



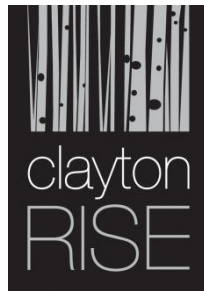
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DISCLAIMER:

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

February 2010



**WELCOME TO YOUR NEW HOME
AT CLAYTON RISE**

19505 - 68A Avenue
Surrey, B.C. V4N 6K3

Congratulations on your purchase of a home by Townline Homes.
This ***Homeowner Manual*** has been designed to assist you during and after the move-in of
your home.

Please take a few moments to familiarize yourself with this book
as it contains a wealth of information.

Some Information about your New Home

Built by The Townline Group of Companies

The people who have built your home are experienced, have a reputation for quality, and the conviction to stand behind what they build. Since 1980, we at The Townline Group of Companies have built over 1,000 single and multi-family homes.

We've completed projects throughout the Lower Mainland and currently have projects underway in Vancouver, Richmond, Surrey, Langley, Squamish and Victoria. Visit www.townline.ca for more information on our upcoming projects.

The Townline Group of Companies

We believe in the simple truth that everyone needs a home. There are many people who can satisfy that need, but we believe that a home should be more than just a roof over your head. It should be memorable. It should bring you pride.

We believe that you get what you pay for. You spend a lot of time in your home. Shouldn't it bring you pleasure?

We believe that one is remembered for the things one has done, be they good or bad. We'd much prefer to be remembered for the good things we've done, so we do our best to have you remember us fondly.



1 CONTACTS

- 1.1 Civic Address
- 1.2 Emergency Telephone Numbers
- 1.3 Non-Emergency Telephone Numbers
- 1.4 Property Management Company
- 1.5 The Townline Group of Companies' Office Address

IMPORTANT INFORMATION & ADDRESSES

1.1 Civic Address

19505 - 68A Avenue
Surrey, British Columbia
V4N 6K3

1.2 Emergency Telephone Numbers

Ambulance – Police – Fire (Emergency Calls Only)	911
Power Outages & Electrical Emergencies (BC Hydro)	1-888-769-3766
Gas Leaks & Gas Odor Emergencies (Terasen Gas)	1-800-663-9911

1.3 Non-Emergency Telephone Numbers

Ambulance	604-872-5151
Police	604-599-0502
Fire Department	604-543-6700

1.4 Property Management

Crosby Property Management
Suite 600, 777 Hornby Street
Vancouver, BC, V6Z 1S4

Phone: 604-683-8900
Fax: 604-689-4829
Emergencies: 604-604-777-3880
Email: crosby@crosbypm.com

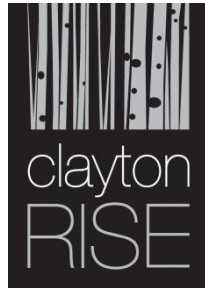
*NOTE: You may contact Crosby Property Management at 604-683-8900 at any time. General business and non-emergency matters should be referred to Crosby Property Management between 9:00 am and 5:00 pm on weekdays. Emergency service is available on a 24-hour basis by calling 604-604-777-3880. Please state the exact nature of the emergency and your telephone number to the operator. A property manager will then call you to confirm the emergency and assist you.

You will receive a complete introduction package from Crosby Property Management with more information as regarding maintenance fees, insurance, specific emergency procedures and general strata info. Please read this in its entirety.

1.5 The Townline Group of Companies' Office Address

120-13575 Commerce Parkway
Richmond, BC V6V 2L1

Phone: 604-276-8823
Fax: 604-270-0854
Customer Service Email: customer.service@townline.ca
Hours: Monday to Friday 9am – 5pm



2 HOME ACQUISITION & MOVING-IN PROCEDURES

- 2.1 Taking Possession
- 2.2 Moving-In

2.1 TAKING POSSESSION

Subject to confirmation of Title Registration on the completion date (the day you become the owner and have title to the home) a Townline representative will contact you to arrange a time, the following day, to present you with your keys to your new home. This is known as “*The Possession Date*”.

2.2 MOVING-IN

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



3 SETTING UP YOUR HOME

- 3.1 Activating Services and Change of Address
- 3.2 Change of Address Reminder

3.1 ACTIVATING SERVICES AND CHANGE OF ADDRESS

- **BC Hydro** Phone: 604-224-9376
 This can also be done on-line at www.bchydro.com

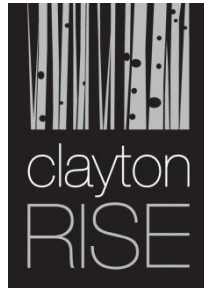
Please note: You are responsible for your electricity from the day of possession. Do not forget to cancel your present service.
- **Terasen Gas** Phone: 1-888-224-2710
 (Duplexes and Amenity Building only)
- **Telus** Phone: 604-310-2255
 A Telus service representative will make arrangements to move your existing telephone service and/or install new service. Please note that there is a one-time installation charge payable. It is recommended that your service overlap by one day.
- **Shaw Cable** Phone: 604-629-8888
 Your home is pre-wired for Shaw Digital Cable and Internet service. Please contact Shaw to set up your account.
- **Canada Post Delivery** Phone: 1-866-607-6301
 Contact Canada Post to start your mail delivery at Clayton Rise.
 Fill out a "Change of Address" form at any postal outlet. Please note that there is a service charge for the first four months and an additional charge for the succeeding four months. This service requires two weeks to initiate.

3.2 CHANGE OF ADDRESS REMINDER

Don't forget to change your address with the following services:

Bank/RRSPs
ICBC
Home/Life Insurance

Newspaper/Magazine
Doctor/Dentist Office
Credit/Gas Card



4 STRATA LIVING

- 4.1 General Information
- 4.2 Definitions
- 4.3 Property Management Company
- 4.4 Annual General Meeting
- 4.5 Committees
- 4.6 Bylaws and Rules
- 4.7 Strata Corporation Finances
- 4.8 Property Insurance
- 4.9 Strata Corporations Duty to Mitigate and Maintain
- 4.10 Amenity Building – General Information
- 4.11 Amenity Building – Pool Use

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 **Clayton Rise** 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 **Clayton Rise** 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, 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 in 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 **Crosby Property Management** as the initial property management company for the Clayton Rise. 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 Clayton Rise 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.) (sec 16). 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 Clayton Rise 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 AND 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 **Clayton Rise**. 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 (sec 95). 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 (sec 98).

The strata corporation obtains these funds through the contributions of strata fees. It may raise additional funds by approving a special levy (sec 108). 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 (sec 105).

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 owners 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

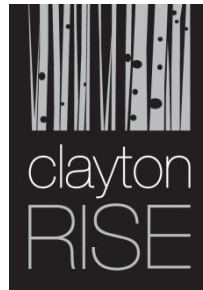
The Amenity Building is available for homeowners and tenants’ shared use. Included within the Amenity Building is an exercise room, media room, party room, patio, and access to the pool.

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 - POOL USE

The pool is available for seasonal use. All rules and regulations for homeowners, tenants and their guests will be 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 and homeowners, tenants and their guests at their own risk.



5 WARRANTY COVERAGE & SERVICE

- 5.1 Warranty Coverage & Service
- 5.2 The First Year in Your New Home
- 5.3 Homeowner's Role
- 5.4 Classification & Reporting of Warrantable Items
- 5.5 Appliance Service Warranties
- 5.6 Service Request Form

5.1 WARRANTY COVERAGE & SERVICE

Basics

As a new homeowner, you have automatic warranty coverage on your home. All registered builders in British Columbia are required to carry this insurance. This coverage is standard and is regulated by a third party warranty provider. Townline is pleased to inform you that our third party warranty provider is **Travelers Guarantee Company of Canada**. The “*Home Warranty Materials and Labour Standards Guide*” is used to determine if an item is warrantable or not. Please see the enclosed guide at the back of this section.

Travelers Guarantee 2-5-10 Home Warranty Certificate

During your Home Orientation, you will be asked to sign the Warranty Certificate issued by **Travelers Guarantee** for your new home. Townline will forward their copy of this certificate to the **Travelers Guarantee** offices. You will then be registered with **Travelers Guarantee** as the owner of the home and they will send you your certificate. This certificate includes details of the warranty coverage, limits of coverage, warranty exclusions, warranty terms, as well as their process for filing a claim.

Townline’s Role

Remember that Townline is here to assist you should servicing be required. All warranty work will be reviewed using the guidelines established by **Travelers Guarantee**.

Warranty Work

All inquiries regarding work are to be directed in writing to Townline Homes. Please see the “Service Request” form at the back of this section. This form can be submitted either by mail, fax or email through our website www.townline.ca.

NOTE

Please do not contact construction personnel or sales staff directly, as they are not authorized to handle warranty service requests. Townline will be able to serve you better if service requests are directed in writing to our Customer Service Department at our Head Office. If Townline responds to a service request and finds that the repair is required due to neglect or a lack of maintenance by the homeowner, Townline will invoice the homeowner for service costs incurred.

Our criteria for qualifying warranty repairs is based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

5.2 THE FIRST YEAR IN YOUR NEW HOME

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

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 warrant the quality and satisfaction of our product. To this end, your home has been inspected at several important times.

Construction Inspections

In addition to our own quality control inspections, city inspectors, architects and other professional consultants, inspect the building throughout the construction process to ensure all work is being completed with care and in accordance with the building code, municipal regulations and our specifications.

Pre-Occupancy Orientation

Prior to occupancy, your in-home orientation will be performed by Townline and yourself- At this time, any items needing attention will be identified and listed on the Home Orientation report which will then be signed by both parties.

One-Year Warranty Service

Approximately eleven months after possession, a customer service representative will contact you to ask that you submit, in writing, any issues which are warranty related. This **Homeowner Manual** is an important tool to explain which items are covered.

A “*Homeowner Request for After Sales Service*” form will be mailed to you and we ask that you please submit your list to the corporate office either by mail, fax or email. Upon receipt we will review and complete any warranty work before your one year anniversary date expires.

Our Customer Service Department will call to schedule an appointment during normal business hours to complete any warranty work. At that time, we will come to your home to go over the list you have made and explain exactly what will be done about each item and when you can expect completion.

We will make every effort to complete repairs as quickly as possible. Due to the many different types of repairs that might be encountered and the fact that we may involve our sub-contractors and suppliers for this service work, some delay is possible. Please be patient as your request will be addressed as soon as possible.

5.3 HOMEOWNER'S ROLE

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. If you wish an item to be covered by your warranty and corrected by Townline, **please do not attempt the repairs yourself or contract anyone else to do the work.** Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.

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 Guarantee*.

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. 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 One: Contacts

- **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.

- **Year End Attention**

Items under this category are those that can wait and are best repaired in one visit by our service department towards the end of the 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 **.We do not repaint.**

The above noted items should be reported to our Customer Service Department and must be in writing to ensure proper documentation. See Service Request Form later in this section.

5.5 APPLIANCE SERVICES WARRANTIES

It is recommended that you fill our any warranty cards provided with the appliances. The warranty cards are included with each instruction manual. If you experience problems with your appliances, please contact Coast Appliances directly at 604-530-1155.



SERVICE REQUEST FORM

Date: _____

Homeowner Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Phone: _____ Daytime Phone: _____

1. _____

2. _____

3. _____

4. _____

Please forward to: The Townline Group of Companies
Attn: Customer Service
120-13575 Commerce Pkwy, Richmond, B.C., V6V 2L1
Fax: 604-270-0854
Email: customer.service@townline.ca



6 CARE & MAINTENANCE OF YOUR HOME

- 6.1 General Information
- 6.2 Appliances
- 6.3 Bathroom Countertops
- 6.4 Cabinets
- 6.5 Carpet
- 6.6 Caulking & Sealants
- 6.7 Doors
- 6.8 Driveway
- 6.9 Filters
- 6.10 Flooring
- 6.11 Hardware
- 6.12 In-sink waste disposal
- 6.13 Kitchen Counter Tops
- 6.14 Mirror and Glass
- 6.15 New Home Maintenance Schedule
- 6.16 Paint
- 6.17 Porcelain Tiles
- 6.18 Range Hood
- 6.19 Shower Tiles
- 6.20 Smoke Alarm
- 6.21 Stainless Steel Sink
- 6.22 Taps/Faucets
- 6.23 Windows

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, at the back of this section, we have included a “*New Home Maintenance Schedule*” and a copy of Travelers “*New Home Maintenance Manual*”.

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

6.2 APPLIANCES

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.

6.3 BATHROOM COUNTERTOPS

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. The countertop manufacturer has specific cleaning requirements and should be contacted for these instructions. These surfaces are also heat sensitive.

6.4 CABINETS

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. ****Avoid Using Abrasive Cleaners****

6.5 CARPET

Carpet care basically consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the flooring products used in your home. Carpets and rugs should be professionally cleaned every year or two depending on the use and appearance.

6.6 CAULKING & SEALANTS

Caulking and sealants are used in the interior of your home in areas such as countertops and bathtubs. 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. If you find that caulking is loose or badly discolored, simply remove and replace it.

6.7 DOORS

Doors can become misaligned or hard to latch. Lifting or pushing down the door handle may help temporarily to operate the door. The door should be re-aligned properly. Door hardware and locks can be lubricated with powdered graphite or light oil.

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

Range Hoods and Exhaust Fans

To ensure efficient operation of the range hood and 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.

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.

6.10 FLOORING

The highest quality flooring materials have been installed in your home, and their life will be prolonged if regular cleaning occurs. For preventative maintenance, an entrance mat is the most basic requirement.

6.11 HARDWARE

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

6.12 IN-SINK WASTE DISPOSAL

Run cold water through it before, during and after emulsification. Running the water before and after helps flush the lines. Avoid greases as they may build up in the trap in your drain and cause blockage. Fibrous foods such as celery will jam under the pivots and cause them to stick. To help clean the appliance, place 2-4 ice cubes in the in-sink waste disposal, every 1-2 months, and turn it on. If the in-sink waste disposal fails to come on, check to make sure that the thermal protector has not tripped.

6.13 KITCHEN COUNTERTOPS

Do not use abrasive cleaners, scouring pads or similar materials as they may damage the surface. Do not use products that contain trichlorethane or methylene chloride, such as paint removers or strippers. Avoid any highly aggressive cleaning agents like oven/grill cleaner that have high alkaline/PH levels. Clean with a soft clean cloth, mild detergent, and water or use a product specifically formulated for use on these materials. The countertop manufacturer has specific cleaning requirements and should be contacted for these instructions. These surfaces are also heat sensitive.

6.14 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.

6.15 NEW HOME MAINTENANCE SCHEDULE

ITEM	ONCE A MONTH	SPRING	SUMMER	FALL	WINTER
Windows and Doors					
Check & clean weather stripping at windows & doors & adjust if necessary				X	
Interior Finishes					
Re-caulk showers & countertops if necessary		X			
Seal Grout			X		
Lubricate door hinges		X			
Wash range hood filter		X		X	
Electrical					
Check GFCI circuits	X				
Check smoke /carbon monoxide detectors	X				

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

6.16 PAINT

Maintenance can quite easily be carried out by gently washing the painted surfaces with a mild soap or detergent solution. Abrasive solutions or over scrubbing should be avoided as this will remove the paint.

6.17 PORCELAIN TILES

For daily maintenance, dust mop with clean non-oily dust mop. Remove dust particles from mop frequently by vacuum. Remove any wet spillage by damp mopping or sponge. Damp mop entire floor surface using neutral (ph-7) detergent.

6.18 RANGE HOOD

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. Stainless steel cleaner should be used on stainless range hoods. Abrasives and scouring agents can scratch stainless steel finishes and should not be used to clean finished surfaces.

6.19 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.

6.20 SMOKE ALARM

Smoke alarms are installed for your safety and protection. Periodically vacuum the vents to ensure dust particles do not inhibit the performance.

6.21 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.

6.22 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.

6.23 WINDOWS

Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be 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 is a ventilation issue and not a fault with the window. Condensation can result in the growth of mould in the window frame that can be controlled with a mild solution of bleach and water.



7 HOW YOUR HOME WORKS

- 7.1 Electrical
- 7.2 Plumbing
- 7.3 Natural Gas
- 7.4 Interior Environment Controls

7.1 ELECTRICAL

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.

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

Resetting Breakers

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

Short Circuits

If a breaker disconnects, follow these steps:

1. Unplug the appliance you suspect caused the problem;
2. Reset the breaker;
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.

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) protects your exterior electrical receptacles and those in your bathrooms. 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 health person should not receive serious injury. Infants and small children may still be affected.

Testing

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

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 Detectors

Smoke detectors are provided in accordance with the building code. They are connected to an electrical circuit and not battery operated.

7.2 PLUMBING

Shut off Valves

There is a main water supply entering the home. This is usually in the furnace 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 (i.e. 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 Bib

The exterior 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. The shut-off valves are located under the kitchen sink and in the mechanical room off the garage.

7.3 NATURAL GAS (Duplexes Only)

Your home is equipped with one or more natural gas appliances.

Only qualified technicians are to make adjustments to these devices. Familiarize yourself with the operation of each appliance prior to using.

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

drawbacks. Poor ventilation and internal humidity buildup can be both unpleasant and unhealthy as well as damaging to the building. To counteract these potential problems, your home has been equipped with features for you to use in creating your ideal interior climate.

Your Role

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

Ventilation

Windows are also an effective means of ventilation and depending on weather conditions, thoroughly airing out your home for 15 minutes a day may be sufficient. 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 showers/ baths to keep the humidity level down. Also, kitchen hood fans should be used to minimize humidity levels.





8 HOME SPECIFICATIONS

8.1 Paint Finishes and Colours

8.1 INTERIOR PAINT FINISHES & COLOURS

Grey Colour Scheme

Walls - Throughout

General Paint	CL 3231W	Placid	Eggshell
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Powder Room

General Paint	3233M Capricorn		Eggshell
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Trim - Throughout

Benjamin Moore	CC-20 Decorators White		Semi Gloss
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Brown Colour Scheme

Walls - Throughout

General Paint	CL 2881W Packing Nut		Eggshell
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Powder Room

General Paint	C2883D Mexican Tea		Eggshell
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Trim - Throughout

Benjamin Moore	CC-20 Decorators White		Semi Gloss
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9 TRADE LIST

9.1 Trade List

9.1 TRADE LIST

Townline is pleased to provide you with our list of trades and manufactures or suppliers with their contact phone numbers if you would like to contact them directly with any questions regarding their product.

DESCRIPTION	TRADE	CONTACT	PHONE NO.
Plumbing	Annex Plumbing	Lui Bolognese	604-616-6561
Electrical	Aert's Electric	Tony Van Aerts	604-835-1021
Heating	Comfort Plus Heating	Todd	604-552-2990
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	Ashcroft Window Blinds	Donna	604-536-5813
Finish Carpentry	HD Superior Finishing Ltd	Hardeep Deogan	604-250-6151
Spindles and Handrails	Spanish Wood	Tom	604-942-4297
Wood fencing/ Gates	Ace Fencing	Charlie Randhawa	604-825-4611
Landscaping	Green as Grass	Mike Rompf	604-231-4143
Flooring	Exclusive Floors	Rich Ross	604-575-9550
Gutters	Weatherguard Gutters	Russ McCann	604-574-1985
Cabinets	Suncrest Cabinets	Jonathan Cho	604-278-3445
Fire Places	Delco Fireplaces	Steve Purcha	604-530-2166
Granite Counter Tops	Arctic Stone	Lorraine	604-276-8481
Appliances	Coast Appliances	Customer Service	604-552-0042
Tile	Omega Tile	Pat Hajzlar	604-618-0044
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



10 YOUR NEIGHBORHOOD

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

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 th Avenue	604-539-5088
CIBC	20069 64 th 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 th 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 Svc	19705 Fraser Highway	604-534-6525
Marlin Travel	19705 Fraser Highway	604-532-0507
City Express Travel Centre	6233 200 th Street	604-533-5305
Cloverdale Travel	17760 56 th Avenue	604-574-4101
Walnut Grove Cruise and Travel	8840 210 Street	604-888-6020

10.2 GROCERIES, GOODIES AND CHEER

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

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

10.3 RESTAURANTS

There is a great selection of restaurants to tempt your taste buds!

Village Sushi Restaurant	8690 Fraser Highway	604-575-9003
Oven Fresh Pizza	17750 65A Avenue	604-574-7655
Masia Restaurant	19209 Fraser Highway	604-574-7633
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 th 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
Moxie's Classic Grill	19777 Willowbrook Drive	604-539-9491
Pepitas in Langley	19696 Fraser Highway	604-539-9942
Sammy J Peppers Gourmet Grill	19925 Willowbrook Drive	604-514-0224
MVP's Sports Bar and Grill	5640 188 th Street	604-576-7711

10.4 TASTY TAKEAWAYS

Busy Workday got you pressed for time? Well, there's no reason why you can't grab a quick bite on your way to or from work!

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 th Avenue	604-576-6600
Domino's Pizza	19475 Fraser Highway	604-539-1010
McDonald's	17635 64 th Avenue	604-575-1670



10.5 NIGHTSPOTS

Mix, mingle, and shake it up!

Gabby's Country Cabaret	20297 Fraser Highway	604-533-3111
Vanilla Room	6001 196A Street	604-530-2026
Ozone Nightclub	7300 King George Highway	604-596-8189
Mirage	15330 102A Avenue	604-583-8828

10.6 SPORTS AND ENTERTAINMENT

Now that you're living in a new home, how about trying out new places to have fun with friends and family!

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
Blockbuster Video	4061 200 th Street	604-534-1880

10.7 SPAS, HAIR SALONS AND FITNESS

Drop by and get the look you're dreaming of

Woman's World of Fitness	19615 Willowbrook Drive	604-534-4748
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 th Street	604-502-6420



ACKNOWLEDGEMENT

I acknowledge receipt of the 19505 - 68A Avenue **Homeowner Manual** prepared by The Townline Group of Companies. I understand that this manual contains important information concerning my new home at 19505 - 68A Avenue and it is my responsibility to read this manual and be familiar with the information that it contains.

Date: _____

Printed Name

Signature

Important Note:

The information contained in this manual is provided as a convenience for the purchasers at 19505 - 68A Avenue. It is not to be construed as a contract. The information is subject to change without notice.

Townline Copy





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