



## Homeowner Guide to Living in Your New Home

This ***Homeowner Manual*** has been designed to help answer any questions you may have and assist you during and after the move-in process.

An on-line version of this manual can also be found at [www.townline.ca](http://www.townline.ca).



## **WELCOME TO THE GROVE!**

Congratulations and thank you from the entire team at Townline on the purchase of your new home at The Grove. We are conscious of the fact that purchasing a new home is a big decision and we take the responsibility seriously when building your home.

### **Townline Homes**

Like you, Townline has a story. Established by Rick Ilich in 1981, Townline began building single-family homes and roads in Northern BC and the US. Over the past 30 years, Townline has grown from one man into a fully integrated, diverse team of real estate professionals supporting an organization handling all aspects of construction, development, marketing and sales.

With this growth, single-family-home projects have evolved into larger scale multi-family and mixed-use communities. Townline has earned a reputation as a respected, creative and entrepreneurial company that prefers to set trends rather than follow them.

With well over 1,100 homes built since inception, Townline is a true market leader – built on ideas, responsibility and integrity.

### **The Importance of Home Maintenance!**

Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home and help you to protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home, however, should any information contained in the Homeowner Manuals differ from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, that information shall be deemed correct. Should any questions arise, please contact either Townline Homes or the specific product supplier or manufacturer.



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## 1.1 Contacts

### Emergency & Non-Emergency Contacts:

<b>Fire</b>	Emergency	911
	Non-Emergency	604.543.6700
<b>Police</b>	Emergency	911
	Non-Emergency	604.599.0502
<b>Ambulance</b>	Emergency	911
	Non-Emergency	604.872.5151
<b>Gas Leaks &amp; Gas Odor</b> (Terasen Gas - Call if you smell Gas!)	Emergency	1.800.663.9911
<b>Power Failure</b> (BC Hydro)	Emergency	1.800.769.3766
<b>Electrical &amp; Plumbing</b> <i>** During the Warranty Period, please contact Townline first to report warrantable plumbing or electrical concerns. After Hours please contact your Property Manager below. Please also refer to item 1.2 below, Important Information - Emergency Procedures.</i>	Customer Service (9:00 am to 5:00 pm Monday to Friday)  E-mail:	604.270.8823  customer.service@townline.ca
<b>Poison Control</b>	Emergency	604.682.5050
<b>Property Manager</b> FirstService Residential #600-777 Hornby Street Vancouver, B.C. V6Z 1S4 Fax: 604 689-4829 Email: <a href="mailto:info.bc@fsresidential.com">info.bc@fsresidential.com</a> Website: <a href="http://www.fsresidential.com">www.fsresidential.com</a>	Emergency ( 8:30 am-4:30 pm Monday to Friday) Toll free number	604.683.8900 1.855.683.8900
	Emergency (24 hours)	604.777.3880
	Non-Emergency (8:30 am - 4:30 pm Monday to Friday) Toll free number	604.683.8900 1.855.683.8900
	Emergency (9:00 am -5:00pm Monday to Friday)	604.276.8823 customer.service@townline.ca
<b>Townline Homes</b> <b><u>Customer Service Department</u></b> 120-13575 Commerce Parkway Richmond, B.C. V6V 2L1 Fax: 604 270-0854 E-mail: <a href="mailto:customer.service@townline.ca">customer.service@townline.ca</a>	Emergency (After Hours)	Please contact your Property Manager
	Non-Emergency	604.276.8823 customer.service@townline.ca

### In Your Community & Useful Telephone Numbers

Langley Memorial Hospital	22051 Fraser Highway	604.534.4121
City of Surrey (General Inquiries)	14245 56th Ave, Surrey	604.591.4011
Garbage & Recycling	Hotline	604.590.7289
BC Transit	520 Gorge Rd E, Victoria	604.953.3333
BC Ferries	<a href="http://www.bcferries.com">www.bcferries.com</a>	1.888.223.3776
Surrey Chamber of Commerce	14439 104 Ave, Surrey	604.581.7130
Pacific Cabs	<a href="http://www.pacificcabs.com">www.pacificcabs.com</a>	604.536.7666
BC SPCA	6706 152nd Street, Surrey	604.597.5655



## Appliances

Totem Appliances <b>**1 Year Warranty on all Appliances commencing from closing date. Please refer to Section 5.6 of this Manual for further service warranty information.</b>	<b>Please have your completion date, serial and model #'s ready to relay to the Totem repair service representative</b>	604.437.5136
Coast Wholesale Appliances	Appliance Questions	604.552.0042

## Home Warranty Provider

Travelers Insurance Company of Canada <b>**Please review Section 5 of this Manual – (Warranty Coverage &amp; Service), before you contact Travelers</b>	www.travelerscanada.ca	604.682.3095
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## 1.2 Important Information

### Emergency Procedures

When an emergency warranty situation occurs, prompt response is essential. You may be able to mitigate or solve plumbing and electrical problems by referring to the troubleshooting tips in the “How Your Home Works” Section 7 of this Manual.

An emergency constitutes a:

- total loss of heat when the outside temperature is below 50°f
- total loss of electricity
- total loss of water
- plumbing leak that requires the entire water supply to be shut off
- gas leak

During normal business hours, the homeowner may contact either the Property Manager or Townline for any warrantable emergency repairs. Please refer to the “Emergency and Non-Emergency Contacts” table above for contact numbers. After hours, the homeowner may contact either the Property Manager or the applicable local utility company. If this does not solve the problem, the homeowner may then contact the applicable trade contractor listed in the “Trade List” section of this Manual.

Please note that Townline Homes will only reimburse the homeowner for after hours emergency costs if Townline Homes, in its sole discretion, determines that:

1. A warrantable emergency exists;
2. The homeowner did everything and anything necessary to mitigate the damage;
3. The homeowner did not contravene procedures noted in the Manual.
4. **The repairs were facilitated by contractors listed under the “Trade List” tab in this Manual;**
5. The emergency occurred during the warranty period; and



## Owner to Maintain and Mitigate

The “Care & Maintenance of Your Home”, Section 6 of this Manual contains care hints for the maintenance of your home, which may prevent a problem or emergency. Please note that the home warranty issued by Travelers Insurance Company of Canada requires:

*“The Owner to maintain the New Home and mitigate any damage to the New Home, including damage caused by Defects or water penetration, as set out in the Warranty Certificate”.*

*An Owner’s duty to maintain and mitigate survives even if the New Home is unoccupied, occupied by someone else other than the owner, for sale or experiencing water penetration that does not appear to be causing damage.*

*If a problem is made worse due to an Owner’s failure to undertake the proper home maintenance or to mitigate damage, the problem and resultant damage may be excluded from warranty coverage”.*

For further information, please refer to Section 5, of this Manual, (Warranty Coverage & Service).

### 1.3 Water Leaks or Water Penetration

**As soon as possible, please familiarize yourself with the locations of the water shutoff valves in your home.**

Should you notice a leak inside your home, turn the water off at the applicable shut off valve immediately and contact your Property Manager above. **To avoid damage to your home, be sure to clean up all water or moisture immediately.**

Should you notice any exterior leaks or water penetration into your home, please contact your Property Manager as soon as possible by phone and written correspondence.



## 1.4 Property Management

FirstService Residential  
Suite 600, 777 Hornby Street  
Vancouver, BC,  
V6Z 1S4

Phone: 604.683.8900  
Fax: 604.689.4829  
Emergencies: 604.777.3880  
Toll Free: 1.855.683.8900  
Email: [info.bc@fsresidential.com](mailto:info.bc@fsresidential.com)  
Website: [www.fsresidential.com](http://www.fsresidential.com)

## 1.5 Townline Homes Contact Information

120 -13575 Commerce Parkway  
Richmond, BC  
V6V 2L1

Phone: 604.276.8823  
Fax: 604.270.0854  
**Customer Service Email: [customer.service@townline.ca](mailto:customer.service@townline.ca)**  
Hours: Monday to Friday 9am – 5pm



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## 2.1 Taking Possession of Your New Home

When the Sale has completed and the title transferred you may take legal possession of your home. Typically the Possession Date is the day after the Completion date.

Prior to your Completion date, a Townline representative will contact you to arrange a time to present you with the keys to your new home on your *Possession Day*.

## 2.2 Moving-In

Once you have possession of your home you can move in anytime after 12 pm. ***Please remember to use caution when moving larger sized items into your home as Townline is not responsible for any damage caused during the move in process.***

## 2.3 Additional Parking on Move-In Day

Please notify your Property Manager prior to your move-in day should you require additional parking during your move. Please refer to Section 1 for Property Manager contact information.



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### 3.1 Civic Address

19433 – 68 Avenue  
Surrey, British Columbia  
V4N 6M8

### 3.2 Activating Services

#### **BC Hydro**

**Phone: 604-224-9376**

This can also be done on-line at [www.bchydro.com](http://www.bchydro.com)

*Please note: You are responsible for your electricity from the day of possession.*

#### **Digital Cable, Internet or Phone Service**

Your home is pre-wired for Telus and/or Shaw Digital Cable, Internet and phone service capability. Please contact either Shaw or Telus to set up your account.

#### **Canada Post Mail Delivery**

**Phone: 1-866-607-6301**

Contact Canada Post to start your mail delivery at The Grove. You can fill out a "Change of Address" form at any postal outlet in order to forward your mail to your new address. This service requires two weeks to initiate.

### 3.3 Change of Address Reminder

You will also want to change your address with:

**Bank/RRSPs**  
**ICBC**  
**Home/Life Insurance**

**Newspaper/Magazine**  
**Doctor/Dentist Office**  
**Credit/Gas Card**

### 3.4 Owner/Tenant Content Insurance

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



All owners or tenants should have their own in-suite insurance coverage. The policy is often called “Condominium Owner’s Insurance Package,” and typically 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 your insurance company to provide adequate protection.

Speak to your insurance agent in order to determine your specific requirements.

For example, laminate floors installed by owner/developer or part of the original construction in the strata lot are covered by the Strata’s insurance. Laminate floors installed by an owner, after the time of purchase, are not covered by the Strata’s insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the Strata’s insurance policy.

### **3.5 Things Everyone Wants to Know**

From time to time, you may have questions about how things work. For your convenience, we have included the following frequently asked questions and answers:

#### **Garbage and Recycling**

All garbage must be bagged and securely tied or placed in an appropriate garbage bin. Recycling must be clean and properly sorted into the appropriate bins. Cardboard and recyclables are forbidden in the garbage bin. To obtain your blue recycling bins as well as the garbage schedule, please contact your Property Manager. For further information in regards to the City of Surrey Waste Collection Program, please contact their Garbage & Recycling Hotline at 604.590.7289, or visit their website, [www.surrey.ca/city-services](http://www.surrey.ca/city-services).

#### **Where Do I Dispose of Other Types of Garbage?**

You are responsible for disposing of non-household waste. For further information in regards to the Alternative Disposal Sites and Programs, please contact the City of Surrey Garbage & Recycling Hotline at 604.590.7289, or visit their website, [www.surrey.ca/city-services](http://www.surrey.ca/city-services).

#### **What Do I Do with Paint and Other Hazardous Materials?**

DO NOT put paint, solvents, motor oil, pesticides, herbicides, batteries, or any other hazardous waste in with the garbage or recycling. Please contact the City of Surrey’s Garbage & Recycling Hotline at 604.590.7289, or visit their website, [www.surrey.ca/city-services](http://www.surrey.ca/city-services), for further information.



**Where do I get my mail?**

There is a mailbox area in the Amenity Building. Your mailbox will be labeled with your townhome number.

**How do I access my mailbox and Amenity Building?**

You will receive 2 sets of unit and mailbox keys, as well as 2 fobs. The fobs will provide access to the Amenity Buildings (The Grove and Clayton Rise). The hours of operation for the Lounge, Theatre and Ball Hockey Court will be determined by the Strata Corporation after the AGM.

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

**How do I gain access to the Clayton Rise Amenity Facilities?**

Your fob will also give you access to the Amenity Facilities at Clayton Rise.

**Do Clayton Rise Residents have access to The Grove Amenity Facilities?**

As per your Disclosure Statement, all owners and occupants of Clayton Rise and The Grove may share the use of the Amenity Facilities at either development.

**How do I obtain additional keys or fobs?**

If you need additional keys for your home, it is your responsibility to have keys cut. If you need additional fobs to the common area you should contact your Property Management Company. There is usually a fee for additional 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, you may want to keep a record of any serial numbers that appear on your fob. The Property Manager will collect a fee for any additional or replacement fobs.

**What if I want to lease/rent my unit?**

If the suite you purchased is for investment purposes and will be leased or rented out, a "Form K" must be completed by both the Tenant and the Landlord and submitted to the Property Manager. Please contact your Property Manager for the "Form K" and further information. **Please ensure a copy of the Homeowner's Manual is provided to your tenants together with the Bylaws and Rules of the Strata Corporation.**

Please refer to Section 1.2, "Important Information", regarding the Warranty requirements for Owners to undertake proper home maintenance or to mitigate damage to the home even when a unit is unoccupied or occupied by someone else.



**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 Strata Corporation. The Strata Corporation handles the administration of strata fees. For more information and how to pay, please contact your Property Management Company.

**Are pets allowed at the development?**

Yes, pets are allowed at The Grove. Please make sure you clean up after your pet at all times. It is important to note that urine will damage and/or kill your lawn which is not covered under the warranty. Gardeners may not pick up animal waste and/or cut your lawn. Please refer to Strata Corporation By-Laws for further information or contact your Property Manager.

**Where is visitor parking?**

Visitor parking spaces are located in various locations throughout the complex. The Strata Corporation may set a procedural policy at the AGM regarding visitor parking.

Residents should not park in the visitor parking spots. Fines may be imposed against your Strata Lot. Please contact your Property Manager for further information.

**Is it my responsibility to water my lawn and shrubs?**

It is every homeowner's responsibility to water their lawn and shrubs. This includes both front and rear landscaping. Frequent watering will be required during hot summer months. In the future, the Strata Corporation may implement a watering program. Please contact your Property Manager for further information.

**Is it my responsibility to maintain my lawn and shrubs or prune back my trees?**

All landscaping will be maintained by your Strata Corporation. Please contact your Property Manager for further information. ***Please do not prune any trees. All tree pruning will be undertaken by the International Society of Arboriculture Certified Arborists ONLY.***

**Should I winterize my hose bibs and are they frost free?**

Yes you should winterize your hose bibs and they are **not** frost free. Simply shut off the valve for each hose bib in your Hot Water Heater tank room (labeled – Hose Bib Shut Off Valve) and drain the remaining water in the line. **DO NOT** leave a hose connected to your outdoor hose bib or an ice plug may form in the barrel of the valve, and split the pipe.

**What should I do if there is condensation on the inside of my windows?**

Condensation will form on the inside of your windows when there is too much humidity in the home. This can be avoided if you run your bathroom exhaust fans during, and after, each shower for a minimum of 1 hour, or longer if necessary. Your main bathroom fan timer will have been set by Townline to operate for a minimum of 8 hours per day (in 2 four hour periods). This is a code requirement by the City of Surrey. If your fan timer has not been set, please contact a Townline Customer Service representative. Please note that your in-



suite home warranty will be void if you deprogram and turn off your fan timer so it does not operate for the required 8 hour period.

For further information, please refer to Section 7.3 Ventilation and Avoiding Condensation” and Section 6.23. “Main Bathroom Fan Timer”.

### **3.6 Fire Emergencies: Planning and Prevention**

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.

#### **General Fire Safety Information**

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents 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.
- Feel doors for heat before opening.
- Do no re-enter the building for any reason.
- Use the nearest phone at a safe location to call the Fire Department – 911.
- 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 Planning**

It is 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 buy may save lives, including yours. Here are a few recommendations to help you to be prepared:

- Always have a pre-determined plan of action in case of fire.
- Plan and occasionally practice an escape route for you (and your family) should a fire occur.
- Establish a meeting place after escape with friends and family (ie. Amenity Building).

- 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 a fire.

## Extinguishers

It is 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. 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. 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.





- Make certain that exit doors are fully closed behind you.

## **Fire Protection Equipment**

Each home is equipped with Smoke Alarms and/or Smoke/CO Alarms in the entry hallway, dining room and/or bedroom hallway. These detectors are electrically operated and are directly wired to your electrical panel. The alarms do not contain back-up batteries.

Smoke Alarms and/or Smoke/CO Alarms should be tested occasionally to verify that the alarm is active. To check if power is being supplied to the alarm, simply stand directly under the detector and a small light should be visible. To test the device, depress the button located on the front of the detector and a high-pitched squeal will be audible. For further information on testing and/or maintenance of your Smoke Alarms and/or Smoke/Co Alarms, please refer to Sections 6.19 and 7.1 of this manual or the manufacture's Smoke Alarm and/or Smoke/CO Alarm Manuals.

## 4 STRATA LIVING

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## 4.1 General Information

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

As a strata lot purchaser, you will own a strata lot within a development. In addition, each owner will also own a share of all the land and buildings outside the individual strata lots that are connected within the development. Collectively, all of the owners in the development form the strata corporation. The operations of a strata corporation are governed by the **Strata Property Act** (British Columbia).

## 4.2 Definitions

### **Strata Property and Strata Lot:**

Strata property refers to a multi-unit dwelling, also known as a condominium or a townhome. Each unit is individually owned and referred to as a strata lot. Strata lot refers specifically to the interior portions of the homes to which you have exclusive use. The boundary of this area with another strata lot or with common property is the centre of the adjoining wall. Owners are responsible for all maintenance and repairs, short of warrantable defects, within their own strata lot.

### **Disclosure Statement:**

The disclosure statement is the legal document filed with the Superintendent of Real Estate that establishes **The Grove** as a strata property made up of several strata lots to be offered for sale. A copy is given to all prospective buyers. It includes a general description of the property, the strata plan, and terms of offering, bylaw amendments, and any existing contracts made by the Strata Corporation.

### **Common Property:**

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

### **Limited Common Property:**

Limited common property refers to common property that has been designated in the strata plan for exclusive use by one or more strata lot owners. For example, the patios might be designated as limited common property, and set aside for exclusive use by the owners of that strata lot. Repair and maintenance of limited common property falls under the responsibility of the strata corporation, although the strata corporation can, by bylaw, make owners the responsible party. Although the limited common property is designated for the exclusive use of the homeowner, where it is necessary because of its location, it is subject to the right to ingress and egress for members, employees and agents of the strata corporation.

### **Strata Corporation:**

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

The following lists some of the general responsibilities of the strata corporation:

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

### **Strata Council:**

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

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



### 4.3 Property Management Company

The owner developer has hired **FirstService Residential** as the initial property management company for The Grove. The company acts as an agent for the strata corporation and carries out all management maintenance and administrative duties for the development. Some of the main duties of the property management company are outlined below:

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

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

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

### 4.4 Annual General Meeting

The first annual general meeting (AGM) must be held within six weeks of the date that 50% of the strata lots are sold, or by nine months past the date of the sale of the first strata lot (whichever is first). In advance of the AGM, all owners will be given the first proposed budget and financial statements for the previous year. At the AGM, owners will approve the budget for the coming fiscal year and elect a Strata Council. At this time, the owner developer must give the strata corporation copies of all records required by the Act and as listed in section 2-1 (k) of the Disclosure Statement.



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

#### **4.5 Committees**

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

#### **4.6 Bylaws & Rules**

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

#### **4.7 Strata Corporation & Finances**

##### **Operating and Contingency Reserve Funds**

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

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

##### **Strata Fees**

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

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

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

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

#### **4.8 Property Insurance**

The strata corporation’s property insurance covers the buildings and common property only. It must also obtain liability insurance to insure itself against claims from injuries on the property etc. **It is the responsibility of each owner to insure the contents of their strata and any improvements they have made to their property.**

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

#### **4.9 Strata Corporation’s Duty to Mitigate and Maintain**

As indicated in your **Travelers Guarantee Company of Canada’s** 2-5-10 Home Warranty Certificate, the owners are required to maintain their new homes and to mitigate any damage, including damage caused by defects or water penetration. This responsibility lies with the strata corporation when issues pertain to the performance of the common property.

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

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



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

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

and further, Item 14 (2) states,

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

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

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

#### **4.10 Amenity Building – General Information**

The Amenity Building is available for homeowners and tenants’ shared use. Included within the Amenity Building is an exercise room, media room, party room, patio, and hockey court.

Availability and scheduling for the use of the Amenity Building and its facilities will be determined by the Strata Council and the Management Company. All rules and regulations will be established by the Strata Council and the Management Company.

#### **4.11 Amenity Building (Clayton Rise)**

As per the Disclosure Statement, all owners and occupants of Clayton Rise and The Grove may share the use of the Amenity Facilities at either development. Included within the Clayton Rise Amenity Building is an exercise room, media room, party room, patio, and access to the pool.



#### 4.12 Amenity Building (Clayton Rise – Pool Use)

The pool is available for seasonal use. All rules and regulations for homeowners, tenants and their guests are determined by the Strata Council and Management Company.

**Please note, there is no lifeguard on duty at the pool. The pool will be used by homeowners, tenants and their guests at their own risk.**

#### 4.13 Exterior Finishes

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

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

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

Residential Construction Performance Guide on the Homeowner's Protection Office (H.P.O.) website:  
<http://www.hpo.bc.ca/residential-construction-performance-guide>

#### Algae Build-Up

Although your balcony is designated as limited common property and is the responsibility of the strata corporation to maintain, maintenance may occur only once a year. In an effort to maintain your balcony's appearance and longevity, we suggest that you clean off any algae, which may appear over time. We recommend contacting your Property Manager before you conduct any cleaning.

**To clean**, please refer to the manufacturers "Suggested Care and Maintenance Guidelines for Your DecTec Deck Membrane" and included with this manual.



#### 4.14 Landscape Irrigation (Lawn & Shrubs)

It is every homeowner's responsibility to water their lawn and shrubs. This includes both front and rear landscaping. It is important to note that **more frequent watering** will be necessary during the hot summer months.

In the future, the Strata Corporation may implement a watering program. For further information, please contact your Property Manager.

**\*\*NOTE:**

##### ***Tree Pruning***

***Please do not prune any trees. All tree pruning will be undertaken by the International Society of Arboriculture Certified Arborists ONLY.***

## 5 WARRANTY COVERAGE & SERVICE

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## 5.1 Warranty Coverage, Exclusions & Sound Transmission

### Warranty Coverage

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

The Homeowner Protection Office **Residential Construction Performance Guide** describes the required performance and warranty coverage for new homes in British Columbia. We recommend that purchasers download a copy and save it for future reference.

### Online Resources:

[www.hpo.bc.ca/files/download/Res\\_Guide/Residential\\_Construction\\_Performance\\_Guide.pdf](http://www.hpo.bc.ca/files/download/Res_Guide/Residential_Construction_Performance_Guide.pdf)  
[www.townline.ca/warranty](http://www.townline.ca/warranty)

### Travelers Guarantee 2-5-10 Home Warranty Information

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

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

### Schedule “E-2” – 2-5-10 Home Warranty Certificate

A sample copy of the Home Warranty Certificate can be found at the end of this Section.

### 2 Year Materials and Labour Warranty

“Covers any defect in materials and labour or violation of the Building Code\* for 12 months for all new homes, other than the common property of a strata corporation, and 15 months for the common property of strata corporations.

Covers defects in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery systems, as well as for the exterior cladding, caulking, windows and doors, that may lead to detachment or material damage to the new home and violation of the Building Code\*, for 24 months for all new homes, including the common property of strata corporations.



*\*Non-compliance with the Building Code is considered a defect covered by home warranty insurance if the non-compliance constitutes an unreasonable health or safety risk, or has resulted, or is likely to result in material damage to the new home”.*

**For information, and how to report year-end defects, please see “Classification & Reporting of Warrantable Items”, Section 5.4 below.**

### **5 Year Building Envelope Warranty**

Coverage for the building envelope for up to five years for defects in the building envelope of a new home, including a defect which permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

**Note:** *In evaluating a building envelope claim warranty providers will require evidence of actual water penetration or evidence that the water penetration is substantially likely to occur within the 5 year period if the defect is not repaired.*

### **10 Year Building Structural Defects Warranty**

Coverage for structural defects for up to ten years for any defect in materials and labour that results in the failure of a load-bearing part of the new home, and any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

### **Warranty Exclusions**

The warranty does not cover the following:

- a) weathering, normal wear and tear, deterioration consistent with normal industry standards;
- b) normal shrinkage of materials caused by drying after construction;
- c) any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
- d) materials, labour, or design supplied by an owner;
- e) any damage to the extent that it is caused or made worse by an owner or Third Party, including:
  - i. negligent or improper maintenance or improper operation by anyone other than the builder or its employees, agents, or sub-contractors,
  - ii. failure of anyone, other than the builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
  - iii. alterations to the new home, including the conversion of the non-living space into living space or the conversion of the new home into two (2) or more units, by anyone other than the builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and,

- iv. changes to the grading of the ground by anyone other than the builder or its employees, agents, or sub-contractors;
- f) failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Insurance Company of Canada of a Defect or discovered loss or a potential Defect or loss;
- g) any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
- h) accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
- i) bodily injury or damage to personal property or real property which is not part of the new home;
- j) any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;
- k) changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or subcontractors under the construction contract or sales agreement, or as required by Travelers Insurance Company of Canada;
- l) contaminated soil;
- m) subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- n) diminution in value of the new home;
- o) landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- p) non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
- q) any commercial use area and any construction associated with a commercial use area;
- r) roads, curbs, and lanes;
- s) subject to Subsection D.1.1(m), site grading and surface drainage, except as required by the Building Code;
- t) the operation of municipal services, including sanitary and storm sewer;
- u) septic tanks or septic fields;
- v) the quality or quantity of water, either from a piped municipal water supply or from a well;
- w) a water well, but excluding equipment installed for the operation of a water well used exclusively for the new home, which equipment is considered to be part of the plumbing system for the new home;



- x) damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

### **Sound Transmission**

In order for Travelers Insurance Company of Canada to consider sound transmission as a Defect in Materials and Labour, one of the following criteria must be met:

- The owner must provide evidence to show that a violation of the Building Code/Bylaw is present in an assembly that has been constructed using typical building practices and that the STC rating of this assembly does not meet code.
- The owner must demonstrate that the type of assembly constructed is not listed as one of the standard assemblies in the Building Code/Bylaw. Further, a field test must then show that this assembly does not meet the minimum required STC rating.

## **5.2 Townline's Role**

### **The First Year in Your New Home**

For the first year, your new home is covered by our comprehensive warranty that is regulated by the Homeowner Protection Act and is supported by **Travelers Guarantee**, the third party warranty provider. During construction and right through to the end of the first year, Townline will make every effort to warranty the quality and satisfaction of our product.

### **Quality Control Inspections**

Throughout the entire construction process, regular quality control inspections are conducted by Townline Homes. In addition to Townline's inspections, city inspectors, architects and other professional consultants inspect the building to ensure all work is being completed with care and in accordance with the building code, municipal regulations and our specifications.

### **Pre-Occupancy Orientation & Inspection**

Prior to your initial closing date, an in-home pre-occupancy orientation and inspection will be performed by Townline and yourself. During this inspection, a customer service representative will:

- a) introduce the purchaser to the various components of his/her new home (for example water and electrical shut off locations etc; and
- b) make a list of any construction deficiencies.



Townline will endeavor to complete the outstanding deficiencies prior to the initial closing date however, should any deficiencies remain outstanding at the time of completion, Townline will complete these deficiencies within a reasonable period.

It is not the responsibility of Townline Homes to obtain a subsequent purchaser's contact information. If Townline cannot reach a subsequent purchaser, the file will be closed and the deficiencies deemed completed.

### **1 Year Warranty Service**

One year after the initial sale closing date, the homeowner has a second opportunity to report construction defects (please see "Warranty Service Rules and Regulations", section 5.5 of this manual). This is the best time to report defects such as cracking drywall and other cosmetic deficiencies due to shrinking and settling. For further information, please refer to Section 5.4 of this Manual, "Classification and Reporting of Warrantable items".

### **Homeowner Protection Office Residential Construction Performance Guide**

Townline is here to assist you, should servicing be required. All warranty work will be reviewed using the HPO Residential Construction Performance Guide. For further information on classification and reporting of warrantable items and the HPO Residential Construction Performance Guide, please refer to Section 5.5 of this manual, Classification and Reporting of Warrantable Items.

## **5.3 Homeowner's Role**

### **The First Year in Your New Home - Five Important Points to Keep in Mind**

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

1. Read all operation manuals supplied with your home. It is recommended that you fill out any warranty cards provided with the appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage and cracks in the drywall as well as allowing us to make necessary repairs. You should feel free to paint and otherwise decorate your home as you wish.
3. **Use and maintain all equipment properly as recommended in their respective manuals.** This is especially true in regard to your humidity control, kitchen fans, and other moisture control devices within your home. Please read the **Section Six: "Care and Maintenance of Your Home"** in this *Homeowner Manual*.



4. During the warranty, **please do not attempt the repairs yourself or contract anyone else to do the work or your warranty will be void.** 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.

In addition, please note that your warranty does not cover any changes, alterations or additions made to your new home by anyone after initial occupancy, except those performed by the builder or its employees, agents or sub-contractors under the construction contractor sales agreement or as required by **Travelers Canada**.

### Owner's duty to Mitigate & Maintain

As per Section G of your Travelers Insurance Company of Canada 2-5-10 Home Warranty Certificate, the owners are required to maintain their new homes and to mitigate any damage, including damage caused by defects or water penetration. For further information, please refer to Section G of the Sample Travelers Warranty Certificate found at the end of this section or:

Online Resources: Maintenance Manual on Travelers Insurance of Canada website:  
<http://www.travelerscanada.ca>

Residential Construction Performance Guide on the  
Homeowner's Protection Office (H.P.O) website  
<http://www.hpo.bc.ca/residential-construction-performance-guide>

## 5.4 Classification & Reporting of Warrantable Items

For your own peace of mind and convenience, it is important to report problems at the appropriate time and in writing (***please see Section 5.5, "Warranty Service Rules and Regulations"***). 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 that should be noted at the end of the first year, before your warranty expires.

Below are examples of each type of problem and the appropriate response:

### Emergencies

A home emergency is a problem that will affect your well being and requires immediate skilled attention to your home.

Examples: 1. The smell of gas;



2. Water leaking from a source that cannot be identified and contained; and
3. Any electrical problem that affects your home or presents a hazard.

**The above noted emergencies should be reported as noted in Section 1: CONTACTS.**

### **Items Requiring Prompt Attention**

Items coming under this category are those that pose a safety hazard, or which if left unattended until the end warranty period, will do greater harm to your home.

- Examples:
1. Loose railings;
  2. Malfunctioning plumbing;
  3. Electrical problems such as inadequate heating;
  4. Water seepage of any kind, such as slow leaking under a sink, visible dampness or new stains under balconies;
  5. Window seal failure;
  6. Window cracks;
  7. Exterior door/ windows that no longer fit or function properly; and
  8. Cracked or broken tiles in the shower.

**The above noted items should be reported as per Section 5.5 of this manual - Warranty Service Rules and Regulations.** To facilitate repairs, please refer to Section 5.5 for further information.

### **1st Year Warrantable Items**

Items under this category are those that can wait and are best repaired in one visit by our service department at the end of the 1<sup>st</sup> year warranty period.

- Examples:
1. Drywall shrinkage cracks; and
  2. Nail pops

Drywall repairs as a result of any shrinkage cracks or nail pops that occur during the first year will be dealt and repaired only once during your warranty period. It is recommended that you wait until near the end of your warranty period before requesting drywall repairs to ensure you will not have any further shrinkage cracks or repairs. All repairs are sanded and ready for painting, however Townline Homes does not repaint.

**All Year-end items should be reported as per the Warranty Service Rules and Regulations to our Customer Service Department and must be in writing to ensure proper documentation.** To facilitate repairs, please complete and forward the "Service Request Form" found at the back of this section to the address as noted on the form. You may also contact us online at [www.townline.ca](http://www.townline.ca).



## **2nd Year Warrantable Items**

This is the final opportunity for homeowners to report defects in electrical, plumbing, heating, and ventilation. In addition, any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or damage to the home is also warrantable. At this time to arrange repairs for warrantable items, please fill out and return the “Service Request Form” found at the end of this section. Either e-mail, mail or fax this form to Townline using the given contact information. If the homeowner mails the “Service Request Form”, it must be done by registered mail. Townline will use its best efforts to complete warranty repairs within a reasonable period of time (following the expiry of the 2nd Year End Warranty).

Please refer to Section 5.5 of this Manual, “Warranty Service Rules and Regulations”. Where applicable, they also apply to the “2nd Year Warranty”. For example, if the homeowner does not deliver his/her written request to Townline Homes on or before the day the applicable warranty period expires, then that warranty will be deemed expired.

## **Warranty Reporting – Building Envelope and Structural**

After the 2nd Year Warranty Period, the warranty covering materials and labour is complete. For the following 3 years, Townline covers warrantable defects in the building envelope of your home. For the following 8 years Townline covers warrantable defects for the structural integrity of your home. Please report any building envelope and structural integrity problems to your property management company. We will work directly with the property management to remedy warrantable issues.

## **Common Property and Limited Common Property**

Service and warranty on all issues relating to areas outside of your home are dealt with through the Property Manager. Our Customer Service representative will work directly with the Property Manager to have a warranty defect in the common property solved. Please report any defects you notice to your Property Management Company.

## **5.5 Warranty Service Rules and Regulations.**

1. Requests for either emergency or non-emergency warranty service will only be honored if it is in writing. Homeowners must record all warrantable requests on the “Service Request Form” found at the end of this Section. The homeowner must then e-mail, mail or fax the form to Townline Homes using the given contact information. If the homeowner mails the “Service Request Form”, it must be done by registered mail to ensure that it has been received. If an e-mail is sent, the homeowner must request and receive a confirmation e-mail from the Customer Service Department that the service request has been received.



2. Townline Homes must receive written request for warranty service on or before the day the applicable warranty expires. If the homeowner does not deliver the written request to Townline Homes on or before the day the applicable warranty period expires, then that warranty will be deemed expired. Townline Homes will begin inspecting non-emergency 1st and 2nd Year warrantable items service requests after the applicable warranty period has expired.

3. Townline Homes will only attempt to contact a homeowner twice to arrange a warranty appointment. Townline Homes will use the owner contact information written on the "Service Request Form". If Townline Customer Service does not hear back from the homeowner within 30 days, the warranty work will be considered completed and the file will be closed.

4. The homeowner must be present when Townline Homes is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are completed.

5. Townline Homes, in its sole discretion, will determine whether or not a service request is warrantable.

6. Townline Homes will determine whether or not a call is an emergency. Emergencies may include:

- Plumbing and/or gas leaks; or
- A total loss of heat, electricity or water.

**Note: Townline Homes will not reimburse homeowners for warrantable emergency actions that contravene the "Emergency Procedures" section of this Manual. Please refer to Section 1.2, "Emergency Procedures" for further information.**

7. Maintenance duties such as plumbing clogs and burnt out light bulbs will not be attended to, as this maintenance is normal wear and tear and the responsibility of the homeowner.

8. If Townline Homes is called to a unit to repair a plumbing clog that has been caused by a homeowner, Townline Homes will bill the homeowner for the service call.

9. Damages incurred as a result of condensation and/or poor ventilation will not be remedied. Please review the "Avoiding Condensation Problems" literature that was included with this Manual. **For more information, please visit [www.cmhc.ca](http://www.cmhc.ca). From this site, search for the article "Measuring Humidity in Your Home".**



10. Laminate floor damages resulting from either inadequate or excessive suite heat or improper cleaning will not be remedied. Please refer to the Laminate floor care and maintenance literature for further information.

11. Tampering with the automatic bathroom fan timer operation (and not meeting the minimum requirements of 8 hours per day), may void your home warranty.

12. Townline Homes is not responsible for appliance repairs after the initial sale closing date. To facilitate an appliance repair, the owner must contact the appliance service company directly. For contact information, please refer to Section 5.6 below-“Appliance Service Warranties” or Section 1-“Contacts”, of this manual.

13. Townline Homes will only repair some warrantable items once during the term of the warranty (please refer to the “Home Components” section of this Manual for details regarding warranty guidelines). For example, Townline Homes will come once, within the applicable warranty period, to remedy reported cracks in either the drywall or the ceiling. The homeowner will be responsible for remedying subsequent cracks, at the homeowner’s cost.

14. The Customer Service Department will sign off on either a construction or warrantable deficiency if, in the Customer Service Department’s opinion, the applicable deficiency has been remedied to industry standards.

## 5.6 Appliance Service Warranties

The Grove Appliances were supplied by Coast Wholesale Appliances. Be sure to check the product manuals for the durations and types of warranty coverage provided. It is recommended that you fill out any warranty cards provided with the appliances. The warranty cards are included with each instruction manual. If you have any questions about your appliances, please contact Coast Appliances directly at 604.552.0042. **For appliance repairs, please contact Totem Appliance and Refrigeration at 604.437.5136.**

If a problem arises with an appliance, be prepared to supply the date of purchase (closing date of your home), the serial and model numbers found on the metal plate on side, back or bottom of appliance, and description of the problem.

***Please note that Townline Homes is not responsible for repairs to any appliances after title is transferred.***



## 5.7 Forms

You will find the following forms at the end of this section:

- Service Request Form
- Coast Wholesale Appliance – “Warranties for Appliances” literature
- Sample Copy of the Schedule “E-2” – 2-5-10 Home Warranty Certificate



## SERVICE REQUEST FORM

Date: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Item #	Location of Item	Description of Item	Item Repaired
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Please forward to: Townline Homes  
**Attention: Customer Service**  
 120-13575 Commerce Pkwy, Richmond, B.C., V6V 2L1  
 Fax: 604-270-0854  
 Email: [customer.service@townline.ca](mailto:customer.service@townline.ca)

***Please note: All Service Requests mailed to Townline must be done by registered mail to ensure that it has been received.***

Appointments for service are made during regular business hours: 7:00 am to 3:00 pm Monday to Friday. The homeowner must be present when Townline is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointment so that you can remain at home until the repairs are completed.





## 6 CARE & MAINTENANCE OF YOUR HOME

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## 6.1 General Information

No home is maintenance free. Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home and help you to protect your investment.

The maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home, however, should any questions arise, please contact our Customer Service Department in writing or the specific product supplier or manufacturer. Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, it is recommended that you hire a professional. For your convenience, we have included a “*New Home Maintenance Schedule*” which can be found under Item 6.14 of this section. For a copy of Travelers “*Home Maintenance Manual*”, please refer to their website <http://www.travelerscanada.ca> or [www.townline.ca](http://www.townline.ca).

***NOTE: Generally, we do not recommend using abrasive cleansers or solvents for cleaning any surface in your home.***

## 6.2 Appliances

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. For complete instructions on the operation and care of your appliances please refer to your manuals. It is important to read through the manuals before attempting to use the appliances. It is recommended that you fill out any warranty cards provided with the appliances.

### Dryer

Please **ENSURE** that you clean your dryer lint traps after every use. Failure to do so may create a fire hazard and/or poor performance of the dryer.

If a problem arises with an appliance, please refer to Section 5.6 of this Manual for contact information on reporting the problem.

***Please note that Townline Homes is not responsible for repairs to any appliances after title is transferred.***

## 6.3 Kitchen and Bathroom Countertops

With proper care, your quartz countertops will stay new-looking for years.

### To Clean:

Blot up spills immediately, before they penetrate the surface (especially oil and liquids with natural colour, e.g. wine, juices etc.).

- Water should be wiped dry to prevent water marks or rings on stone surface.
- Clean stone surfaces with water or professional stone care products only.
- Use a soft, clean cloth to clean the granite. Rinse after washing and dry with a soft, clean cloth.
- Use only professional stain remover products on quartz as these products will not tarnish the surface of the stone.
- Reseal the countertop every 6 – 12 months. Check with the installer for recommendations. Use a non-toxic sealer on food preparation areas.
- Consider using a new disinfectant cleaner made specifically for quartz.
- Call your professional stone supplier, installer, or restoration specialist for problems that appear too difficult to treat.

### Tips

- Use coasters under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the stone surface.
- Stone countertops cannot withstand heavy or unevenly distributed amounts of weight. This will result in breakage or cracks on countertops which is not warrantable.

### Do Not:

- Do not use products that contain lemon, vinegar or other acids on marble or limestone. Strong detergents or corrosive liquids can dull the polished marble/granite/quartz surface and should not be used.
- Don't use abrasive cleaners such as dry cleaners, scouring powders or 'soft' cleaners.
- Do not mix cleaning products such as ammonia and bleach together, the result is toxic.
- Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes and placements under china, ceramics, silver or other objects that could scratch the surface.

## 6.4 Cabinets

With proper care, your cabinets will look new for years to come.

### To Clean

Clean as needed with a soft, lint-free cotton cloth. Use a mild detergent or soap, and warm water then dry surfaces immediately with a soft, lint-free cotton cloth. Wipe spills promptly and avoid excessive moisture. **Never use abrasive powder or liquid cleaner or an abrasive pad. Do not use any solvents, thinners, or mineral spirits on cabinet surfaces.**

Cabinet surfaces can become damaged or warped when moisture generating appliances are placed too near the cabinet (such as a crock-pot or kettle). When operating such appliances place them in a location that it not directly under a cabinet.

**Note: Warranty will be null and void in cases where damage to cabinets is due to standing water or heat/moisture generating appliances.**

## 6.5 Carpet

Proper care and cleaning can help to retain the appearance and performance of your carpet over many years. However, no carpet is absolutely stain-proof.

**To best care for your home's carpet, please read the tips listed below:**

1. **Vacuum Frequently.** - Use a good quality vacuum – it's the most important part of routine care. A good vacuum, especially one with a hepa filter, improves air quality.
2. **How often should you vacuum?** – The more frequently the better for your carpet. Try for at least once a week. Vacuuming does two things:
  - Helps remove dirt particles
  - Grooms your carpet's surface
3. **What is soiling?** – It is the build-up of soil particles (usually tracked into the house by foot) and oily materials (either airborne or by foot). Both types cling to the carpet fibers, thus dulling the vibrancy over time. Foot traffic drives the particles deep into the carpet.
4. **Cut Down on Tracked-in Dirt** - Place walk-off mats at all entrances to trap soil before it can be tracked into the house. Mats and runners in high traffic areas will help reduce built-up dirt. Be sure to clean mats weekly to ensure they don't become soil sources (avoid latex-backed runners as they may yellow carpet).
5. **Relieve the pressure from heavy furniture** - Shift the position of furniture a few inches forward or backward from time to time. Use small plastic guides under the legs of heavy furniture that is not easily moved. Avoid damage to carpet when moving heavy wheeled furniture (pianos, buffets, etc.) by utilizing a heavy cardboard or plywood barrier between the carpet and wheels.
6. **Give carpet in heavy traffic areas "breathing spells"** - Periodically put small rugs in front of chairs or furniture.



7. **Avoid walking barefoot on carpet** – Due to the oils present on feet, walking barefoot on carpet can transfer this oil to our carpet. Wearing socks and slippers can reduce this.
8. **Have your carpets professionally cleaned every year** - Manufacturers recommend professional carpet cleaning once a year – every 2 years is a must. Soil with a lot of oil in it becomes harder to remove the longer it sits on the carpet. By calling The Institute of Inspection, Cleaning, Restoration and Certification toll free at 1.800.835.4624, they will provide you with names and phone numbers of certified professional carpet cleaners in your area.
9. **Clean Up Spills Immediately** - Prompt attention to spots and spills will make stain removal easier. Always blot the area, never rub, scrub or brush. If stain persists, use the cleaning method recommended in the Stain Removal Guide included at the back of this section.

#### **Additional Care Tips:**

For additional care tips, please review the following. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

1. **Burns** - Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.
2. **Air Filtration** - If interior doors are kept closed while fans are operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.
3. **Fuzzing** - In loop carpets, fibers may break. Simply clip the excess fibers. If fuzzing continues, call a professional.
4. **Pilling** - Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.
5. **Rippling** - With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.
6. **Seams** - Visibility of carpet seams will vary with type of carpet, lighting conditions and direction of pile. Although the backing may be properly fitted, a seam may remain visible; this is normal but open joints or gaps in material are not acceptable.

Location of carpet seams may vary due to predetermined manufactured widths and installation restrictions and are discretionary. Seams around spindles, balustrades, and newel posts for stairs are often visible. Vacuum cleaners with aggressive rotary attachments may damage carpet seams.

Damaged carpet seams resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

7. **Shedding** - New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.
8. **Snags** - Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.
9. **Sprouting** - Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process
10. **Stains** - Dark carpet stains around room perimeters, stairs, or at heating registers are commonly called “carbon black” are an occupant use and house location issue. Sources of carbon rarely relate to work and material supplied by the builder.

Dark staining often results from airborne carbon material settling out on synthetic or magnetic surfaces such as television screens, carpets and magnetic seals on refrigerators. Burning scented candles contributes to carpet staining. Light-coloured synthetic carpets accentuate this condition.

11. **Static** - Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.
12. **Carpet colour variation** - A slight variation in colour may occur due to different lighting effects and at transitions between rooms or areas.

Minor variation between dye lots is acceptable. Doorways, stairs and thresholds are acceptable locations where pile direction may change.

**Note: If carpets replacements are made, Townline Homes is not responsible for dye lot variations.**

## 6.6 Caulking & Sealants

Caulking and sealants are used in the interior of your home in areas such as countertops and bathtubs. Over time, you may notice gaps in your caulking around plumbing fixtures, windows, backsplashes etc. Maintaining a good seal is important to prevent moisture problems. We recommend, as a measure of preventative maintenance, to verify the condition of the caulking. Over time, the caulking and sealant will deteriorate and allow water to penetrate, causing damage to unseen areas. **Caulking touch ups are the homeowner's responsibility**; please ensure you monitor same and perform touch ups on an as need basis.

## 6.7 Doors

Wood doors are subject to natural characteristics of wood, such as shrinkage and warpage. Natural fluctuations caused by humidity, showers, dishwasher, temperature extremes, etc. can result in interior doors requiring minor adjustments. Doors can also become misaligned or hard to latch due to normal settling of the home and hardware may need to be cleaned and lubricated. Door hardware and locks can be lubricated with powdered graphite or light oil.

**To best care for your home's doors, please read the tips listed below:**

### Bi-Fold Doors

Interior bi-folds sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising), and raising or lowering the plate accordingly.

### Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

### Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.



### **Slamming**

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.

### **Sticking**

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. During a damp season, a door may stick more frequently. Do not plane the door during this time unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### **Warping**

If a door becomes slightly warped, it can often be corrected by keeping the door closed as much as possible.

### **Weather Stripping**

Weather stripping (sealer around door opening) and exterior door thresholds (bottom plate of door) occasionally require adjustment or replacement.

### **Please note, the following door defects are covered by a one year limited warranty:**

#### **Adjustments**

Due to normal settling of the home, doors may require adjustment for proper fit. Townline will make such adjustments during the first year.

#### **Panel Shrinkage**

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, we will repair split panels that allow light to be visible during the first year.

#### **Warping**

Townline will repair doors that warp in excess of 1/4 inch during the first year warranty period, within our warranty procedure.

## 6.8 Driveway

Concrete is a strong material that wears well, however, similar to other building materials care must be taken with its use and maintenance is required.

### General Maintenance

- Do not park or drive heavy or commercial vehicles, **including large moving trucks**, on residential driveways.
- Be careful to keep rain and snow run-off and excessive hose water away from concrete as the soil below can become destabilized.
- Remove leaves and foliage from the concrete promptly as it can stain. Do not use acids to remove stains or to clean concrete.
- Excessive pressure from pressure washers can damage concrete surfaces - using a stiff broom and concrete cleaner may be preferable.
- Annually, apply a quality concrete sealer, as it will help protect and maintain the concrete. When regularly applied to a concrete surface, these protective coatings limit absorption. Always follow the manufacturer's instructions when applying a sealer.

### Winter Time

- Do not allow snow or ice to accumulate on driveways.
- Do not use de-icing chemicals or salt on driveways. De-icers are used to melt snow or ice, however, these chemicals can cause deterioration of the concrete. Using sand, although it will not melt the snow, is an alternative.

## 6.9 Filters

Your new home may have several types of filters, all of which require regular maintenance to ensure efficient operation of the equipment they serve. The following is a list of some of the different types that you may have in your new home. During your walk through, you will have been briefed on the various types used in your home, their locations and information on maintenance. Should you have any questions, contact our Customer Service Department at 604.276.8823 or [www.townline.ca](http://www.townline.ca).

***Negligent or improper maintenance or improper operation will void your materials and labour warranty.***

### Microwave/Hood Fan

To ensure efficient operation of the microwave/exhaust fan as well as reducing potential fire hazards created by grease accumulation, filters should be washed in mild detergent. They can also be run through the dishwasher. Range hoods that do not vent to the outdoors are usually provided with a charcoal filter that facilitates removal of grease and odours. These filters should be replaced





in accordance with the manufacturer's recommendations. For further information on cleaning or changing filters, please refer to the manufacturer's appliance use and care manual.

### **Dryer Vents**

Although not having a filter, the exterior louvers or grilles for your unit dryer must also be cleaned annually. Dryer lint traps are to be cleaned after every use. Failure to do so may create a fire hazard or moisture related problems within your home.

Please contact your Property Manager for information on the next scheduled maintenance cleaning of the exterior dryer louvers or grilles.

## **6.10 Laminate Floor**

Exclusive Floors supplied and installed the laminate flooring in your home and have provided the following care & maintenance guidelines:

### **Care & Maintenance**

"Laminate Flooring is naturally durable; learn how to keep it looking great while standing up to the toughest household conditions. Follow routine maintenance guidelines to clean your laminate floor.

- Use a damp cloth to blot spills as soon as they happen.
- Never allow liquids to stand on your floor.
- For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
- Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
- Clean the floor with cleaning products made specifically for laminate floor care. Manufacturer recommended products are available at Exclusive Floors.
- Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material, which is not specific for laminate flooring. This could cause swelling, warping, delamination, and joint-line separation. Furthermore this may void your warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
- A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.

### **Protect your laminate flooring to keep it looking like new**

- Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use appropriate floor protectors to minimize the chance of indentations and scratches from heavy objects. Varieties of floor protectors are available at your local hardware store.
- A protective mat and pads should be used for furniture or chairs with castors.
- Never try to slide heavy objects across the floor.
- Avoiding excessive exposure to water during periods of inclement weather and maintaining a normal indoor relative humidity level between 35% and 55% throughout the year to minimize the natural expansion and contraction of the wood.
  - a. Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
  - b. Non-Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
- Keep your pets nails trimmed to prevent them from scratching your floor.

Failure to follow floor care instructions will void your laminate warranty.

For further information on the care and maintenance of your laminate floor, please contact Exclusive Floors @ 604 575-9550.

### **6.11 Garage Ceiling Ventilation**

Some homes have ceiling vents installed in the garage ceiling near the overhead garage door. These vents provide ventilation for the exterior deck above. **Do not** cover the vents or grilles. The vents and grilles should be cleaned annually.

### **6.12 Hardware**

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

### **6.13 Mirror & Glass**

The best & safest cleaner for mirrors and glass is clean warm water used with a soft cloth.



Be careful not to allow the edges of the mirror to get wet or remain wet over a period of time. Do not use any acid, alkali, or abrasive cleaners on any mirror or glass surface. Good ventilation will keep your mirror from “sweating” and creating condensing liquids that could be corrosive and damaging to the mirror. Please refer to the Manufacturer’s specific cleaning instructions for further information.

### 6.14 New Home Maintenance Schedule

ITEM	ONCE A MONTH	SPRING	SUMMER	FALL	WINTER
<b>Windows and Doors</b>					
Check & clean weather stripping at windows & doors & adjust if necessary				X	
<b>Interior Finishes</b>					
Re-caulk showers & countertops if necessary		X			
Seal Grout			X		
Lubricate door hinges		X			
Wash range hood filter	X				
Vacuum Bathroom Fan Grille		X		X	
Plumbing fixtures not being used frequently – run some water in the trap	X				
Empty and clean drip trays in freezer and/or refrigerators.				X	
<b>Electrical</b>					
Check GFCI circuits	X				
Check smoke /carbon monoxide alarms	X				
Vacuum smoke/carbon monoxide alarms		X		X	
<b>Exterior</b>					
Drain & store outdoor hoses. Close interior valve to outdoor hose connection and drain the hose bib				X	

\* Filters should be replaced three months after occupancy and every six months thereafter.

## 6.15 Paint

The following are some tips and recommendations for washing painted surfaces by ICI Paints Canada.

“There are varying degrees of washability of painted surfaces. As a general rule, it is very difficult to wash a flat paint without causing burnishing of the surface. Burnishing is commonly associated with the appearance of shiny patches or spots on flat and low sheen finishes after washing or being rubbed. It is actually the polishing of unprotected pigment on the paint finish. Once the surface has been burnished, it has been permanently marred and must be repainted or touched-up to be repaired. The higher the gloss of the paint, the more resistant to burnishing it becomes.

### Things to avoid with Latex Paints

Latex paints have poor solvent resistance. Commercial cleaners that contain solvents can attach a latex finish. Therefore, avoid the use of most off the shelf bottled cleaners and any powder or cream abrasive cleaners. Latex paint can be water sensitive up to 30 days after application and should not be washed during this period.

### Washing Procedures

As a general recommendation, we suggest the use of a soft cellulose sponge for any cleaning on painted surfaces. Wash cloths and rags used for washing can actually be too coarse for some paint finishes (especially flat and low-gloss latexes). The coarseness of the wash cloth or rag can actually cause a sanding action of the surface and actually remove some of the paint. Never wash in a circular motion, this causes undue pressure exacted at one particular spot and will definitely cause burnishing on flat and low-gloss finishes. We suggest a steady even pressure, side to side or up and down motion. Always use some form of soap. The soap not only helps to remove dirt from the surface but the soap acts as a lubricant. This helps to protect the paint from being burnished. The use of water only, on flat and low gloss paint can actually increase the chance of burnishing.

### Flat Paint (Alkyd or Latex)

Spot clean only. Use a mild detergent (such as dish liquid soap), with a damp sponge. Lubricate the stain with the soap and water. Wipe gently – **DO NOT RUB!!** Rinse the area gently with clean water and a sponge.

### Low-Gloss Latex (Eggshell, Low-Luster, Satin)

This surface is washable and marks can be easily removed; however, it can be easily burnished if care is not taken. Use a mild detergent (such as dish liquid soap), with a damp sponge. Lubricate the stain with the soap and water. Use a side to side or up and down cleaning motion with mild even pressure, making sure that the area being washed remains wet and does not dry out. Rinse the area gently with clean water and a sponge.

### **Semi-Gloss (Alkyd or Latex)**

Very washable, will withstand heavy washing and is not easily burnished. Use similar washing procedures as others but less care needs to be used when washing”.

### **Exterior Paint**

All exterior painting is considered a common area item and is controlled and maintained by your strata corporation and Property Manager.

## **6.16 Tiles**

For detailed information concerning the care and maintenance of your tiles, please refer to the manufacturer’s care and maintenance guide. For further care tips, please review the following:

### **IMPORTANT THINGS TO DO:**

- Seal your product – to ensure maximum protection, make sure your stone and grout have been properly sealed with an approved product.
- Clean up spills right away to minimize damage and stains. Blot up the spill with a clean, dry cloth and then use an approved cleaner and a soft, white cloth.
- Place mats under china, silver, ceramics, and other items that can scratch your stone or tile’s surface.
- Use mats or trivets under hot dishes and cookware.
- Place coasters under glasses, especially if they contain juices or alcohol.
- Dust or carefully vacuum floors, countertops, islands and vanities, frequently.
- Place a small rug or mat at all entries to your home to catch dirt and grit from being tracked in.
- Always use an approved tile and stone cleaner for daily cleaning.
- In the bathroom or other wet areas, keep a sponge or squeegee available to mop up water to prevent soap scum or hard water deposit buildup.

### **THINGS YOU SHOULDN’T DO:**

- Do not postpone cleaning up spills on stone. Attend to them as quickly as possible.
- Do not use harsh cleaners that contain acid, such as bathroom cleaners, grout cleaners, or tub and tile cleaners.
- Do not use ammonia, bleach, vinegar or other general cleaners.
- Do not use alkaline cleaners that are not specially formulated for stone.

***Please Note: Townline Homes does not seal the grout. Sealing of the grout is your decision and responsibility.***

### 6.17 Microwave/Hood Fan

Frequency of cleaning depends on how often the range is cleaned and what type of cooking you do. The filter is made of a stainless steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well. Abrasives and scouring agents can scratch stainless steel finishes and should not be used to clean finished surfaces. Please consult the Microwave Oven User and Care Manual for further information on cleaning and changing filters.

### 6.18 Shower Tiles

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 clear liquid silicone grout sealer to help prevent mould and mildew.

### 6.19 Smoke Alarms and/or Smoke/Co Alarms

Smoke Alarms and/or Smoke/CO Alarms are installed for your safety and protection in accordance with building codes which dictate the locations. **These should not be removed or disabled at anytime.** The number of alarms installed per home depends upon the size of the home. For further information on testing and maintenance, please refer to Section 7.1 of this manual.

### 6.20 Stainless Steel Sink

Stainless steel sink can be cleaned with a mild abrasive. Avoid scouring pads as they will leave small bits of metal in the sink and will cause spots to show.

### 6.21 Taps/Faucets

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

### 6.22 Windows

Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be cleaned from the bottom of the window and the frame. Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off the glazing. These tracks will have weep holes to



the outside to drain the moisture. These holes must be kept clean and can be maintained with a short piece of wire or cotton swab.

If high humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This can be attributed to poor ventilation inside the home and there is unlikely to be any defect with the window itself. Condensation can result in the growth of mould in the window frame that can be controlled with a mild solution of bleach and water. ***For further information, please refer to HPO's Building Envelope Maintenance Bulletin – Maintenance Matters #3, Avoiding Condensation” found in Section 11 of this Manual or [www.townline.ca/warranty/cmhchomemaintenancetips](http://www.townline.ca/warranty/cmhchomemaintenancetips).***

### **6.23 Main Bathroom Fan Timer**

Your main bathroom fan is equipped with a fan timer. This is a requirement of the British Columbia Building Code (BCBC). Principal exhaust fans, such as those in the main bathrooms, must operate for a minimum of 8 hours per day. Therefore, your main bathroom fan has been set to operate automatically for 4 hours in the morning and 4 hours in the evening, daily. You will not be able to turn the fan off during these periods. The fan timer control panel is generally located in the laundry or hallway closet. Please refer to Section 11 of this Manual for fan timer programming instructions.

**Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) may void your home warranty.**



## 7 HOW YOUR HOME WORKS

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## 7.1 Electrical

### General Information

Your home has its own electrical service panel with separate circuits that service different appliance outlets, other electrical receptacles and lights.

Breakers control the circuits and protect against fires that could develop if the wiring becomes overheated resulting from an overload on the electrical system. Each breaker will operate either an appliance, lights, or a specific outlet.

Circuits can only handle a specified total wattage of all the electrical products connected to that circuit. If too much wattage is plugged into a circuit the breaker will trip at the electrical panel and will stop working. **\*\*Please note that a breaker will eventually require replacement if repeatedly tripped.**

Here is a guide to knowing what a circuit can handle:

- 15 ampere branch circuit can carry 1500 watts (most home lighting and wall outlets).
- 20 ampere branch circuit can carry 2000 watts (kitchen outlets).

Find the nameplate on each appliance indicating its power (watts) rating. Add up the total watts for appliances that you may use at the same time on the same branch circuit. Examples:

Hair Dryer	1400 watts
Iron	1000 watts
Portable Heater	1200 watts
Vacuum Cleaner	600 watts
Deep Fat Fryer	1300 watts
Portable Fan	150 watts

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

### Short Circuits

If a breaker disconnects, follow these steps:

1. Unplug the appliance you suspect caused the problem;
2. Reset the breaker (see **“Re-setting Breakers below”**);
3. Check other appliances for frayed or broken wiring if the breaker disconnects again;
4. Disconnect the appliance in question and try it on another circuit;
5. If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem; and

6. If the problem persists, have a qualified electrician inspect the electrical system.

**Do not use a faulty circuit until a qualified electrician has inspected it, determined the problem, and corrected it.**

## Resetting Breakers

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breakers 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 due to 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.

## Kitchen Counter Receptacles

The electrical outlets have been split into two halves. The top receptacle is on one circuit and the bottom receptacle 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)

Ground Fault Circuit Interrupters ("GFCI") are installed in various locations in your home such as your kitchen and bathroom. These devices are sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are excessively long and/or if appliances are faulty. 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 normal healthy person should not receive serious injury. Infants and small children may still be affected.

***NOTE: A GFCI receptacle will eventually require replacement if repeatedly tripped.***

## Re-setting GFCI receptacle in Main Bathroom

The Main Bathroom receptacle works in conjunction with the ensuite GFCI receptacle. To re-set your receptacle in the main bathroom, you must re-set the GFCI receptacle in the ensuite.

## Testing GFCI's

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

1. Plug in an appliance like a hair dryer and turn it on;
2. Push the **TEST** button;



3. This will cause the **RESET** button to pop out and turn the power off;
4. 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.**
5. If the power is off and the **RESET** button has popped out, push in the reset button and power will be restored; and
6. 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 Alarms and/or Smoke/Co Alarms**

Smoke Alarms and/or Smoke/Co Alarms are provided in accordance with the building code which dictates the locations. They are connected to an electrical circuit (hardwired) and not battery operated. Smoke Alarms and/or Smoke/Co Alarms are installed in your home for your safety and therefore cannot be omitted and **should not** be removed or disabled by anyone. The number of alarms installed per home depends upon the size of the home.

### **Testing – Care & Maintenance**

**CAUTION: Due to the loudness (85 decibels) of the alarm, always stand an arms length away from the unit when testing.**

### **Smoke Alarms and/or Smoke/CO Alarms – WEEKLY TESTING IS REQUIRED**

To keep your Combination Smoke & Carbon Monoxide Alarm in peak condition, the homeowner should:

- Verify the unit's alarm and LED lights operation by pushing the Test/Reset/Hush button once a week.
- Remove the unit from mounting plate and vacuum the alarm cover and vents with a soft brush attachment at least once a year to remove dust and dirt. Reinstall immediately after cleaning and then test using the Test/Reset/Hush button.
- Never use detergents or other solvents to clean the unit.
- Avoid spraying air fresheners, hair spray, or other aerosols near the Smoke Alarms or Smoke/CO Alarms.
- DO NOT use an open flame to test your alarm, you could damage the alarm or ignite combustible materials and start a fire.
- Alarms failing an alarm test, or not operating normally, must be replaced with a new alarm. Similarly, alarms more than 10 years old must be replaced.

For complete information on operation, testing, care and maintenance please refer to the Kiddie "Combination Smoke & Carbon Monoxide Alarm" and "Smoke Alarm" Manuals respectively:



### **Online Resources:**

[www.manualslib.com/manual/257891/Kidde-Kn-Cosm-lca.html#manual](http://www.manualslib.com/manual/257891/Kidde-Kn-Cosm-lca.html#manual); and  
[www.kidde.com](http://www.kidde.com), then choose "Smoke Alarms".

## **7.2 Plumbing**

### **Shut off Valves**

There is a main water supply entering the home. This is usually in the Hot Water Tank or utility room and will be marked. Beneath all sinks and behind each toilet are shut-off valves for the individual water lines. If you have a leak at a specific sink try turning the shut-off valve first. If this does not stop the flow, then shut off the main valve.

### **Water Conservation**

All plumbing fixtures are water conservators. There is normal water pressure in the water lines, but the plumbing fixtures themselves have restrictors to reduce the volume of water.

### **Clean Outs**

The plumbing waste lines have been provided with clean outs throughout building. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur.

### **Stains**

You may notice that blue or green staining may appear on the surface of some plumbing fixtures. This is not unusual in new homes. The water being supplied to your home is slightly above pH-7.0. This will cause the copper water supply lines to oxidize and create the stain. Before using an appliance such as a washing machine, it is advisable to run some water through the appliance and drain it. This will help to flush the blue-green water out of the line. Regular cleaning helps to reduce stain buildup. In some cases, using a mild mixture of baking soda and white table vinegar to form a mild hydrochloric acid will help remove the stain. Rinse thoroughly afterwards.

### **Hose Bibs**

Your home is equipped with two hose bibs; one on the exterior of your home at the patio and one in your garage. The hose bibs are not frost free; therefore they must be winterized every year. The valves need to be shut off and the lines drained during cold weather. If you

leave a hose connected to your outdoor faucet an ice plug can form in the barrel of the valve, splitting the pipe. Once the weather warms up again, the ice plug will melt, resulting in a water leak inside the home's walls.

To turn off the water to your outdoor faucet, you must first shut off the valve in your Hot Water Heater tank room (labeled—hose bib shut off valve). Once you have turned off the valve you should turn on the outdoor faucet and drain any remaining water in the line.

### **7.3 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.

#### **Building Design**

Your home is designed to provide flexible climate controls. The environmental systems are controlled by the individual owner.

#### **Construction Material**

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, 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 to adjust its interior climate.

For your use and convenience, four different control mechanisms are available for you to utilize: thermostats for heating/cooling, timer for main bathroom fan exhaust, fresh air supply, and windows for greater natural ventilation.

#### **Ventilation & Avoiding Condensation**

Windows are also an effective means of ventilation and depending on weather conditions, thoroughly airing out your home for 15 minutes a day may suffice. In addition, opening a window near a source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal. Bathroom fans must be used during and after showers/baths to keep the humidity level down (please also refer to Section 6.23 of this Manual, "Main Bathroom Fan Timer"). As well, kitchen hood fans should be used to minimize humidity levels.



High humidity can damage building materials and can cause mold growth. Mold may affect your family's health.

**\*NOTE:** For further information on “Moisture and Air” and “How to Get the Ventilation You Need in Your House”, please refer to our online resources:

***www.townline.ca***  
***Homeowner***  
***CMHC Home Maintenance Tips.***

## 8 HOME SPECIFICATIONS

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## 8.1 Interior Paint Finishes & Colours

### Soft Grey Colour Scheme

#### **Walls - Throughout**

General Paint Interior Latex CLW 1036 Sibald Eggshell

#### **Ceilings**

Textured

#### **Doors & Trim - Throughout**

Benjamin Moore Interior Latex CC-40 Cloud White Semi Gloss

### Soft Walnut Colour Scheme

#### **Walls - Throughout**

Benjamin Moore Interior Latex CC-40 Cloud White Eggshell

#### **Ceilings**

Textured

#### **Doors & Trim - Throughout**

Benjamin Moore Interior Latex CC-40 Cloud White Semi Gloss

## 8.2 Tile

### Soft Grey Colour Scheme

#### **Kitchen Backsplash**

Stone Tile Why Not Taupe 2"x19.5"

#### **Front Entry, Powder Room & Bath 2**

Ames Tile CONT1224 12"x24"

#### **Tub Surround, Bath 1 & 2**

Ames Tile PWM416 4"x16" White





**Laundry, Bath 1st & 2nd Floor, Ensuite Floor & Shower Surround**  
 ICAN Tile                      ICSDWH1224                      Sandstone White                      12"x24"

**Soft Walnut Colour Scheme**

**Kitchen Backsplash**  
 Stone Tile                      Why Not White                      2"x19.5"

**Front Entry, Powder Room & Bath 2**  
 Olympia                      Glam Quartz                      Ivory White                      12"x24"

**Tub Surround, Bath 1 & 2**  
 Ames Tile                      PWM416                      4"x16" White

**Laundry, Bath 1 & 2 Floor, Ensuite Floor & Shower Surround**  
 ICAN Tile                      ICCOMN1224                      Coastal Moon                      12"x24"

**8.3 Kitchen & All Baths Countertop – Both Colour Schemes**

Bordingnon Distribution Ltd.  
 Chromoa BW400P Seashell Polished  
 ¾" Slab with Eased Edge  
 No Built Up Edge

**8.4 Laminate Floor**

**Soft Grey Colour Scheme**

**Kitchen, Living & Dining Areas**  
 Beaulieu                      Seville – Feelwood                      Oak Chene                      Esperanza 2                      51/2"x .5512"

**Soft Walnut Colour Scheme**

**Kitchen, Living & Dining Areas**  
 Beaulieu                      Feelwood                      Ebony African                      Exotica 3                      5-5118"x31/64"

## 8.5 Carpet – Both Colour Schemes

Carpet  
 Shaw  
 52R37 Cardinal  
 Color 00100 Fine Lace  
 Cut Pile

### Bedroom, Hall & Stairs

Shaw 52R37 Cardinal Col.00100 Fine Lace Cut Pile

## 8.6 Appliances – Both Colour Schemes

### Base Package

Refrigerator	Samsung	RB194ACRS
Range	Frigidaire	CFES3035LS
Dishwasher	Frigidaire	FDB1450CHC
Micro/Hood	Samsung	SMH1611SE

### Options

Washer	Maytag	YMHWE201YW
Dryer	Maytag	YMEDE201YW

## 8.7 Accessories – Both Colour Schemes

### Towel Bar

Taymor “Minimaliste” Collection, 12700 Series  
 Chrome C26 18”, 24” or 40”

### Toilet Roll Holder

Taymor “Minimaliste” Collection, 12700 Series  
 Chrome C26

### Hand Towel Holder

Taymor “Minimaliste” Collection, 12700 Series  
 Chrome C26

**Double Robe Hook – Ensuite & Bath 1 only**

Taymor “Minimaliste” Collection  
D2-D12702  
Chrome C26

**Mirror – Powder**

2” Chrome Framed Mirror  
24”x48”

**Mirror – Ensuite**

3” VG Oak Framed Mirror  
Stained to Match Cabinetry

**Mirror – Bath 1**

2” VG Oak Framed Mirror  
Stained to Match Cabinetry

**8.8 Plumbing Fixtures – Both Colour Schemes**

**Kitchen Sink**

Blanco Essential 2 Topmount  
Model: 400001-1 Hole  
31”x21”x8”  
Stainless Steel

**Kitchen Faucet**

Delta Trinsic Collection Single Handle Deck  
Mount  
Model: 9159-DST  
Polished Chrome

**Water Closet All Bathrooms**

American Standard  
Evolution 2 Universal E/R Bowl - Model: 3063.001.020  
With White Evolution 2 4.8 Litre Tank – Model: 4061.016.128

**Bathtub**

Hytec Langley Skirted Bath Model # AC3621L  
60”L x 32”W x 24”H  
Colour: White

**Undermount Sink – Ensuite**

American Standard Boulevard  
0610 000 020

**Drop in Sink – Baths 1 & 2**

Acritech  
Model: D121-1  
Colour: White

**Pedestal Sink – Powder Room**

Cheviot Kent Pedestal Lavatory  
Model: #625  
Size 19 1/2"Wx16"Dx33 1/2"H  
Colour: White

**Tub and Shower Set – Bath 1 & 2**

American Standard Boulevard Shower System  
Rough-in Valve & Body stops #R110-SS  
Trim, T/S CP #T431502.002

**Shower Set – Ensuite**

American Standard Boulevard Shower System  
Rough-in Valve & Body stops #R110-SS  
Trim, T/S CP #T431501.002

**Faucet – Baths 1, 2 and Ensuite**

American Standard Boulevard Single Control  
Model: 7431 101  
Chrome Finish

**Shower Pan – Ensuite**

Hytec Double Threshold  
Model: ACR3778DTL  
48"x34"  
White

**Optional Water Closet – All Bathrooms**

American Standard  
Evolution 2 Universal Round Bowl – Model: 2426.012

## 8.9 Cabinetry

### Kitchen Pantry Cabinets – Both Colour Schemes

Manufacturer: Pentco  
 Style: Square Line Profile  
 Colour: Q010-GL  
 Material: MDF

### Lower & Upper Cabinets throughout & Bathroom Vanities

#### Soft Grey Colour Scheme

Manufacturer: Pentco  
 Style: Square Line Profile  
 Colour: Looks Likatre  
 Pionite: #WP110  
 Edge: PVC #2495  
 Material: MDF  
 \*Note: Grain to run vertically

#### Soft Walnut Colour Scheme

Manufacturer: Pentco  
 Style: Square Line Profile  
 Colour: Milwaukee Walnut Qtr  
 Cut Greenlam #791-18  
 Material: MDF  
 \*Note: Grain to run vertically

## 8.10 Lighting Schedule

### Ceiling Flush Mount – Corridors & Bedrooms

Galaxy Lighting  
 Flushmount Ceiling Fixture  
 Model: 680112FR-PT  
 White Glass and Brushed Nickel  
 16" Diameter  
 2x60W

### Vanity Light – All Bathrooms

Russell Lighting  
 Wall Mount  
 Model: #750-703/BCH  
 3-Light Bath Luminaire  
 Polished Chrome Finish  
 Lamp: 3x100W



**Vanity Light – All Bathrooms**

Russell Lighting  
Wall Mount  
Model: #750-704/BCH  
4-Light Bath Luminaire  
Polished Chrome Finish  
Lamp: 4x100W

**Kitchen Track Lighting**

Galaxy Lighting  
Track: 70335-4'4BN/WH  
3' or 4' Track W/3 or 4 Halogen Track  
Lamp: 4x50W  
Brushed Nickel and White Glass

**Kitchen Pendants**

Maxilite  
Ceiling mounted  
Model: #MX257IR-40  
Brushed Steel with White Glass  
2.5" Diameter x 11" High  
Lamp: 1x60W

**Marine Light**

Excel Lighting  
Cast Aluminum Marine Light #305012  
7 1/8" Diameter  
Brushed Silver and Frosted Glass

**Wall Sconce**

Marquis  
Wall  
5706-SCH

**Powder Room**

Galaxy  
Wall mounted  
Model: #713182BN  
Brushed Nickel with Satin White Glass  
14 1/4" Wide x 6 3/4" High  
Lamp: 2x100W



## 9 TRADE LIST

9.1 Trade List..... 72



## 9.1 Trade List

Townline has provided you with a list of trades and manufactures or suppliers, and their contact information, should you wish to contact them directly with any questions regarding their product.

<b>DESCRIPTION</b>	<b>TRADE</b>	<b>CONTACT</b>	<b>PHONE NO.</b>
Plumbing	HM Plumbing	Harry Suchlandt	604-463-2501
Electrical and Heating	Aert's Electric	Tony Van Aerts	604-835-1021
Bath Fans and Duct work	Pronex Air Systems	Mario Deros	604-580-0200
Light Fixtures	Norburn Lighting	Al Kuss	604-946-0305
Drywall	JB Drywall	Jim Balzer	604-513-9295
Paint	JP Painting	Jim Papadopoulos	604-597-3162
Interior Doors & Hardware	Pacific Pre-Hung Doors	Cecil Ballard	604-524-9566
Blinds	Holcan Interiors	Gerry Shaper	604-278-0655
Finish Carpentry	HD Superior Finishing Ltd	Hardeep Deogan	604-250-6151
Spindles and Handrails	Spanish Wood	Daniel	604-942-4297
Wood fencing/ Gates	Ace Fencing	Charlie Randhawa	604-825-4611
Landscaping	Green as Grass	Mike Rompf	604-231-4143
Flooring (Tile, Carpet, Laminate)	Exclusive Floors	Rich Ross	604-575-9550
Gutters	Weatherguard Gutters	Russ McCann	604-574-1985
Cabinets	Stoney Creek	Brad Elding	604-525-6247
Granite Counter Tops	Arctic Stone	Lorraine	604-276-8481
Appliances	Coast Appliances	Customer Service	604-552-0042
Appliance repairs	Totem Appliance	Customer Service	604-437-5136
Interior Closet Shelving	Glass World	Kevin Browne	1-604-854-5757
Mirrors and Shower Doors	Glass World	Kevin Browne	1-604-854-5757
Security System/ Vacuum	Best Security/Best Beams	Tony deMontigny	604-324-7777
Garage Doors	Garage Door Depot	Larry Carstensen	604-526-1086
Windows	Gienow Windows	Chris Tang	604-270-1488





## **10 Your Neighbourhood**

**10.1 The Basics**

**10.2 Groceries, Goodies and Cheer**

**10.3 Restaurants**

**10.4 Tasty Takeways**

**10.5 Night Spots**

**10.6 Sports and Entertainment**

**10.7 Spas, Hair Salons, and Fitness**



*Here are a few details about your neighborhood.*

## 10.1 The Basics

### **Banks**

TD Canada Trust	19711 Willowbrook Drive	604-541-5155
Scotiabank	19705 Fraser Highway	604-514-5450
Canadian Western Bank	19915 64 <sup>th</sup> Avenue	604-539-5088
CIBC	20069 64 <sup>th</sup> Avenue	604-532-6606
Royal Bank	19888 Willowbrook Drive	604-533-6800

### **Hospitals**

Langley Memorial Hospital	22051 Fraser Highway	604-534-4121
BC Cancer Foundation	13790 96 <sup>th</sup> Avenue	604-930-2098

### **Library**

Cloverdale Public Library	5642 176A Street	604-502-6333
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### **Pets**

Tisol Pet Nutrition and Supply Stores	20645 Langley Bypass	604-514-1406
Star Pets Only	15950 Fraser Highway	604-543-5734
Pet Smart	20015 Langley Bypass	604-534-5903

### **Postal Outlets**

Pharmasave	1 – 18710 Fraser Highway	604-576-6169
Willowbrook Post Office	135 – 19705 Fraser Highway	1-800-267-1177

### **Travel Agencies**

Sears Travel Service	19705 Fraser Highway	604-534-6525
Marlin Travel	19705 Fraser Highway	604-532-0507
City Express Travel Centre	6233 200 <sup>th</sup> Street	604-533-5305
Walnut Grove Cruise and Travel	8840 210 Street	604-888-6020



## 10.2 Groceries, Goodies and Cheer

Safeway	6153 200 <sup>th</sup> Street	604-533-3291
Save-on Foods	1 – 20255 64 <sup>th</sup> Avenue	604-532-5988
Extra Foods	18765 Fraser Highway	
Superstore	19851 Willowbrook Drive	
Costco	20499 64 <sup>th</sup> Avenue	604-532-5988
Clayton Liquor Store	18789 Fraser Highway	604-575-8720
House of Wines Cloverdale	18434 64 <sup>th</sup> Avenue	604-574-2343
BC Liquor Store	6435 201 <sup>st</sup> Avenue	604-532-4911
Moreno's Market	7150 200 <sup>th</sup> Street	604-534-4500

## 10.3 Restaurants

Haru Sushi	19390 68 <sup>th</sup> Ave	604-427-3000
Village Sushi Restaurant	8690 Fraser Highway	604-575-9003
Oven Fresh Pizza	17750 65A Avenue	604-574-7655
Ninja Japanese Restaurant	19475 Fraser Highway	604-514-3700
Galini Greek Kouzina and Grill	19475 Fraser Highway	604-530-2881
Earl's Langley	6339 200 <sup>th</sup> Street	604-534-8750
C&U Vietnamese Restaurant	19665 Willowbrook Drive	604-533-7988
Luxe Chinese Seafood	19653 Willowbrook Drive	604-530-8286
East India Grill	19653 Willowbrook Drive	604-539-8114
Mongolie Grill	19583 Fraser Highway	604-532-0301
Rockford Grill	19777 Willowbrook Drive	604.539.1170
Sammy J Peppers Gourmet Grill	19925 Willowbrook Drive	604-514-0224
MVP's Sports Bar and Grill	5640 188 <sup>th</sup> Street	604-576-7711

## 10.4 Tasty Takeaways

Church's Chicken	18696 Fraser Highway	604-574-4753
Quiznos	18696 Fraser Highway	604-575-1242
Taco Del Mar	18775 Fraser Highway	604-574-9737
Subway	18775 Fraser Highway	604-574-7639
Papa Murphy's Take and Bake Pizza	18789 Fraser Highway	604-575-7301
Newton Pizza	18408 64 <sup>th</sup> Avenue	604-576-6600
Domino's Pizza	19475 Fraser Highway	604-539-1010
McDonald's	17635 64 <sup>th</sup> Avenue	604-575-1670



## 10.5 Nightspots

Dublin Crossing Pub	18789 Fraser Highway	604-575-5470
Gabby's Country Cabaret	20297 Fraser Highway	604-533-3111
Mirage	15330 102A Avenue	604-583-8828
Townhall Public House	19640 64 <sup>th</sup> Avenue	604-510-5102

## 10.6 Sports and Entertainment

Surrey Sports and Leisure	16555 Fraser Highway	604-501-5950
Colossus Langley IMAX	20090 91A Avenue	604-513-8747
Famous Players	15051 101 Avenue	604-588-3110

## 10.7 Spas, Hair Salons and Fitness

Anytime Fitness	18655 Fraser Highway	604-574-4777
Fitness World Fitness Centre	19925 Willowbrook Drive	604-533-3113
First Choice Haircutters	18690 Fraser Highway	604-575-4202
Prism Hair Designs	18789 Fraser Highway	604-575-7161
Eccotique Day Spa Aveda	19705 Fraser Highway	604-530-2180
Spa of the Island	17665 66A Avenue	604-575-1449
Essential Body Works Day Spa	5780 176A Street	604-576-9454
Surrey City Youth Centre	6228 184 <sup>th</sup> Street	604-502-6420