

Please keep this Reference Guide in an easily accessible location in your suite.

Submitting a Service Request? Use our online Customer Service Request Form. Go to www.concordpacific.com and click on 'Customer Care', then select "Homeowner" and the applicable project to access the customer service request web form.

NOTE: We can only accept Service requests from Suite Owners or their Rental Managers. Tenants, please report any service requests directly to your Landlords

Property Management

Questions or concerns regarding Building Management please contact your Property Manager:

Joseph Tsang

josephsang@ranchogroup.com

604-331-4253 (Direct Line)
604-684-1956 (Fax)
604-331-4223 (Mandarin)
604-331-4243 (Cantonese)

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

Questions about common areas of Avenue One, such as strata fees and payments, purchasing additional Fobs or reporting lost Fobs, amenity bookings, landscaping, parkades, and concierge service must be directed to the property management company.

Please refer to Rancho's Welcome Package for more information.

Submit a Customer Service Request Form



For Care and Maintenance of specific materials in your home, please refer to the **HOMEOWNER'S MANUAL**
Found online at:
concordpacific.com
CUSTOMER CARE Tab

Customer Care

Questions or concerns regarding in-suite items please contact Customer Care:

Sanfy Lin

Sanfy.Lin@concordpacific.com

604-899-7202

Moving In/Out

To book a designated time and date for moving in or out please contact

Concierge desk

Tel: 604-328-1237

avenue.one@rservice.ca

Water/Gas Shut-off Valves

Please take the time to locate your Water Shut Off valves. They are usually located behind the square panel in your den/storage room or bedroom closet.

Gas Shut Offs are located behind the drawer in the Kitchen either beside or directly under the Cook Top.

In case of emergencies, turn off the valves to help reduce any damage to your suite.

Extended Absence

If your suite will be unoccupied for an extended period of time either between tenants, or while you are on vacation, please shut off both the Hot & Cold water supply lines to your suite.

During cooler weather, always maintain a minimum 17°C temperature in your suite, even while on vacation.

NOTE: If you will be away for more than 2 weeks, you should have someone (friend/relative) come in (once every 2 weeks) to turn on the water, flush all of the toilets and run water in the sinks and bathtubs so that the P-traps do not dry out allowing sewer gasses to enter the suite. Then turn off the supply line again.

Washer/Dryer

NOTE: Only use "HE" (high-efficiency) detergent in front-loading washing machines.



Failure to do so can result in damage to the washer as well as add the risk of flooding and water damage to your/other suites. Regular detergent will create excessive suds that can back up into the drain system causing considerable damage.

Keys & Fobs

It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.

Hydro Accounts

Immediately contact Hydro bchydro.com/moving

To register your new account, please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date.

Home Owner/Tenant Insurance

For your protection, we feel that it is necessary to remind you of the importance of Home Owner Insurance. Please see Section 6.5 located under "Living at Avenue One" in the Homeowner Manual at concordpacific.com.

*Owners & Tenants should have their own in-suite insurance coverage for their personal possessions and liability coverage. An insurance policy should be obtained from your Insurance Broker to provide adequate in-suite insurance coverage, prior to your move in date.

Window Restrictors

DO NOT REMOVE or tamper with the window restrictors.

Window restrictors are a building code safety requirement and must not be removed.

For complete instructions on the operation and care of your appliances, please refer to your appliance manuals.
It is important to read through all manuals before using the appliances.

All Manuals can be found at www.concordpacific.com > Customer Care > Avenue One > Manuals
(Paper copies were left in your Kitchen drawer during your Walk-Through inspection)

APPLIANCES

Contact Info of Trail Appliances: 1-888-416-2990, homeownercare@trailappliances.com

Appliance	Model	Appliance	Model
24" Miele Fridge	KFN37232iD	24" Miele speed oven	H6100BMSS
30" Miele fridge	KFN9855iDELi or KFN9855iDERe	24" Miele dishwasher	G4998SCVi
36" Miele French door fridge	KFN9955iDE	30" Miele chimney hood fan	PUR88W
24" Miele wine fridge	KWT2601Vi or KWT2602Vi or KWT2611Vi	36" Miele island hood fan	PUR98D
24" Miele gas cooktop	KM360GSS	Panasonic microwave	NNST775S
30" Miele gas cooktop	KM2032GSS	Miele washing machine	WWB020
24" Miele oven	H2265B	Miele dryer	TWB120WP
30" Miele convection oven	H6180BPSS		

PAINTED SURFACES

Area	Product	Code	Color
All Walls Throughout Exposed Concrete Columns in Suite Level 16 and Level 17	Benjamin Moore	K356	CC-30 Oxford White
Primer - All Walls Throughout	Benjamin Moore Store	K354	CC-30 Oxford White
Bathroom Walls and Ceilings Throughout All woodwork Throughout	Benjamin Moore Store	K539	CC-30 Oxford White
Primer - Bathroom Walls and Ceiling All Woodwork	Benjamin Moore Store	K534	CC-30 Oxford White
Dropped GWB Ceilings	Sherwin Williams	Promar 400	CC-30 Oxford White
Primer - Dropped GWB Ceiling	Benjamin Moore Store	K354	CC-30 Oxford White

HARD SURFACES

Laminate & Engineered Wood Flooring

A few moments of care and a little common sense can go a long way in keeping your new floors looking their best.

Routine Maintenance:

- Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.
- Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.
- Periodically clean the floor with cleaning products made specifically for laminate/wood floor care.
- DO NOT wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the 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.

Environmental Protection:

- Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- Remember, preferable temperature should be approximately 17-23°C (62-73°F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30% as this may cause gapping. (Proper humidity levels should be maintained by using your exhaust fan, which has a timer switch on the wall in the closet.)
- Keep your pet's nails trimmed to prevent them from scratching your floor

Marble Tile

Wash with water and a PH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills immediately to prevent staining of the grout.

NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Quartz Counters

Quartz countertops are composed of ground quartz stone, pigments, and resin. They are naturally glossy and should not require polishing.

In order to care for your quartz countertops, use non-abrasive cleaners for cleaning. Avoid hard pressure and quick changes in temperature. Do not use metal utensils to remove stuck on material.