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## 1.0 Your New Home in Hillside West

### 1.1 BUILDING OVERVIEW

The architectural firm of IBI/HB Architects has designed Hillside West, located in the majestic Burnaby Brentwood community conveniently located near thriving retail shops and restaurants. This development consists of 2 high rise buildings perched above the tree line, creating a floor of greenery for residents to view from above. The following is a brief orientation to help you locate the various facilities in your complex.

#### Amenities & Lobbies

##### Level 1

- Elevators to Hillside West Tower 1 Suites
- Yoga Studio
- Fitness Centre
- Mail Rooms
- Central Concierge
- Shuttle Elevators
- Study Area
- Theatre Room
- Music Room
- Pet Room
- Washrooms
- Elevators to Hillside West Tower 2 Suites

##### Level 2

- Roof Terrace Tower 1
- Tower 1 Elevator Lobby
- Games Room
- Elevator Lobby
- Roof Terrace Tower 2
- Tower 2 Elevator Lobby
- Lounge
- Washrooms
- Shuttle Elevators

NOTE: WIFI will be provided for all lobbies and amenities.

#### **Parkade P9**

Touchless Automatic Car Wash and Wash bays

## Parkade

- P1: Visitors parking, Electric car share stalls, Bike storages, Private storages and Shuttle elevators
- P2: Residential parking, Private garages, Private storages, Storage rooms and Shuttle elevators
- P3: Residential parking, Bike storages, Private Storages, Storage rooms and Shuttle elevators
- P4: Residential parking, Garbage/Recycling room (1 room for Tower 1 and 1 room for Tower 2), Private storages, Private Garages, Storage Rooms, Bike storages and Shuttle Elevators.
- P5: Residential parking, Private storages, Storage Rooms, Bike Storages and Shuttle elevators.
- P6: Residential parking, Storage rooms, Private storages and Shuttle Elevators.
- P7: Residential parking, Private storages, Storage rooms and Shuttle elevators.
- P8: Residential parking, Private storages and Shuttle elevators.
- P9: Residential parking, Touchless car wash, Wash bays, Private storages, Storage rooms and Shuttle elevators.

## 2.0 WHAT TO DO IN AN EMERGENCY

### 2.1 BURNABY EMERGENCY TELEPHONE NUMBERS

|  |   |                                     |
|--|---|-------------------------------------|
| <b>Ambulance</b>   | <b>For a medical emergency</b><br>Non-emergency 604-872-5151  | <b>Call 911</b>                     |
| <b>Police</b>  | <b>For a security emergency</b><br>Non-emergency 604-294-7922 | <b>Call 911</b>                     |
| <b>Fire Department</b>                                       | <b>For an emergency</b><br>Non-emergency 604-294-7190         | <b>Call 911</b>                     |
| <b>Power Outages &amp; Electrical Emergencies (BC Hydro)</b> |   | <b>1-888-769-3766</b>               |
| <b>Poison Control Center</b>                                 |   | <b>604-682-5050 or 604-682-2344</b> |
| <b>Gas Leaks &amp; Gas Odor Emergencies (Fortis BC, Gas)</b> |   | <b>1-800-663-9911</b>               |
| <b>Earthquake, Flood, Dangerous Goods Spills, Tsunami</b>    |   | <b>1-800-663-3456</b>               |

*\*Additional emergency and non-emergency numbers can be found by searching [yellowpages.ca](http://yellowpages.ca)*

### 2.2 BUILDING EMERGENCY TELEPHONE NUMBERS

Please report all **common area and in-suite emergencies** to the property management personnel at the time that it is occurring. This will get the quickest response in the building to mitigate any possible damage. If it is between 9:00 am and 5:00 pm (Monday – Friday), please also call to Customer Care Centre (**refer to Section 4.0**) to advise us of any in-suite emergency situations.

**Building Emergencies - 24 hours - Rancho - 604-684-4508**

*Note: We ask for your cooperation in calling after hours & weekends ONLY in an emergency situation. Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.*

## 3.0 ADDRESSING YOUR CONCERNS

### 3.1 IN-SUITE WARRANTY ITEMS

All requests for service on warranty items in your suite must be made **in writing** to the Customer Care Centre unless it is an emergency (*please see section 2.0 - What to do in an Emergency*).

For your convenience, we have created an On-Line Customer Service Request form. It can be found on the Concord Pacific Web site under the Customer Care Tab.

**Please Log onto [concordpacific.com](http://concordpacific.com), then click on the Customer Care Tab, then select "Owner" to access the On-Line Service Request Form.**

You will be prompted to enter your Building Name, Strata Lot and Suite Number to access the Request Form. Then simply enter the information as prompted, print a copy for your records before you hit SUBMIT. You will then be contacted by one of our Customer Care agents who will then follow up on your request.

**NOTE:** *Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.*

### 3.2 COMMON AREA

Problems within the common areas of Hillside West, such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of your property management company. Please follow the reporting procedures indicated by the property management company. Rancho Management Services (B.C.) Ltd. can be reached 24 hours at (604) 684-4508.

**To report a natural gas emergency call the 24-hour Fortis Gas emergency line at 1-800-663-9911. An emergency is generally considered to be a gas leak that requires immediate attention.**

### 3.3 ENTERPHONES, PROXIMITY READERS AND KEY FOBBS

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company. In addition, problems with the proximity readers and Enterphones in your building fall under the responsibility of your property management company, which can be reached 24 hours at 604-684-4508 or by contacting the Concierge.

### 3.4 APPLIANCES

All appliances carry a one-year warranty *directly with the manufacturer*. If you encounter problems with your appliances, please refer to your owner's manual and, if necessary, contact the manufacturer's service department directly.

**NOTE:** *For a complete list of Appliances, Model numbers and Service contacts please refer to section 9.1 of this manual*

## 4.0 CUSTOMER CARE CENTRE

### 4.1 ROLES AND RESPONSIBILITIES

Your new home has been designed to provide you with many years of gracious living and our Customer Care Centre has been created to help ease the transition into your new home. Our agents are available to answer your questions about your new home in Hillside West and the Concord Pacific Community. They are also available to solve your in-suite warranty concerns.

**During office hours 9:00 am to 5:00 p.m., Monday to Friday at:**

**Customer Care Centre**  
In the Concord Pacific Presentation Centre

**Located at:**  
88 Pacific Boulevard  
Vancouver, B.C.  
**Tel: (604) 899-8800**  
**Fax: (604) 899-9183**

#### **Address: Hillside West**

Tower 1  
4720 Lougheed Highway (V5C-0M8)

Tower 2  
4730 Lougheed Highway (V5C-0M9)

#### **Questions or Concerns Regarding Warranty**

Tower 1 & Tower 2  
Sanfy Lin  
Customer Care Officer  
604-899-7202  
[Sanfy.Lin@concordpacific.com](mailto:Sanfy.Lin@concordpacific.com)

For your convenience you may also scan the following QR code to submit a request for warranty service:



## 5.0 THE WARRANTY PROGRAM

From the very outset, expert planning, design resources and high-quality construction go into building each new home in HILLSIDE WEST.

At completion, you or your appointed representative will be invited to collect your keys, the day AFTER your official completion date. At this time, a Warranty Commencement Date Certificate will be available for the purchaser. The Developer will forward the completed Warranty Commencement Date Certificate for each strata lot to Travelers Insurance Company of Canada. Travelers Insurance Company of Canada will then issue their Warranty Certificate directly to each purchaser at their given mailing address. The Warranty Certificate will include some additional information relating to the home warranty coverage and some instructions on how to contact Travelers Guarantee if there are any questions or concerns.

The warranty insurance is required by the Strata Property Act.

Your warranty covers defects in workmanship and repair or replacement of defective materials, but it does not include maintenance of your suite. Proper maintenance is your responsibility and failure to carry out proper maintenance could void your warranty.

***For a complete description of these warranties, please refer to your Disclosure Statement.***

## 5.1 CUSTOMER SERVICE

Your satisfaction, protection and peace-of-mind are the main priorities of service offered by Concord Pacific's Customer Care Centre.

**To obtain prompt service for your home, please direct all requests in writing to our Customer Care Centre (refer to Section 4.2 in this guide).**

## 5.2 TIP SHEETS – DOOR HANGERS WITH QR CODES

At transition time when you receive your keys and arrive inside your new home, you will see blue hangers on your doors. These hangers have a QR code that when scanned, leads you to a full library on our website's Customer Care page, with the exception of the "Warmest Congratulations" hanger which will direct you to our websites' resource page. These videos showcase features and maintenance in your home.





### 5.3 TRANSFER OF WARRANTY

The warranties provided by the Travelers Warranty Program are transferable, so if you are selling your suite, please have the **Transfer of Warranty form** completed and forwarded to our office. This form enables us to keep an accurate record of the ownership of the suite and to provide the same level of customer service to the new owners.

NOTE: This form can be found in the CUSTOMER CARE section on the Concord Pacific website.

## 6.0 LIVING IN HILLSIDE WEST

### 6.1 STRATA COUNCIL: ROLES AND RESPONSIBILITIES

The Strata Council is responsible for the maintenance and administration of the common property and the democratic enforcement of the Strata Corporation Bylaws, Rules and Regulations. Members of the Strata Council are elected from, and by, the registered Owners at the Annual General Meeting that is held each year. Following their election, the Strata Council members meet to discuss the operation and management of the building.

### 6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Strata Council to oversee all common property of the building. The primary concern of the Property Manager is to ensure the protection of the interests of the owners including insurance, building maintenance, and good communication within the development.

|   |  |
|---|--|
| <i>Your property is professionally managed by:</i><br><b>Rancho Management Services (B.C.) Ltd.</b><br>8/Floor – 1125 Howe Street<br>Vancouver, B.C. V6Z 2K8<br><br><b>604-684-4508 (office)</b><br><b>604-684-1956 (fax)</b> | <i>Property Manager:</i><br><b><u>HILLSIDE WEST</u></b><br><br><b>Joseph Tsang</b><br><b>Josephtsang@ranchogroup.com</b><br><b>604-331-4253 (direct line)</b><br><b>604-684-1956 (fax)</b> |
|---|--|

Rancho Management Services (B.C.) Ltd. has provided you with a ***Welcome Package*** containing information on strata living and the responsibilities of the strata council and the property management. For building procedures and use of the facilities in the building, please refer to the printed package provided to you at your walk-through or to the PDF version found on the **myRanchoStrata** page at [www.ranchovan.com](http://www.ranchovan.com).

### **Rancho Property Management phone line for HILLSIDE WEST is:**

**Phone: 604-684-4508 (24 Hours)**

**Concierge Phone Number:                      604-816-8125**

**Concierge Email Address:                      [hillsidewest@rservice.ca](mailto:hillsidewest@rservice.ca)**

## 6.3 COMMON PROPERTY

The common property includes all areas beyond each owner's strata lot (i.e. hallways, foyers, parking areas, bike storage, elevators, gardens, recreational facilities, meeting rooms, etc.). Common property also includes all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating and cooling systems, and other services contained within a floor, wall or ceiling of a building, where the center of the floor, wall or ceiling forms the common boundary between two strata lots or between a strata lot and common property.

Common property may also be designated for "exclusive use" which is termed limited common property. Patios, balconies and parking spaces are examples of this designation.

## 6.4 STRATA FEES

Strata Fees are paid to the Property Management Company and are due on the first day of each month. (No invoices will be issued by the Property Management Company) If you would like to do this using a monthly pre-authorized payment plan, you may do so by filling out the **PRE-AUTHORIZED PAYMENT PLAN FOR STRATA FEES** form and submitting it along with a void cheque to your Property Management Company.

## 6.5 INSURANCE

The building insurance arranged by your strata corporation is through:

**BFL Canada Insurance Services**

**Phone: 604-669-9600 Fax: 604-683-9316**

Owners must have their own in-suite insurance coverage for their personal items. If modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection. Make sure to request a summary of coverage from your lawyer or strata manager.

## 6.6 RESTRICTIONS TO EXTERIOR APPEARANCES

To retain a neat and uniform appearance, bylaws have been established which clearly outline what is permissible and what is not in regards to the external appearance of the building. Please familiarize yourself with these policies provided by your Property Manager to avoid problems at a later date. The most common restrictions prohibit "For Sale or Rent" signs in windows or on the common property, drapes that are not of a neutral colour, aluminum foil in the windows, and the alteration of landscaped areas.

## 6.7 RENOVATIONS TO YOUR SUITE

**Please contact the property management company before undertaking any renovation/upgrade work in your suite.** You may require Strata Council's approval and have to follow building by-laws/code requirements.

## 6.8 GARBAGE/RECYCLING ROOM

The Garbage/Recycling room is located in the Parkade on the P4 level. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

## 6.9 MOVING IN AND OUT

Prior to move in or out of the building, you **MUST** contact your property management to schedule a date and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. It is essential that you make prior arrangements with the property management to use the elevator to avoid conflicts with other move-ins and any scheduled repairs to the elevator.

## 6.10 RENTING OUT YOUR SUITE

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures. Please familiarize them with the "I am a Tenant" information located in the Customer Care Tab on the Concord Pacific web site.

***NOTE: Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.***

The owner of the suite must report warranty items directly to the Customer Care Centre. We appreciate your cooperation in this matter.

Some owners may wish to hire a property management company to handle the rental of their suite. Prompton Real Estate Services Inc. is the recommended agent for the buildings developed by Concord Pacific and offers a full Rental Management Service. Please contact them at 604-899-2333 for full details of their services.

Holiday Home Package: For those owners who do not plan to occupy their suite full time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular visits to your suite while you are absent from Vancouver. For full details of this service, please contact them at 604-899-2333.

## 6.11 PREPARING YOUR HOME FOR LONG ABSENCES

Your home should not be left unattended for any period longer than two weeks. We recommend that for your safety and the protection of your warranty that the following procedures be implemented while you are away:

- Set your thermostat at a minimum of 17 degrees Celsius / 62 degrees Fahrenheit so that interior finishes are not damaged
- Flush your toilets and run the water at your shower/tub/sinks to prevent the occurrence of sewer gas. Not only does this gas create an unpleasant odour, it can also be dangerous
- Turn on your hot and cold water in the suite for at least 15 minutes every two weeks
- Test the smoke alarm to ensure it is functioning properly
- Turn off your hot water, cold water and washing machine taps while you are away to prevent pressure on hoses and valves and to minimize leakage if a hose or valve breaks or ruptures
- Close all blinds and turn off all lights
- Refer to your components map to familiarize yourself with all the shut off valves in your suite.

For those owners who do not plan to occupy their suite full-time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular inspections of your suite in between your visits to Vancouver to ensure your home is looked after while you are absent. For full details of this service please contact them at 604-899-2333.

## 6.12 Ventilation & Condensation

The management of interior humidity is the responsibility of the owner. Maintaining acceptable moisture levels within your home prevents condensation which can cause damage to components within the home.

Condensation occurs when the indoor air moisture contacts cold surfaces, such as window glass, water supply pipes and toilets. It appears as water droplets. Condensation on interior window surfaces is common during the cold season & is usually the result of humid conditions created within the home combined with exterior climatic conditions. Condensation is not considered to be a warranty issue. If you see condensation, it is advisable to immediately wipe it up.

We create moisture in our homes from cooking, laundry, bathing etc. The indoor humidity level is controlled by the occupant. It is crucial that the occupant regulate proper humidity levels within the home to prevent damage to other components, such as window sills. This can be achieved by ventilation & air circulation.

### **Ventilate to remove excess moisture in the air:**

Kitchen Hood Fan should always be used when cooking, especially when boiling or steaming foods.

Bathroom Fan should be on during bathing or showering & remain on for at least 20 minutes afterwards. The bathroom fan is installed and designed to run at low speed for 24/7. From the wall switch it can be manually controlled from low to high speed, but not turned off.

Dryer secondary lint trap should be cleaned when you see the lint build up. This allows the air to flow without being obstructed.

### **Increase Air Circulation**

The corridor air coming into your suite via the gap around your suite entry door is a source of fresh air & helps maintain the air circulation in your suite. It also serves as a safety feature. If a fire occurs in the building the corridor fresh air units are immediately disabled so that the smoke does not enter into the suite. We recommend that you do not install any type of weather stripping or attempt in any way to block this air movement. To allow for even air circulation throughout the suite, open the window coverings daily, keep window sills clear, open room doors &, when suitable, open windows.

## 7.0 BUILDING ENTRY SECURITY

### 7.1 VISITOR & ACCESS CONTROL SYSTEM OPERATIONS

#### 7.1.1 Visitor Access to your Suite

The building is equipped with an Enterphone visitor entry system that allows you to control access to the building from within your suite by use of your landline or mobile phone.

The Enterphone system utilizes a "phone-line" system that enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephone device.

When a visitor calls you from the Enterphone visitor entry panel, pressing "\*" on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number.

Once you have pressed "\*" you will hear the confirmation tones from the Enterphone panel letting you know that the operation was successful. To deny access, simply hang up.

For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live.

#### 7.1.2 Visitor Call Waiting

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically, you will hear the "call waiting" tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number "\*" on your telephone. To deny access to the visitor, just hang up your telephone.

#### 7.1.3 Key Fob Access Control

To operate the key fob, simply present it at the proximity reader located at the door, gate or elevator you are entering. Your key fob will unlock the door or gate for only a few seconds to allow you to enter. Your key fob also activates the elevator to stop only at the floor you live on. When you approach the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor. The call box will light up the selected elevator which will bring you to your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. **If any of your key fobs are lost or stolen, notify your property management company immediately.**

Additional key fobs can be purchased from your Property Management Company.

**NOTE:** 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.

### 7.1.4 Keys

You will receive two suite keys, two FOBS and three mailbox keys with your suite. You may have additional keys cut at your expense by any locksmith. If needing extra FOBS, please contact the concierge desk for information on pricing.

## 7.2 BUILDING SECURITY

Some of the security features in your building include:

- secure parking for residents in the underground Parkade
- lobby & Parkade vestibule security cameras
- an enhanced Enterphone system
- key fobs replacing keys for entry to the building, common areas and parkade. These fobs can be deactivated if lost or stolen; please report lost or stolen fobs to the Concierge or Property Management immediately to be deactivated.
- restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity. Your key fob activates the elevator to stop only at the floor you live on and your visitors are given a credit time to enter the elevator and press your floor only. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

**NOTE:** Please ensure that the parkade gate is fully closed every time you enter or exit the Parkade. Building security is the responsibility of every resident at Hillside West.

From time-to-time the property management company & strata council may introduce specific rules and regulations, please follow them accordingly.



## 8.0 OPENING YOUR UTILITY ACCOUNTS

### 8.1 TELEVISION

#### **Novus**

Cable TV services are available from Novus. To begin service, please contact Novus customer service representatives at: **604-642-6688**

#### **Telus**

Phone: 1-888-811-2323  
Website: [www.telus.com](http://www.telus.com)

#### **Shaw**

Phone: 1-888-472-2222  
Website: [www.shaw.ca](http://www.shaw.ca)

### 8.2 HYDRO

Please be advised that the electricity for each suite is individually metered by BC Hydro. It is important that you make an immediate **new account application** to BC Hydro. This can be done through the **B.C. Hydro automated service line at 604-224-9376 or on-line at [bchydro.com/moving](http://bchydro.com/moving)**

**You are responsible for your in-suite meter utility effective on the legal possession date [i.e. the next day after the closing date]. You should use this possession day after your suite closes as the date for commencement of your Hydro service.**

If an account application is not made quickly, your power supply will be disconnected and will result in additional re-connection charges. We strongly recommend you take immediate action. **Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376.**

### 8.3 TELEPHONE

#### **Novus**

To obtain Novus' Home Phone service, please call Novus at **604-642-6688**

#### **Telus**

Phone: 1-888-811-2323  
Website: [www.telus.com](http://www.telus.com)

#### **Shaw**

Phone: 1-888-472-2222  
Website: [www.shaw.ca](http://www.shaw.ca)

### 8.4 FIBRE OPTIC INTERNET

Your home is equipped with fibre optic internet access by Novus. To begin your service, please contact Novus customer service at: **604-642-6688**

## 9.0 CARE AND MAINTENANCE OF YOUR HOME

**Remember that nothing is maintenance free. Proper care and cleaning is required to preserve the quality of your home. This section is designed to assist you with this. If you have questions regarding the care and maintenance of your suite, please contact your Customer Care Representative who will do their best to provide answers to your questions.**

**Note:**

### 9.1 APPLIANCES

**NOTE:** For complete instructions on the operation and care of your appliances, please refer to the appliance manuals located under the Appliance Manuals tab in the Customer Care section of the [concordpacific.com](http://concordpacific.com) web site.

You may also refer to the printed manuals which were left in your kitchen drawer and shown to you during your Walkthrough Inspection Appointment.

It is important to read through all manuals before using the appliances.

| APPLIANCE                          | MODEL #                              | CONTACT INFO   |
|------------------------------------|--------------------------------------|--|
| 24" Bosch Fridge                   | NGM5456UC                            | <p style="text-align: center;"><b>Toll Free Number</b><br/><b>1-888-416-2990</b></p> <p><a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a></p> |
| 30" Bosch Fridge                   | B30IB81NSP / B30IB800SP / B30IB900SP |  |
| 24" Bosch Gas Cooktop              | NGM5456UC                            |  |
| 30" Bosch Gas Cooktop              | NGM5056UC                            |  |
| 24" Bosch Wall Oven                | HBE5451UC                            |  |
| 30" Bosch Oven                     | HBL5351UC                            |  |
| 24" Bosch Dishwasher               | SHVM4AUB3N                           |  |
| 30" Bosch Dishwasher               | SHVM4AYB3N                           |  |
| Bosch Hood Fan                     | HCP30E51UC                           |  |
| Panasonic Microwave                | NNST775S                             |  |
| Blomberg Washer                    | WM72200W                             |  |
| Blomberg Dryer                     | DV17600W                             |  |
| Coffee Machine (Select units only) | BCM8450UC                            |  |

## 9.2 BATHROOM SINKS & TUBS

With proper care and maintenance, your Acrylic bathtubs & Porcelain sinks will give you many years of enjoyment.

### **Cleaning and Maintenance Instructions:**

- 1- To clean the surface it is recommended that you use common household cleaners (for example: Lysol Basin, Tub & Tile Cleaner, Glass Plus, Simple Green, Mr. Clean, or a mild dishwashing detergent such as Ivory Liquid) Rinse well and dry with a clean cloth.
- 2- Never use abrasive cleaners
- 3- DO NOT allow your sink or tub to come in contact with products such as acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, wintergreen, etc.
- 4- Remove dust and dirt with a soft, damp cloth

## 9.3 CABINETS

### Wood grain laminate cabinets

Dust laminate cabinets frequently with a soft, lint-free cloth. You may dampen the cloth slightly with water.

Clean up spills, splatters and water spots as they occur. Pay special attention to the areas near the sink and dishwasher as they are more likely to come in contact with moisture. To clean cabinets, use a clean, microfiber cloth and mild soap diluted in water if necessary. Ensure you wipe the cabinet surface dry with a soft, clean cloth.

**Do not use abrasive cleaners, scouring pads, steel wool or powdered cleaners.** Do not use aerosol sprays containing silicones or paste waxes, ammonia or ammonia based cleaners. Do not leave wet cloths on or near cabinets. Do not allow oven cleaners or other caustic cleaners to contact the cabinets.

## 9.4 CHROME & NICKEL FITTINGS AND FAUCETS

Finishes are very durable, however special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners (Comet, Ajax, etc.) or chemical sprays (Windex, Formula 409, Fantastic, etc.) as they may cause de-plating of the finishes or damage to the plastics. Do use warm water and chamois to remove any soiling. Buff with a soft clean cloth.

## 9.5 CLOSET SHELVING

The shelves of your closet system are designed to support light items such as clothing. Care should be taken not to place luggage and other heavy objects on the shelves. Excessive weight may cause damage.

## 9.6 COUNTERTOPS

### Engineered Stone:

- \*Do not sit, stand or place heavy objects on countertops.**
- \*Do not place hot items directly on the stone surface.**
- \*Always wipe up spills immediately to prevent staining.**
- \*Always use a cutting board; DO NOT cut any items directly on the countertop.**

Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.

Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

## 9.7 DOOR OPENER – ADAPTABLE FACILITIES BUTTON

Please take care in opening doors equipped with the adaptable facilities button in some units. Step back and allow the door to open on its own. Tampering, holding or pushing the door may interfere with the mechanism and can cause damage. We have provided a remote for operating the suite front entry door.

## 9.8 DRAINS

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner. Clearing clogged drains is not a warranty issue. To reduce the risk of clogged drains, please refrain from flushing paper towels, rags, or feminine hygiene products down the water closets. Do not dispose of food waste down drains. Shower drains should be kept free of hair or soap buildups and be cleaned on a regular basis.

## 9.9 ELECTRIC CAR PLUG-INS

The Parkade has been equipped with 40A-220V EV parking stalls, in all of the residential and care share stalls. If you have purchased one of these stalls, please consult your Property Manager for further details on use and billing procedures.

## 9.10 ELECTRICAL BREAKERS

The electrical breakers, located in the breaker panel box, measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labeled. Locate the tripped breaker and flip it "Off", then back to the "On" position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

**NOTE:** Breakers usually trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes before contacting Customer Care.

## 9.11 ELECTRICAL OUTLETS

### 9.11.1 Kitchen Counter Electrical Outlets:

Each electrical outlet is located underside of kitchen cabinetry and is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

### 9.11.2 Switched Outlets:

One half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) is "switched" and is operated by the light switch (marked by a blue dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is "switched" (indicated by a blue dot) and the other is "live" and operates in the same manner as a regular outlet.

## 9.12 24/7 BATHROOM FAN OPERATION

In accordance with the Burnaby City Code, the exhaust fan in the main bathroom and master ensuite run 24/7 and regulates/reduces humidity in your suite. The manual light switch controls the exhaust fan and allows you to adjust from low to high speed but will not turn off.

**NOTE: Burnaby City Code requires the fan to run 24/7 on low speed.**



Typical Bathroom Fan

## 9.13 FLOORING

The highest quality flooring materials have been installed in your home, and their life will be prolonged with regular cleaning. For preventative maintenance, an entrance mat is the most basic requirement. Please note that rubber, foam back or plastic mats may discolour some flooring materials.

### 9.13.1 Marble Tile Flooring (Bathrooms):

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

It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.

### 9.13.2 Laminate and Engineered Hardwood Flooring:

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

## 9.14 GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

All the outlets in the bathrooms and kitchen are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, simply press the test button while operating an appliance (e.g. razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet.

**NOTE:** In all bathrooms, the GFCI will trip out all bathroom lights and exhaust fan as a safety measure. This is not a deficiency, as it is due to the City of Burnaby electrical code; any switch that is less than 1 meter from the edge of the bathtub/shower has to be GFCI protected.

## 9.15 HEATING/COOLING

A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

Heating and cooling in your home is provided by an in-suite" water source" fan coil unit. The fan coil pushes air across a hot or cold water coil. When your thermostat calls for heating, a control valve will open and hot water will flow through the fan coil's heating coil, the fan will force air across the coil and heat your suite. When the thermostat calls for cooling, a control valve will open and chilled water will flow through the fan coil's chilled water coil, and cool your suite. When your suite temperature meets the thermostat setting, the coil valve will automatically close.

The fan coil unit is generally located in the ceiling of the hallway of your suite. There is an access panel that will allow access for easier servicing including filter changes and checking your drain pan. Forced air is distributed throughout your suite by ductwork located throughout ceiling bulkheads.

Fan coils have heating and chilled water lines connected to the building's water source supply lines. The units also have a condensate drain line which collects water during the summer months when you operate in cooling mode. Condensate collects in a pan located at the end of the unit then drains into a building drain riser.

Please be careful removing the ceiling access panel.

**To open** the panel push evenly on the outside corners at the same time to release the door. Carefully release the safety chain on the latch side to open the door. Unclip the 3 safety chains completely to remove the panel. Place the panel on the floor or lean against the wall for safe keeping. The centre bar can be removed if needed, using Philips head #2 screw driver.

**To close:** Re-attach safety chains and align pins on operable door (near the tabs) into corresponding holes on the stationary door. Push panel up at the corners until they click securely into the touch latch. Please do not force panel shut. The panel will only close using smooth action with a little push.

**NOTE:** It is very important to regularly service your fan coil unit. Condensate pans and drain lines can become plugged with dust and debris during regular operation. If not serviced, drain lines can become blocked and result in water backing up and spilling into your suite causing damage.

Regular ongoing fan coil filter maintenance is also the responsibility of the Homeowner. Filters need to be changed twice a year (Spring & Fall). Please check with the Property Manager for further maintenance information and to purchase replacement filters.

Twice yearly service, with filter changes, cleaning of the fan coil drain pans and testing of the heating and cooling valves are required to maintain units and ensure proper operation. \*Please contact a professional HVAC Service Company to clean the drain pans and test the heating and cooling valves regularly.

**Failure to maintain the fan coil on a regular basis will void the warranty.**

## 9.16 NEST THERMOSTAT



**Innovation** The Google Nest Learning Thermostat offers a big LCD display, with sharp resolution that makes it easy to read. With Farsight, it knows you're around and lights up so you can check the temperature, or time, at a glance from across the room.

**Smart Learning:** Nest uses smart learning technology, learns your schedule and heating/cooling preferences over time.

**Smart savings:** Nest is smart enough to turn down the thermostat when you're away at work, and it displays the Leaf icon to show you when it's at a temperature that's saving you money. Airwave automatically reduces air conditioning usage when indoor humidity isn't too high, so you'll get reduced energy bills while keeping your suite cool.

**Connectivity:** Nest connects with your home's WiFi network so you can control it from your smartphone, tablet, or laptop from anywhere in the world. Compatible with mobile devices that use iOS 8 or later, or Android 4 or later with the free Nest app and Bluetooth 4.0 or set it up from your computer using USB connectivity and a web browser.

**Remote monitoring:** You can view Energy History on the Nest Mobile or Web apps so you can get detailed information about your energy usage and figure out how best to save. Plus, Nest lets you know something is out of the ordinary, like if the temperature is too low or too high, with an alert to your mobile device. You can even control your Google Nest Thermostat from your Apple Watch.

**Weather aware:** Nest monitors weather conditions so it can figure out how outdoor temperatures and weather affects your heating and cooling needs.

**Convenient voice controls:** Works with Google Assistant for convenient voice controls.

**Smart Device Compatibility:** Since Nest is smart and WiFi-connected, it's able to work with a variety of other smart devices to provide additional convenience and functionality, and the list of compatible devices is growing all the time.



## 9.17 KITCHEN BACKSPLASH

**Tile:** Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wash with water and a pH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills/splashes immediately to prevent staining of the grout.

**NOTE:** It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.

## 9.18 LIGHT FIXTURES

The ceiling above your Dining room has been wired for a ceiling fixture. A temporary fixture has been provided for inspection purposes. Please use a licensed electrician when installing your decorative fixture in order to not void warranty.

**NOTE: Light bulbs are a maintenance item. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb in your fixture.**

## 9.19 LIVING ROOM LIFT & SLIDE BALCONY DOOR – (Select units only)

Always make sure the right door panel is open slightly before opening the left side. When the door panel is in the open position, the door handle will sit in downwards position parallel to the door panel. When in the open position, the door panel will be raised reducing friction during movement. When the door panel is in the closed position, the door handle will sit in the upright position parallel to the door panel.

Do not open the door when the panel is in closed position. This action can lead to damage and may leave the product vulnerable for air and water leaks. A full 180° rotation is required to move the handle from the closed to open, or open to closed.

## 9.20 MIRRORS

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can "attack" the surface of the glass or which can cause scratches. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning.

## 9.21 PAINTED SURFACES

The colours of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Your in-suite paint schedule is shown below.

### **ALL PAINT is from Cloverdale Paint**

#### **The closest Cloverdale paint store is:**

8190 Winston St, Burnaby, BC V5A 2H5  
(604) 421-8299

#### PAINT SCHEDULE (ALL SUITES)

| <b>Area</b>   | <b>Product</b> | <b>Code</b>                      | <b>Color</b>             |
|---|----------------|----------------------------------|--------------------------|
| Tower 1- All walls throughout on all levels           | Benjamin Moore | K537                             | BM CC-30 Oxford White    |
| Tower 1 - All ceilings throughout                     | Benjamin Moore | ProMac 400 Zero VOC<br>B30W04651 | BM CC-30 Oxford White    |
| Tower 2 – All walls throughout on all levels          | Benjamin Moore | F537                             | BM CC-30 Oxford White    |
| Tower 2 - All ceilings throughout                     | Benjamin Moore | Pomar 400 Regular                | BM Oxford White<br>CC-30 |
| Tower 1 & 2 – Baseboards, Bathroom Walls and Ceilings | Benjamin Moore | K539                             | BM CC-30 Oxford White    |
| Tower 1 & 2- Primer for walls and ceilings            | Benjamin Moore | K354                             | BM CC-30 Oxford White    |
| Tower 1 & 2- Primer for Baseboards and Bathrooms.     | Benjamin Moore | K534                             | BM CC-30 Oxford White    |

## 9.22 PLUMBING FIXTURES

**Plumbing Pipes:** Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

**Shower:** The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

**Toilets:** Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels, diapers will not break down sufficiently and may cause blockage if flushed.

**Note:** *DO NOT use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty.*

**Green Staining:** You may notice a green stain forming on your sinks and bathtubs. This is caused by copper salts in the water and is a normal condition in our water supply. This condition is sometimes referred to as "green rust" and is most noticeable in bathrooms where the grease from hand and body soaps causes it to adhere to bathroom fixtures. Frequent cleaning will prevent build up.

## 9.23 SMOKE ALARM

If the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. To keep your unit in good working order, it should be vacuumed monthly. Use a soft brush or wand attachment, and vacuum all slots in the cover and sides.

**Caution Note:** *Check the smoke alarm every week by pressing the test button and holding until the smoke alarm sounds, then release. A loud pulsating sound will indicate it is functioning properly. A continuous green light located behind the slotted case indicates that the smoke alarm is receiving AC power.*

**DO NOT disconnect your smoke alarm for any reason.**

## 9.24 STAINLESS STEEL SINKS

Clean with a soft cloth, mild detergent and water. To restore the original deep lustre, use a liquid or paste metal polish such as *Vim*. Do not use abrasives or scouring pads - they will take away the special finish.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.

## 9.25 Suite Alarm Systems (Select units only)

All 3<sup>rd</sup> level and top floor suites have been equipped with an in-suite security alarm system. Each system includes a keypad, door/window sensors, motion detector, and an audible alarm.

All other levels have been pre-wired for an alarm system. If you wish to have an alarm system installed in your suite, you may contact any Alarm Company of your choice.

For detailed instructions on how to operate your alarm system, please refer to your operations manual.

**The default master code for your system is 1 2 3 4. You may change your master or access codes; however, it is your responsibility to retain these new numbers if you or your tenant changes the master code.**

**NOTE:** Restoring your personal security codes is not a warranty issue.



Model: DSC PC1616 control panels with the DSC RFK5501 keypad

## 9.26 TAPS

Clean faucets with clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating of the finishes, or damage to the plastics.

## 9.27 WATER PRESSURE

Your building has been designed to City of Burnaby energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

## 9.28 WATER SHUT OFF VALVES

**Main Water Shutoff:** The domestic suite water shutoff valves are located behind the access panel with the "Hot/Cold Water Shut Off" labels affixed. It is important to familiarize yourself with these locations and to maintain clear access at all times.

**Gas Shutoff:** The stovetop gas shutoff valve is located directly below the stovetop, accessible at the rear of the drawer beneath. In the event of any gas smell with the stovetop turned off, reach beneath and to the back of the drawer to turn the valve off.

**Fridge Ice Waterline Shutoff:** Same location as the Main water Shut off valves, they are located behind the access panel marked "Hot/Cold Water Shut Off" labels affixed. It is important to familiarize yourself with these locations and to maintain clear access at all times.

**Dishwasher Valve:** Located underneath the sink on the dishwasher side, there are 2 small handles near the back. Please ensure to turn these off at the first sight of a leak.

**NOTE:** In the event that you are unable to locate the Fridge Ice Waterline Shutoff, please shut off the main water shut off valves.

## 9.29 WALL TILES

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

***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.***

## 9.30 WINDOW BLINDS (Roller)

Roller blinds offer privacy and elegance in your new home. To lower or raise the blinds use the attached chains. It is important to pull the blind chain in a vertical up/down motion when raising/lowering the blind. Pulling the blind chain at an angle or yanking/jerking of the chain can and will result in the chain breaking.

Note that there is a larger portion of chain that acts as a "roller stop". Do not pull the blind past this "roller stop" as it will damage the mechanism. Regular dusting with a feather duster, a blind duster or vacuuming will extend the life and beauty of this product.

**DO NOT** use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

**Note:** Electric Roller Shades in the living rooms (Select units only). Please do not touch or tamper with the electric blinds, as this will void the warranty. The blinds are already hardwired so there is no need to charge or detach it from the valence.

Supplier contact: Elite Pro Shading – eliteproshading.com for information on the electric roller shades, and the motors are made by: Somfy - somfy.com, which is controlled by using a "Somfy" hand remote control. (The other Bedroom(s) have regular window blinds)

## 9.31 WINDOWS & RAILING GLASS

Insulated windows have been installed throughout your home. Rainwater should drain out the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

To clean the glass, start by cleaning dust, mirror marks and deposits (i.e. finger marks) with clean, cold or lukewarm water. It is permissible to add a half cup of vinegar to each gallon of water. Remove grease and film deposits with a mild soap detergent (one part detergent to 2000 parts water) followed by a clean rinsing with cold or lukewarm water. After cleaning, the glass should be dried with a clean squeegee, airflow or clean soft cloth.

Use alcohol solutions with extreme care to remove soluble materials. Solvents should not be allowed to run to the edge of the glass as they will damage weather stripping, sealing, glazing and caulking compounds, thereby voiding warranty.

**NOTE:** DO NOT REMOVE or adjust the window restrictors. In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the window from opening more than 100 mm (4").

## 10.0 LEGAL DISCLAIMER

### 10.1 DISCLAIMER

This manual has been prepared on behalf of the Developers of Hillside West project for general reference and convenience of the owners in Hillside West. The information in this manual was compiled in November 5, 2022 and is generally believed to be accurate at the time of completion. The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the "Legal Documents"), the provisions of the Legal Documents govern.