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DISCLAIMER:

THE INFORMATION PROVIDED HEREIN IS PROVIDED SOLEY FOR THE BENEFIT OF THE HOMEOWNER AND BELIEVED TO BE CORRECT, BUT SHOULD BE USED FOR GUIDANCE PURPOSES ONLY. WHEN INFORAMTION CONTAINED IN THE HOMEOWNER MANUALS IS DIFFERENT FROM THAT CONTAINED IN DOCUMANTION PROVIDED BY MANUFACTURERS, ARCHITECTS, ENGINEERS, CONTRACTORS OR OTHER PURCHASER DOCUMANTATION, THAT INFORMATION SHALL BE DEEMED CORRECT.

March 2010



WELCOME TO YOUR NEW HOME AT HERITANCE

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 Emergency Telephone Numbers
- 1.2 Non-Emergency Telephone Numbers
- 1.3 The Townline Group of Companies' Office Address



IMPORTANT INFORMATION & ADDRESSES

1.1 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

1.2 NON-EMERGENCY TELEPHONE NUMBERS

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

1.3 THE TOWNLINE GROUP OF COMPANIES OFFICE ADDRESS

120-13575 Commerce Parkway
Richmond, BC V6V 2L1
Phone: 604-276-8823
Fax: 604-270-0854
Email: customer.service@townline.ca
Hours: Monday – 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
Please set up your account based on your Possession Date.
Please note: You are responsible for your electricity from the day of possession. Do not forget to cancel your present service.
- **Terasen Gas** Phone: 604-273-4987
Please activate your account based on your Possession Date.
Please note: You are responsible for your gas from the day of possession. Do not forget to cancel your present service.
- **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 note 30 days after occupancy, Shaw will discontinue cable services except if arrangements for further service are made.
- **Canada Post Delivery** Phone: 1-866-607-6301
Contact Canada Post to start your mail delivery.
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 WARRANTY COVERAGE & SERVICE

- 4.1 Warranty Coverage & Service
- 4.2 The First Year in Your New Home
- 4.3 Homeowner's Role
- 4.4 Classification & Reporting of Warrantable Items
- 4.5 Appliance Service Warranties
- 4.6 Service Request Form





4.1 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.

4.2 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, 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 or suppliers for this service work, some delay is possible. Please be patient as your request will be addressed as soon as possible.

4.3 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 Five: 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**.

4.4 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.

4.5 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 Totem Appliances directly at 604-437-5136.



HERITANCE

AT CLAYTON VILLAGE

SERVICE REQUEST FORM

Date: _____

Homeowner Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Phone: _____ Daytime Phone: _____

1. _____

2. _____

4.

5.

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



5 CARE & MAINTENANCE OF YOUR HOME

- 5.1 General Information
- 5.2 Appliances
- 5.3 Alarm Systems
- 5.4 Countertops
- 5.5 Cabinets
- 5.6 Carpet
- 5.7 Caulking & Sealants
- 5.8 Detached Garage
- 5.9 Doors
- 5.10 Driveway
- 5.11 Ensuite Floor Heating
- 5.12 Filters
- 5.13 Fireplaces
- 5.14 Flooring
- 5.15 Hardware
- 5.16 In-sink waste disposal
- 5.17 Mirror and Glass
- 5.18 New Home Maintenance Schedule
- 5.19 Paint
- 5.20 Range Hood
- 5.21 Shower Tiles
- 5.22 Smoke Alarm
- 5.23 Stainless Steel Sink
- 5.24 Taps/Faucets
- 5.25 Tiles
- 5.26 Vacuum System Rough-in
- 5.27 Windows



5.1 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. 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.

5.2 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.

5.3 ALARM SYSTEM (Pre-Wire)

Your home has been pre-wired for a future alarm system installation. Refer to your Trade List for the contact information.

5.4 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.

5.5 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****

5.6 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

5.7 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.

.8 DETACHED GARAGE

One side wall of your garage has gypsum wallboard installed due to the wall's location to the property line. The gypsum wallboard has been added to meet building code requirements for fire resistance for that particular wall in the garage. Care must be taken to maintain the integrity of the gypsum wallboard. Any holes or damage should be repaired as quickly as possible.

5.9 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.

.10 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.

.11 ENSUITE FLOOR HEATING

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 heating system.

5.12 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.

5.13 FIREPLACE

Do not use abrasive cleaners, scouring pads or similar materials on the fireplace facing as they may damage the finished materials. Clean with a soft clean cloth, mild detergent and water or a product specifically formulated for use on finished materials. The fireplace manufacturer has specific requirements and you should check the manufacturer's manual for both the operation and care of your fireplace. It is important to read through the manuals before attempting to use your fireplace.

5.14 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.

5.15 HARDWARE

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

5.16 IN-SINK WASTE DISPOSAL (UPGRADE)

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 garburator, every 1-2 months, and turn it on. If the garburator fails to come on, check to make sure that the thermal protector has not tripped.

5.17 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.

5.18 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		
Electrical					
Check GFCI circuits	X				
Check smoke /carbon monoxide detectors	X				

5.19 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.

5.20 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 hood fans. Abrasives and scouring agents can scratch stainless steel finishes and should not be used to clean finished surfaces.

5.21 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.

5.22 SMOKE ALARM

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

5.23 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.

5.24 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.

5.25 TILES

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

5.26 VACUUM SYSTEMS

Your home has been roughed-in for a future built-in vacuum system.

5.27 tt 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.



6 HOW YOUR HOME WORKS

- 6.1 Electrical
- 6.2 Plumbing
- 6.3 Natural Gas
- 6.4 Interior Environment Controls



6.1 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.

6.2 PLUMBING

Shut off Valves

There is a main water supply entering the home. This is usually in the 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 frost free; however they should be checked in extremely cold temperatures. The valves need to be shut off and the lines drained during cold weather.

6.3 NATURAL GAS

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.

6.4 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 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, de-humidistat for fan exhaust, fresh air supply, and windows for greater natural ventilation.

Windows

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 suffice. In addition, opening a window near a source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal.



7 HOME SPECIFICATIONS

7.1 Interior Paint Finishes and Colours



7.1 INTERIOR PAINT FINISHES AND COLOURS

Dark Scheme

Walls - Throughout

- General Paint CL 290 1W Earth Smoke

Accent Walls (Powder Room)

- General Paint CLW 2902 Old Washer

Interior Doors and Trim Throughout

- Benjamin Moore CC20 Decorator's White

Light Scheme

Walls - Throughout

- General Paint CLW 1036W Sibbald

Accent Walls (Powder Room)

- General Paint CLW 1036W Sibbald

Interior Doors and Trim Throughout

- Benjamin Moore CC20 Decorator's White



8 TRADE LIST

8.1 Trade List



8.1 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	Subtrade	Contact	Phone No.
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Mechanical/HVAC	Corona Gas	Darryl Vanunen	604-576-6457
Electrical	Aert's Electrical	Tony	604-835-1021
Plumbing	Annex Plumbing	Lui Bolognese	604-616-6561
Light Fixtures	Brite-Light	Lance	604-525-5546
Drywall	JB Drywall	Jim Blazer	604-576-9298
Paint	G.V. Enterprises	George Veslenes	604-951-4067
Interior Doors & Hardware	Curtis Door and Mouldings	Doug Campbell	604-534 9291
Blinds	Ashcroft Window Coverings	Judi	604-536-5813
Carpentry/Finishing	Ross Taylor	Ross Taylor	604-881-7175
Landscaping	Thompsons 4 Seasons Landscaping	Ross	604-514-9558
Carpet and Hardwood Floors	Exclusive Floors	Rich Ross	604-596-3636
Granite Countertops	Artic Stone	Lorraine	604-276-8481
Garage Doors	CASP Enterprises	Jonas	604-951 9874
Gutters	Weatherguard Gutters	Russ	604-574-1985
Roof	All Seasons Roofing	Ron Rana	604-502-8683
Fireplaces	Delco	Jeff Parlee	604-530-2166
Cabinets	Canwest Cabintry	Glenn Paquette	604-834-8883
Appliances	Coast Appliances	Customer Service	604-552-0042
Tile	Omega Tile	Pat	604-618-0044
Mirrors and Shower Doors	Glass World	Kevin Browne	604-854-9566
Security System/ Cable/ Vacuum	Best Security/Best Beams	Judy Gimenez	604-324-7034



9 THE HERITANCE NEIGHBORHOOD

- 9.1 The Basics
- 9.2 Groceries, Goodies and Cheer
- 9.3 Restaurants
- 9.4 Tasty Takeways
- 9.5 Night Spots
- 9.6 Sports and Entertainment
- 9.7 Spas, Hair Salons, and Fitness



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

9.1 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 604-502-6333	5642 176A Street	
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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

9.2 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

9.3 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

9.4 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

9.5 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

9.6 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

9.7 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 **Homeowner Manual** prepared by The Townline Group of Companies. I understand that this manual contains important information concerning my new home and it is my responsibility to read this manual and be familiar with the information that it contains.

Date: _____

Printed Name

Signature

DISCLAIMER

Important Notice

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

Townline Copy



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