time to "switch over". This is common (especially with "chinooks") and there is no need for concern. Once your property manager is aware, he or she will make the appropriate adjustments to the main system.

SYSTEM SETTINGS AND EXPECTATIONS

- In the summer, your cooling system is designed to cool down to 22°C in the centre of the room.
- In the winter, your heating system is designed to warm up to a min. 22°C in the centre of the room.
- It is normal, and to standards, for there to be a variance in temperature from room to room, and even greater variance at windows, exterior walls and exterior door frames.
- The system is not designed to provide cooling in the winter, for the reasons noted above regarding the switching of cold/warm water lines.
- Keep the temperature set point consistent for better operation.
- Replace filters regularly - your Property Manager will typically set up regular professional service and filter replacement. It is highly recommended that you participate in order to ensure proper operation and to not void the warranty.
- All supply vents must open and free from obstruction. Failure to do so could void the warranty or burn out the motor.
- Switching your thermostat could void your warranty. Please consult the fancoil manufacturer to determine which replacement thermostats can be used (i.e. Nest).



CONDENSATION AND AIR FLOW

Condensation build up (liquid or ice) is not a defect and is not covered by warranty. Condensation build up (liquid or ice) is normal in Alberta.

Q: What is condensation and how does it form in my home?

Condensation occurs in your home when moist air comes into contact with a surface which is at a lower temperature. Moist air contains water vapor — commonly referred to as humidity. Indoors, we can increase humidity through our activities and lifestyle. If a surface in your home is cold enough, the air in the immediate vicinity of the surface will be cooled sometimes causing the moisture in the air to condense or change into a liquid or ice on the surface. Condensation forms first on the coldest surfaces of a room, usually on glass surfaces of windows and doors. These surfaces are typically cooled by lower exterior temperatures during the winter months much more easily than the walls which are kept warm by insulation. For example, if it is cold enough outside and/or warm and humid enough inside, condensation may occur on or around your windows resulting in fogging, water or ice on the windows themselves or even a puddle of water on the window frame or sill. Areas of your home with poor air circulation, such as behind furniture or in a cupboard or closet, can also be susceptible to condensation. Condensation can be short-term during a severe cold spell, or occur in a localized area such as kitchen, bathroom or laundry room. In many instances, condensation moisture simply evaporates back into the air once the surfaces warm up or the moisture source is reduced. An example of this is moisture that condenses on a bathroom window during a shower and quickly disappears shortly after the shower is turned off. However, as a general rule, steps should be taken to avoid condensation problems wherever possible as moisture can lead to damage. Condensation build up (liquid or ice) is not covered by warranty and is normal in Alberta.

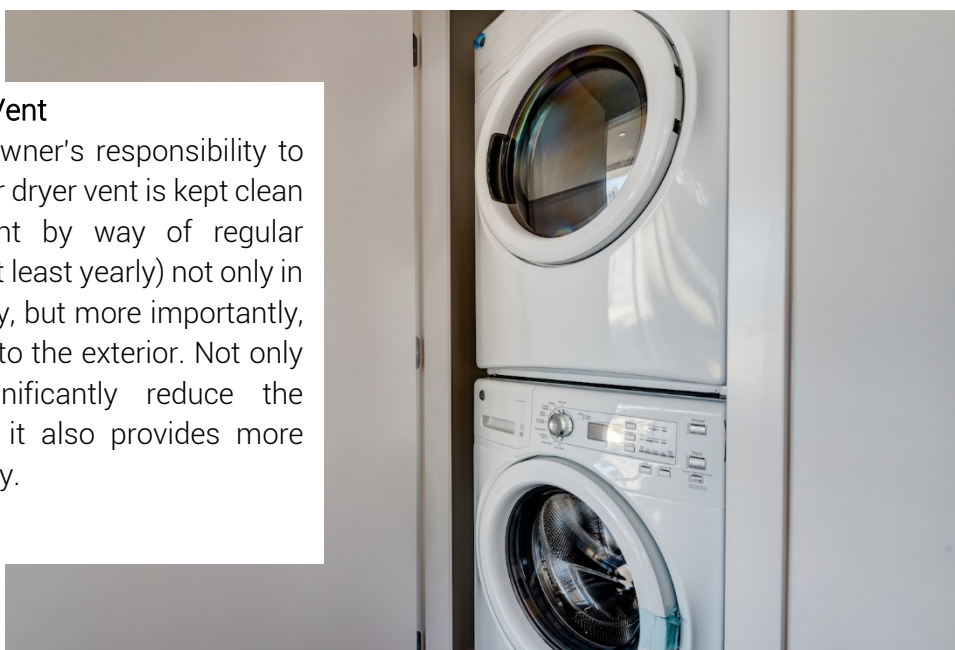
How do I avoid condensation problems?

There are number of steps that you can take to prevent or reduce condensation problems:

- **Do not use a humidifier**
- Do not regularly hang large amounts of clothes to dry indoors.
- Wherever possible, dry your clothes in a dryer with an outside vent.
- While cooking, make sure your exhaust fan is on, and put a lid on boiling water — it will also boil faster!
- Run bathroom exhaust fan for at least 20 min after your shower, and ideally for 8hrs per day.
- Ensure the lint trap in your clothes dryer is clean after each load.
- Open blinds (even just one foot) and drapes so that air can circulate freely over the windows. This is crucial during cold snaps.
- Where condensation at window sills is a persistent problem, remove any objects on the window sill such as books, photographs, and knickknacks as they prevent air from circulating and removing the moisture.
- Move furniture such as sofas and bookcases so they are not touching outside walls. This will improve air circulation around the cooler outside wall and reduce condensation potential.
- Use the kitchen exhaust fan or range hood to remove humidity generated by cooking
- Open windows periodically and ensure that fresh air intake vents are not blocked

Dryer Exhaust Vent

It is the homeowner's responsibility to ensure that their dryer vent is kept clean and free of lint by way of regular maintenance (at least yearly) not only in both the lint tray, but more importantly, the actual vent to the exterior. Not only does this significantly reduce the chance of fire, it also provides more energy efficiency.



BATHROOM EXHAUST FANS

Bathroom and kitchen fans are an important part of your home's ventilation system. They remove odors from your home, which improves indoor air quality. But more importantly, they remove moisture, which can increase the level of humidity in your home. High humidity can damage building materials and can also cause mold growth and in turn affect your family's health. It is not uncommon for new homeowners to overlook the importance of these fans and the switches that control them. The most notable sign of neglect is condensation on the interior windows and sills, which is not warrantable. Your bathroom fan should run for at least 20 minutes each time after your shower or bath.

CLEANING YOUR FAN(S)

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

SECTION 4: PLUMBING INFORMATION

Shut off Valves | Water Pressure | Waste Disposal

Exterior Taps

SHUT-OFF VALVES

There are two ways to shut off water in your home - local and complete.

COMPLETE SHUT OFF

Main plumbing shut-off valve is typically located found in the entry closet, some homes may differ. This main shut off will stop all water distribution to your home's various plumbing lines. If for some reason 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.

LOCAL SHUT OFF

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 (and bathrooms), there's a shut-off for the hot and cold-water supply. Additionally, there are shutoffs 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.

WATER PRESSURE

You may notice that the water pressure is a bit low at the beginning of occupancy. This will slowly correct itself as the building becomes more occupied. However, pressure reducing valves are built into your showerhead and some faucets in order to reduce water waste as per applicable building codes. The pressure reducing valves do noticeably decrease the water pressure compared to older plumbing systems.

WASTE DISPOSAL (KITCHEN SINK)

Please note that drain blockage and or jammed motors are not covered under Warranty and will not be accepted as Service Requests.

Waste disposal units may jam but can usually be cleared either by forcing the turntable round from above or by turning the motor using a hex-key wrench inserted into the motor shaft from below. Very hard objects accidentally or deliberately introduced, such as metal cutlery, can damage the waste disposal unit and become damaged themselves. More problematic are drain blockages caused by shredded waste that is fibrous (artichoke leaves) or starchy (potato peelings).

- Do not pour grease, oil or fat into your garbage disposal or drain. Grease will slowly accumulate and impede your disposal's grinding ability as well as clog drains.
- Do not use hot water when grinding food waste. Hot water will cause grease to liquefy and accumulate, causing drains to clog.
- Do not grind extremely fibrous material like corn husks, celery stalks, onion skins, and artichokes. Fibers from these can tangle and jam the garbage disposal motor and block drains.

Do not turn off the motor or water until grinding is completed. When grinding is complete, turn off the garbage disposal first. Let water continue to run for at least 15 seconds, flushing out any remaining particles. Then turn off water.

- Do not put too many potato peels down the garbage disposal. The starches in the potatoes will turn into a thick paste and may cause blades to stick.
- Do not put large amounts of food down the garbage disposal. Feed food into the garbage disposal a little at a time with the cold water running; this will help the food scraps flow down freely through the drain pipes and plumbing.
- Do not put expandable foods into your garbage disposal. Foods like pasta and rice expand when you add water in a pot; they do the same thing once inside your pipes or garbage disposal and are the cause of many jams and clogs.
- Do not grind large animal bones (beef, pork etc.).
- Avoid putting coffee grounds down the garbage disposal as they can accumulate in drains and pipes.
- Do not use harsh chemicals like bleach or drain cleaners. They can damage blades and pipes. Borax is a natural sink cleaner and sanitizer that effectively works on odor-causing mold and mildew that accumulates in garbage disposals. (See more below).

Ice is an extremely effective and inexpensive method for cleaning your garbage disposal and breaking up any grease build-up which has accumulated. Just toss a few ice cubes into the garbage disposal and run it. As the garbage disposal chops into the ice cubes, the ice chips will effectively scour all the hard to reach areas of the unit and melt down the drain. Try this once or twice a month to keep your garbage disposal in fine working order.

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 (IF APPLICABLE)

- 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.

DECK/PATIO DRAINS

If your deck or patio has a drain, it is your responsibility to keep it free of debris at all times. Failure to do so can result in water rising above the membrane line and causing a leak (which is not covered under service or warranty).

SECTION 5: ELECTRICAL INFORMATION

Breakers/Circuits | Outlets and Switches | Smoke Detectors

BREAKERS AND CIRCUITS

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 are much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated by an overload on the electrical system. Each breaker will operate an appliance, lights, plugs, or a specific outlet.

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.

You must also do an ARC reset, anytime you reset the breaker(s).

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 labeled.

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.

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 existing 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). These switch activated outlets are usually found in the living room and bedrooms. Some kitchen/dining areas will have a roughed in 120V ceiling light connection, which a homeowner may wish to use and be responsible for the installation of a light fixture.

KITCHEN COUNTER PLUGS

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

GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

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

TESTING

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

- Plug in an appliance like a hair dryer and turn it on.
- Push the Test button.
- This will cause the Reset button to pop out and turn the power off.
- If the power remains on or the Reset button does not pop out, turn off the breaker and have the plug checked by a qualified electrician. Do not attempt to operate an appliance in this outlet in this condition.
- If the power is off and the Reset button has popped out, push in the Reset button and power will be restored.

If the GFCI fails to reset, do not use the plug and call a qualified electrician.

If the GFCI trips, follow the last two steps.

SMOKE DETECTORS

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

SECTION 6: UTILITY INFORMATION

ENMAX | Property Taxes | Telus

ENMAX

Call Customer Service 403-310-2010 in Alberta

1-877-571-7111 in North America Mon-Fri 8:00 am to 8:00 pm

Email: residential@enmax.com

Enmax Energy is the electricity line service provider in Calgary, previously owned by the City of Calgary. Since deregulation Enmax was formed as a wholly owned subsidiary company to the City of Calgary. They are now able to provide both gas & electricity services to consumers

PROPERTY TAXES (CITY OF CALGARY)

If you would like to pay the City of Calgary monthly for your taxes you can call 311 to set up a TIPP account or go to www.Calgary.ca



TELUS-DEVELOPER BUNDLE

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

TELEPHONE

Your home has been pre-wired with landline telephone jacks and CAT 5. To activate your exclusive offer, please call the number below. Please note that homeowners must activate this service within 12 months of the building's first occupancy date.

Call 310-EDGE (3343) or visit telus.com/newhome

Here's an offer to move you.



As a welcome to Park Point,
enjoy 1 year of home services for \$0.



+



+



PLUS, ask about
our TELUS Mobility
offers too!



\$0

Internet

\$0

Optik TV®

\$0

Home Phone

Call **1-866-667-9749** or visit **telus.com/newhome**

Compliments of:

QUALEX-LANDMARK™

 **TELUS**
the future is friendly®

*Offer available until December 31st, 2018 to residential customers. Offer includes Internet 15, Optik TV Essentials + 2 theme packs, and Home Phone Lite. Cannot be combined with other promotional offers. Offer valid for first subscribing occupant of unit only and is not transferable to a new residence. Regular prices apply at the end of the promotional period. The Essentials is required for all Optik TV subscriptions. TELUS reserves the right to modify channel lineups and packaging, and regular pricing, without notice. HDTV-input-equipped television required to watch HD. Minimum system requirements apply. Final eligibility for the services will be determined by a TELUS representative. Other charges or fees may apply. TELUS owned equipment provided on a rental basis at no extra cost and must be returned to TELUS upon the cancellation of service, otherwise the replacement cost will be charged to the account. Not available in all areas. Internet access speed depends on location, usage within the home network, Internet traffic and server configurations. For a description of TELUS' network management practices please see telus.com/networkmanagement. Internet access is subject to usage limits; additional charges apply for exceeding the included data. TELUS Home Phone service terms and some restrictions apply; visit telus.com/serviceterms and telus.com/homephone for details. Customers in regulated areas, add an additional \$5 per month. 911 service charges and taxes are extra. Calls terminating in the 218 and 712 area codes and overseas calls terminating on a wireless phone or audio text facility may be subject to higher rates. All copyrights for images, artwork and trademarks are the property of their respective owners. TELUS, TELUS PureFibre, the TELUS logo, Optik TV and the future is friendly are trademarks of TELUS Corporation, used under licence. © 2018 TELUS. 18_00098.

SECTION 7: CONDO LIVING

FOB Access | Mail Delivery | Location of Garbage Rooms

Storage/Locker Rooms | Parking | Booking The Guest Suite | By-Laws

Sound Transfer | The Condominium Corporation/Condo Board

KEY FOB ACCESS

To enhance security and exclusivity, Park Point has been equipped with a key fob system. This system will only allow you access to the main entrance, elevator, amenities, parking and access to the floor where your suite is located. To operate the key fob accessible doors, simply present the key fob to the proximity reader to gain access. To operate the elevator, present the key fob to the proximity reader inside the elevator, then press the button for your floor. Activation of the parkade gates uses the same key fob/remote. If you wish to have additional key fobs to the one supplied with your suite, please contact your Property Manager to purchase additional fobs. In the event of a key fob being lost or stolen, please contact your property manager as soon as possible to have the key fob deactivation and purchasing of replacement key fobs.

MAIL DELIVERY

Individual mailboxes have been installed in the lobby. The key to your pre-assigned mail box is provided in your completion package. Be sure to let Canada Post know that you are moving. See your local post office for details on their relocation services. The Canada Post nearest you is located at *1508 8 St SW, Calgary, AB T2R 1R6, (403) 244-3207*



STORAGE/LOCKER ROOMS

All storage rooms are accessible via a common key or FOB. It is the responsibility of the homeowners to provide and affix a lock to their individual assigned locker(s). We encourage you to ensure that all items within the locker room are kept elevated from the floor, and that the items are placed under a plastic cover as the Condominium Corporation is not responsible for any items which are damaged as a result of water leakage. **Do not store gasoline, propane or any other combustible materials.**

If you store contents in a locker not assigned to your unit, they will be removed and disposed of immediately.

LOCATION OF GARBAGE ROOM

The garbage and recycling receptacles for Park Point are located in the underground parkade located on ground level just north of the elevators where residents may take recyclable and non-recyclable household refuse. You are responsible for removing your waste from your suite and placing it in the appropriate bin. Please keep the garbage room clean and free from spills or debris. Be sure to flatten all cardboard before placing in recycle bins. This will assist in keeping maintenance costs in check.

*Do not leave any materials in the hallway as it is a fire hazard and subject to fines.

PARKING

Your Property Manager and Condo Board are responsible for the management of the parkade after possession. Please note that vehicles parking in a stall other than their assigned stall will be ticketed/ towed. Some residential units may be assigned disability designated parking. As such, Homeowners assigned disability designated parking do not need to provide or show a disability placard. If you witness any parking violations or similar issues, you should address them with your Property Manager and or the concierge staff. Always wait for the gate to close behind you in order to minimize unauthorized entry.



BOOKING THE GUEST SUITE

You will need to contact the Property Manager, in order to book the Guest Suite. Booking and rental rates of the suite will be determined finalized after the first AGM by your Condo Board (not the Developer).

BY-LAWS

The by-laws and rules and regulations of a Condominium Corporation determine the rules of conduct by which each owner/resident in Park Point must abide. The Condominium Corporation, may enact new by-laws or vary the existing by-laws, provided that they meet the requirements of the Condominium Property Act of Alberta.

All homeowners must abide by the bylaws. In the event that a homeowner breaches a bylaw or rule, fines can be levied against the individual condominium units by the Condo Board. Please refer to the Condominium Documents for the applicable by-laws for Park Point.

SOUND TRANSFER

The building, as well as your home, has been constructed to meet and exceed the code requirements for Sound Transmission. With that said, a multifamily residential tower in the city's core is not immune to noise. As we strive to eliminate more noise transfer, impact and loud noise cannot be eliminated. Below are a few tips on what you can do as a neighbor to help reduce the level of noise transfer.

Tips

- *Placing area rugs absorb sound.*
- *When closing doors or windows, refrain from closing them hard or with a bang.*
- *By guiding the doors to close, you can control the severity with which the doors will impact their frames, thereby reducing the vibration that will be transmitted throughout the building.*
- *Place objects on the floor, rather than dropping them.*
- *Observe reasonable hours for noisy activities.*

CONDOMINIUM CORPORATION BOARD

The Condominium Corporation is the body made up of all the owners at Park Point. The Condominium Corporation will elect a small "executive team" made up of elected homeowners and often referred to as a Condominium Board or Condo Board. The Condo Board carries out the mandate of the Condominium Corporation and is charged with the responsibility of organizing and operating Park Point with the assistance of professional property managers. They will usually enforce the bylaws, award maintenance contracts, and ensure payment of corporation bills. As the developer, Qualex-Landmark has appointed 'Gateway Property Management Services' as the property manager. The property manager will call the first meeting of the Condominium Corporation, being the first annual general meeting (AGM), within the first few months of possession. Until that time, Qualex-Landmark will act as the Condominium Board with the assistance of Gateway Property Management Services.

SECTION 8: GENERAL HOME MAINTENANCE/CARE

Interior Maintenance | Exterior Maintenance

INTERIOR MAINTENANCE

CRACKS, CHIPS OR SCRATCHES EXIST IN THE BATHROOM FIXTURES

The resistance of each material to scratches, chips, stains and fading varies. Always follow the manufacturer's recommendations on maintaining these surfaces. Never use abrasive cleaners and recognize that a glass or ceramic container falling on the surface will likely chip or dent most materials.

BATHTUB, SHOWER, OR ENCLOSURE DOORS LEAK

Sealants are used in many areas near a bathtub or shower. Sealant may be used between the tub and the tile, where the bathtub is installed surrounded by tile walls. It may be used to seal a door frame into an opening in a tub or a shower stall. Rubber or vinyl seals are used where swinging doors or sliding doors on tubs or showers come in contact with the door frame, usually at the bottom of the door and along the sides.

Over time, with cleaning and movement, seals and sealants can wear and will require replacing. Sealant replacement requires removal of the old sealant, cleaning of the substrate and replacement with a colour-matched or clear, mildew resistant sealant.

BATH TUB 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.

TAPS

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

STAINLESS STEEL SINK

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

FAUCET REPAIRS

Leaking faucets are frequently caused by loose or damaged cartridges. Turning the fixture off with too much force can damage the cartridge. Cartridges are available at most home improvement centres, but using a licensed plumber is recommended. Prior to beginning any repairs on the faucets, please ensure that the water supply is shut off.

EXTERIOR MAINTENANCE

The exterior of your home is the responsibility of the Condo 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.

- If you have a deck or patio drain, it is your responsibility to keep it free of blockage or debris.
- Ensure that BBQs and patio heaters are kept far away from the building exterior.
- Do not make any penetrations through the EIFS or exterior cladding.
- Promptly report any leaks, cracks, areas of discoloration, mold or mildew to the Property Manager.
- Periodic cleaning of the exterior surface is necessary to maintain its appearance and prevent permanent staining.
- If you notice angled aluminum or flashing piece on the lower window next to your balcony, it is an anti climb device required by building code (depending on the proximity to railing)
- Do not hang or support anything on the balcony railings.
- Please keep your deck space clean and organized in order to maintain the aesthetic of the building.
- It's the responsibility of each owner to ensure that deck drains or scuppers are kept clear of debris. A blockage can cause serious problems with water ingress into the building interior. Such an event is not covered under the Building Envelope Warranty.

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

WATER PONDING ON DECK SURFACE

Some incidental ponding of water after a rain is to be expected on solid surface decks. If water ponding exists and exceeds 4 square feet, a depth of 1/8 inch, and remains standing in excess of 30 minutes after a rainfall, please bring it to the attention of your Property Manager under the Common Area Warranty.

BRICK, CONCRETE OR PATIO PAVER WHITE SUBSTANCE

Efflorescence is a white deposit on the surface of masonry, concrete, stone and patio pavers caused by a combination of soluble salts, moisture, and hydrostatic pressure and can present itself in localized areas. Efflorescence is an indication that moisture is moving through the material to the surface, which is a **normal condition**. Efflorescence is harmless and can be removed with a stiff brush and water. ***This is not a deficiency or defect***

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.

YOUR HOMETOWN GUIDE: CALGARY BELTLINE

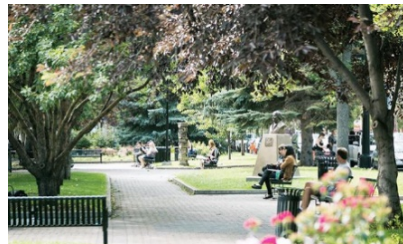
AN ESTABLISHED URBAN NEIGHBOURHOOD WITH A REAL SENSE OF COMMUNITY

The Beltline is a sought after neighbourhood, both established and evolving. Safe, diverse and friendly, it's a modern community with strong, vibrant roots. Attracting bespoke boutiques, hip cafes and other hotspots, the Beltline is the best place in the city for people who want an amenity rich lifestyle with authentic urban character.

EAT

PLAY

LIVE



EAT



ART



LIVE

