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## DISCLAIMER

Property: The Landing at Wood Lake  
Builder: The Landing JV ('The Builder')  
Date: July 1, 2020 ('Effective Date')

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# WELCOME HOME

## DEVELOPER'S MESSAGE

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Dear Homeowner,

Congratulations on the purchase of your new home at The Landing at Wood Lake! On behalf of the entire Troika team, I want to personally welcome you to a community that was built with you in mind. Over the past 20 years, Troika has created living spaces and neighbourhoods throughout Canada. While each one is unique, we consider The Landing at Wood Lake the hallmark of our values and vision as a developer of the future.

We designed this project around how you live - the openness of the floorplan, the bright glass paneled windows, spectacular rooftop deck and space for you to celebrate! I hope that you drink in your views, enjoy the finer details of your home, and appreciate the privacy of the rooftops as we imagined for you.

Oh, and the lake. I love to boat, paddleboard and swim on the lake, but I equally love to hear the lapping waves, and smell the lake and nature around it. I am so glad that we were privileged enough to design your neighborhood around this jewel of the Okanagan. It is majestic! Only a few steps from your front door, enjoy all that living close to the lake has to offer. But wait, maybe you like to bike, run, or walk! That too is possible with the rail trail so close by. This is a remarkable community, with your home waiting for you after you have enjoyed the surroundings.

It has been a labour of love by everyone involved to blend design and function, creating a community that can boast a smaller ecological footprint, unmatched green space, and stunning, unobstructed vantage points of the Okanagan. The Landing at Wood Lake has tested our strengths and ambitions in innovation, but more importantly, reconfirmed our commitment to you, our homeowners, to deliver value, quality, and the best product on the market.

There are few milestones in life as significant and memorable as home ownership. We thank you for trusting us to build and deliver the home of your dreams.

Warmest Regards,



Renee Merrifield  
CEO, Troika Management Corp.



# WELCOME HOME

## BUILDER'S MESSAGE

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Dear Homeowner,

Our entire team at CorWest Builders would like to say thank you for the opportunity to work with you to create, build and assist in turning your unique vision into reality. While today marks the first step to opening the doors to your new home, it does not mean that our relationship and commitment has come to an end. In this guide, you will find detailed information and instructions on how to maintain your home, and who to contact in the process should issues arise in the years to follow.

In the immediate, if you have any questions about the process, please contact our service representative ([customerservice@corwestbuilders.com](mailto:customerservice@corwestbuilders.com)). Should you require additional assistance with an issue, your project manager will be your point of contact for 30 days after the date of possession. After the 30-day period, you will fall into the care of our customer service team, who will assist in repairs for one year of occupancy.

We ask that you please keep track of deficiencies that may appear between the 30-day period and one year of occupancy. This may include "sticking" doors and possible drywall "screw popping" for example. You will be contacted prior to the end of the one year of occupancy with instructions on how to list deficiencies. This list will be assessed by customer service and reviewed with you. If there is anything that requires immediate attention, our customer service representative is always available to address them.

On behalf of everyone at CorWest Builders, thank you again, and welcome home.

Sincerely,



Mike Woodroff  
General Manager, CorWest Builders Inc.



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# YOUR HOMEOWNER GUIDE

## PROTECTING YOUR INVESTMENT

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This is an exciting moment as you make the transition into your new home, and on this occasion, we would like to provide you with a resource for future care and maintenance needs. We encourage you to read this information carefully, as it will not only protect your investment but also ensure the entirety of the warranty coverage offering.

# IMPORTANT CONTACTS

## REPAIR & EMERGENCY

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### BUILDING CONTACTS

#### Builder

CorWest Builders  
301-554 Leon Ave., Kelowna, BC V1Y4R9  
Phone: 250-869-4960 | Fax: 866 -824-9417

#### Developer

Troika Developments  
The Landing JV  
302-554 Leon Ave., Kelowna, BC V1Y4R9  
Phone: 250-869-4549 | Fax: 866 -824-9417

#### Homeowner Protection Office

Branch of BC Housing  
203-4555 Kingsway, Burnaby, BC V5H4V8  
Phone: 604-646-7050 | Fax: 604-646-7051

#### Home Warranty Provider

Pacific Home Warranty Insurance Services  
211-15240 56 Ave., Surrey, BC V3S5K7  
Phone: 604-574-4776 | Fax: 604-574-4779

#### Strata

Pacific Quorum Properties Inc.  
Svitlana Kharsika, Property Manager

1979 Bredin Road, Kelowna, BC V1Y 8T2  
250-868-3383 Ext. 117 (Office)  
778-760-1203 (Direct)  
250-861-4586 (Fax)  
lanak@pacificquorum.com  
www.pacificquorum.com

### EMERGENCY

#### Police

Emergency | 911  
Non-Emergency | 250-766-2288

#### Fire

Emergency | 911  
Non-Emergency | 250-766-2327

#### Ambulance

Emergency | 911  
Non-Emergency | 250-726-2840

**Hospital** | 250-862-4000

### COMMUNITY CONTACTS

**S.P.C.A Shelter** | 3785 Casorso Rd, Kelowna |  
250-861-7722

**Library** | 10150 Bottom Wood Lake Rd,  
Lake Country | 250-766-3141

**City Hall** | 10150 Bottom Wood Lake Rd, Lake  
Country | 250-766-5650

**BC Hydro** (Electricity) | 800-224-9376

**Fortis BC** (Gas) | 888-224-2710

**Shaw** (Cable, TV, Internet) | 250-979-6540

**TELUS** (Phone, TV, Internet) | 888-811-2323

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# STRATA LIVING

## RULES AND RESPONSIBILITIES

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The Strata Property Act and Regulation affects strata owners, buyers, sellers, and developers. This section provides an overview of the key topics that you need to be aware of when buying and owning a townhouse.

### Strata Unit

Different types of residential strata units include a townhouse, a condominium, an apartment within a building, a duplex or a bungalow. A strata unit is a form of real property ownership that has two distinct parts: you own your strata lot to which you get a land title, and you also jointly own common property with the other unit owners in your complex.

Owning a strata unit is not the same as renting an apartment where all the duties and responsibilities of running the building are handled by the building owner and caretaker. In a strata complex, ownership responsibilities belong to you and all other unit owners in your strata corporation.

### Strata Lot

The exact boundaries of each strata lot are identified in a strata plan. When you buy a unit, you acquire title to a space that is usually bound by walls, floors, and ceilings. You are responsible for the maintenance, repair, and remodeling of your unit. However, you may need the council's permission to remodel your unit if the changes impact the common property.

### Common Property

The common property in a strata complex is everything that is not within a unit identified in the strata plan. It usually includes the space and facilities outside the strata lots, such as hallways, elevators, heating, and electrical systems, laundry rooms, recreation rooms, and landscaped areas. In the case of a bare land strata unit this would include such things as roads. Your share of the costs for the maintenance and repair of the common property is determined by your unit factor.

### Limited Common Property

Limited Common Property (LCP) is common property that has been designated for the exclusive use of one or more strata lots. This designation is done on either the strata plan or on a sketch plan filed with the Land Title Office.

Under the Standard Bylaws, owners are required to maintain and repair LCP, which they have the use of, except the following LCP, which the strata corporation repairs and maintains:

- Structure of the building;
- Exterior of the building;
- Chimneys, stairs, balconies and other things attached to the exterior of the building;

- Doors, windows and skylights on the exterior of a building or that front the common property;
- Fences, railings and similar structures that enclose patios, balconies and yards; and,
- All LCP relating to the repairs and maintenance that occurs less often than once a year.

The standard bylaws can be amended to change the repair and maintenance responsibilities.

## **A Strata Corporation**

The strata corporation is a legal entity with all the powers of a natural person who has full capacity. This means that it can sue others, be sued by others, enter into contracts with others and hire employees. A strata corporation does not have limited liability like a company.

The owners of the strata lots are the members of the strata corporation. If a strata corporation is responsible for paying a judgment, the owners are personally liable to pay a portion of the judgment in proportion to their unit entitlement.

## **Strata Corporation Responsibilities**

The strata corporation is responsible for managing and maintaining the common property and assets of the strata development for the benefit of all its owners. The strata council, or agents or employees it hires usually perform the specific obligations of the strata corporation. Additionally, the strata council will also perform its own obligations which are imposed by the Act and Regulations on the strata council and will benefit the strata corporation. Depending on the situation, decisions of the strata corporation are made by either the eligible voters in the strata corporation or the strata council.

The specific obligations of the strata corporation, which are set out in the Act and Regulations, are as follows:

- Preparing, retaining and making accessible various records;
- Holding general meetings, or obtaining the appropriate waiver of general meetings;
- Giving notices of general meetings;
- Preparing "Information Certificates" (Form B) and "Certificates of Payment" (Form F);
- Ensuring that the strata corporation address is correct at the Land Title Office;
- Maintaining and repairing common property, except any limited common property that the owners may have to maintain under the bylaws;
- Complying with work orders which deal with common property;
- Maintaining a contingency reserve fund which is accounted for separately from the operating fund;
- Paying common expenses;
- Determining the amount of contributions which owners must make to the operating fund and contingency reserve fund;
- Preparing annual budgets;
- Informing owners of any changes to strata fees;
- Obtaining adequate insurance coverage; and,
- Informing owners if the strata corporation is sued.

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## The Strata Council

The strata council is comprised of a number of owners (or their representatives). The Act states that the strata council's role is to: "exercise the powers and perform the duties of the strata corporation, including enforcement of bylaws and rules". More specifically, the strata council's role is to:

- Act as the managing body for the strata corporation;
- Make daily decisions that enable the strata corporation to operate smoothly; and,
- Operate within any restrictions created by the Act, regulations, bylaws, or a majority vote of the owners.

The strata council can hire a strata manager to perform some or most of the functions of the strata council. However, if a strata council has delegated its powers to a strata manager, the strata council is still ultimately responsible for ensuring that its obligations under the Act are fulfilled.

## Forming a Strata Council

The Strata Council is usually elected every year at the annual general meeting, in accordance with the strata corporation bylaws.

## Eligibility to sit on the Strata Council

The following persons are eligible to sit on strata council:

- All owners, including existing or past strata council members unless:
  - Their strata lot can be liened for money owing to the strata corporation, and,
  - A bylaw permits this restriction;
  - There are multiple owners of one strata lot, in which case, only one owner can sit on the strata council unless all owners are on council (but each lot only has one vote). The Standard Bylaws provide that if there are fewer than four strata lots or owners, then all owners must sit on the strata council;
- Representatives of corporate owners;
- Tenants who have been assigned to the owner's right to vote, by either:
  - Being a family member, as defined in the regulations;
  - Entering a lease of three years or more; or,
  - The landlord delivering a written notice to the strata corporation which discloses the terms of the voting assignment;
- Different classes of persons, if a bylaw is created to permit certain classes of persons to sit on a strata council, such as spouses not registered on title or children of owners.

## Strata Council Meetings

Strata council meetings are held to facilitate the execution of the council's responsibilities. Minutes of strata council meetings need to be taken, and the strata council must inform owners of the minutes of all strata council meetings within two weeks of the meeting. Decisions at strata council meetings are made by a majority vote of strata council members.

## Rights of Strata Lot Owners

### Owners have the right to:

- Vote at a general meeting, unless:
- Pursuant to a bylaw they are ineligible to vote on resolutions needing to be passed by a majority or  $\frac{3}{4}$  vote, due to unpaid strata fees or other monies owing;
- They have assigned their right to vote on certain matters to tenants or mortgagees;
- They no longer have a vote due to an automatic assignment to:
  - a tenant who is a family member, as defined in the regulations;
  - a residential tenant with a lease of three years or greater; or,
  - they lack the capacity to vote or are under sixteen years of age;
- Under the Standard Bylaws, attend strata council meetings as observers for matters other than bylaw contravention, rental hardship, or matters affecting an individual's privacy;
- Direct the actions of or limit the powers of the strata council by majority vote at general meetings
- Seek a court or arbitration order to:
  - prevent a person who holds more than 50% of the votes, including proxies, from exercising those voting rights;
  - require the strata corporation to perform a duty under the Act, regulations, or bylaws or rules;
  - require the strata corporation to stop contravening the Act, regulations, bylaws or rules
- Obtain insurance for:
  - Loss or damage to his or her strata lot for perils not covered by the strata corporation insurance;
  - prevent a person who holds more than 50% of the votes, including Improvements built or installed on the strata lot;
  - Loss of the rental value of his or her strata lot; and
  - Liability for property damage and bodily injury that occurs either on his or her strata lot or on the common property

### Owners do not have the right to:

- Requisition general meetings or place items on the agenda of annual or special general meetings, unless 20% of the owners petition to have items on the agenda;
- Claim any interest in the Contingency Reserve Fund upon selling his or her strata lot;
- Alter certain parts of the strata lot without written strata council approval;
- Alter common property or limited common property without written strata council approval or;
- Under the Standard Bylaws:
  - Participate in discussions or decision making at strata council meetings, if they attend as observers;
  - Refuse entry to their strata lot by any authorized person:
    - In an emergency, even though no notice has been given; and,
    - To inspect and repair parts of common property or the strata lot that the strata corporation is responsible to maintain or insure, if 48 hours written notice has been given.

## Obligations of Strata Lot Owners

- Pay regular strata fees;
- Maintain and repair all parts of their strata lot and limited common property which are required by the bylaws;

- 
- Use property in a manner required by the bylaws;
  - Pay special levies to the strata corporation if the special levy has been approved by the necessary vote; and,
  - Comply with work orders from a local authority to do work to his or her strata lot.

### **Owners Support to Strata**

In order for a strata corporation to function effectively, strata lot owners should be willing to do the following:

- Participate in managing the strata corporation by sitting on the strata council;
- Attend general meetings to participate in important discussions and decision making about the strata corporation;
- Understand and observe the bylaws and rules of the strata corporation;
- Educate themselves about the Act and regulations, so the strata corporation functions as it should;
- Compromise individual interests for the good of the strata corporation as a whole; and,
- Take responsibility for resolving disputes between owners through discussion, mediation and arbitration, as there is no government body that can become involved in strata affairs.

### **Resolving Complaints**

The first step to resolving a complaint is through informal process of either:

- To request a general meeting to consider a resolution or other specified matter;
- To place resolutions and other items on a meeting's agenda.

When a complaint or concern cannot be remedied through informal processes, the parties may utilize the formal dispute resolution process of:

- Arbitration;
- Provincial Court (Small Claims Court); or,
- Supreme Court.

Please consult the Housing BC website at: <http://www.housing.gov.bc.ca/strata/guides.htm> should you have any questions or concerns related to strata living.

# EMERGENCY PREPAREDNESS

## MAKE A PLAN

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In case of an emergency, it is always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

### FIRE SAFETY

**When it comes to staying safe in a fire, always:**

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Feel doors for heat before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the fire department with all the information they need.
- Use the nearest phone at a safe location to call the fire department. 1) Dial 911; 2) Stay calm and state your name and phone number; 3) Give the address of the fire; 4) Follow instructions given by the fire department representative

### Fire Preparedness

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but save lives.

- Always have a pre-determined plan of action in case of fire;
- Plan and practice an escape route for you and your family;
- Establish a meeting place with friends and family for after you leave the building;
- Know the location of fire extinguishers, fire alarms and fire exits; and,
- Look out for children and others requiring assistance during a fire.

### Fire Prevention

Here are a few common rules to help reduce the likelihood of a fire.

- If you do smoke, make sure you use deep ashtrays in the house, keep them clean and never smoke in bed.
- Keep your stove and oven clean and the area around them clear.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, do not use it and have it repaired as soon as possible.

- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb than recommended.
- Keep electrical cords visible, and out from under rugs and furniture.
- Attempt to install appliances close to their power source.
- Do not fix down electrical cords with staples.
- It is never advisable to store gas or oil indoors or to store oily rags in a confined space.
- Make certain that exit doors close fully behind you; notify your property manager as soon as possible if they do not.

## Smoke Detectors

These devices have been installed throughout your home to alert you when smoke is present. Periodically check the alarm to make sure it is active or has not run out of power. Some models will have a small light that is on when power is supplied to the alarm. It is visible by standing directly under the detector. Other models will have a test button, that when pushed will produce a high pitch squeal when working properly.

## Portable Fire Extinguishers

A portable fire extinguisher can be a very effective tool in saving lives and property, and is recommended that you keep one in your home. Use portable fire extinguishers to extinguish small, contained fires (i.e., on the stovetop, in the oven or a waste-paper basket). Use an extinguisher only if the fire is in its early stages. Portable fire extinguishers are not designed to fight large fires or those that may spread quickly.

Your checklist should include:

- Purchasing a CO2 or dry chemical type as these are the most versatile.
- Your extinguisher should be checked yearly and recharged as required.
- Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.
- Carefully read all the operating instructions on the side to familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

## Extinguishing a Fire

Before you attempt to fight a fire, make sure that:

- If the building has a fire alarm, it has been sounded. If not, alert the occupants.
- Everyone has left or is in the process of leaving the building.
- The fire department has been called.
- The fire is small and confined.
- You have a clear escape route that will not be blocked by fire.
- You choose the right type of extinguisher for the fire.
- You have read the instructions and know how to use the extinguisher.

Do not fight a fire under any other circumstances! Instead, leave the building, close the doors behind you and immediately call the Fire Department.

To use a portable fire extinguisher effectively, remember the 4 step P.A.S.S. Word!

1. Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the level release mechanism. This unlocks the operating lever.
2. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
3. Squeeze the level fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
4. Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.
5. If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you. Call the fire department and ensure the Fire Department inspects the fire site, even if you think the fire is extinguished.

### **Selecting the Right Fire Extinguisher**

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire are A, B, and C. The fourth class is D.

**Class A** | Class A extinguishers may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.

**Class B** | Class B extinguishers are appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.

**Class C** | Class C extinguishers may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.

**Class D** | Class D extinguishers may be used on some types of combustibles metals including magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a "D" Class fire in the home or office.

### **Installation & Maintenance**

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment.

Extinguishers need to be checked and cared for regularly as outlined in the operator's manual. Rechargeable models must be serviced after every use. (Service companies are listed in the Yellow Pages under Fire Extinguishers.) Disposable extinguishers can be used only once.

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# NATURAL DISASTERS

Public Safety Canada recommends that you follow 3 simple steps to ensure your family is prepared in the case of an emergency:

1. Know the risks
2. Make a plan
3. Get a kit

For more information, please visit: [www.getprepared.gc.ca](http://www.getprepared.gc.ca).

## 1. Know the Risks

Canada is a vast country with extreme weather conditions and dramatic geological features. Take the time to learn about natural hazards and, more importantly, how to prepare for them.

Major hazards can vary by region and include:

- Avalanches
- Hurricanes
- Storm surges
- Wildfire
- Earthquakes
- Landslides
- Floods
- Severe Storms
- Tsunamis

## 2. Make a Plan

Your family may not be together when an emergency occurs, so your plan should cover:

- Household – Document the emergency exits and safe meeting places nearby.
- Workplace – Learn about evacuation plans and consider keeping some basic supplies at work.
- Children – Confirm what your children's school or daycare emergency policies are and ensure the school or daycare has updated contact information for parents, caregivers, and designated persons.
- Pets – Pets may not be allowed in some shelters due to health regulations. Identify alternate pet boarding facilities along the evacuation route.
- Special health needs – Ensure your family, friends, and neighbors understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- Safe home instructions – Ensure everyone in your household knows the location and operating instructions for: the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

### **3. Get a Kit**

In case of a major event, you will need some basic supplies set aside. At a minimum, Public Safety Canada recommends that you have:

- Two liters of water per person per day (include small bottles)
- Food that won't spoil, such as canned food, energy bars, and dried foods (replace once a year)
- Manual can opener
- Wind-up or battery-powered flashlight (and extra batteries)
- Wind-up or battery-powered radio (and extra batteries)
- First aid kit
- Special needs items such as pet food, prescription medications, infant formula and equipment for people with disabilities
- Extra keys for your car and house
- Cash that includes smaller bills and change for payphones
- Emergency plan that includes a copy in your kit as well as contact information

### **In an Emergency**

1. Follow your emergency plan
2. Get your emergency kit
3. Make sure you are safe before assisting others
4. Listen to the radio
5. Stay where you are until all is safe or you are ordered to evacuate

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# PROTECTING YOUR INVESTMENT

## WARRANTIES & MAINTENANCE

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### WARRANTIES

A warranty is the manufacturer/supplier/installer promise to back their product/service. Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by manufacturer, supplier, or installer warranties. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how types of warranties differ in coverage and the terms laid out for each of the components in your home. Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty.

#### CondoPro (Strata) Warranty Highlights

**1 Year Materials and Labour Warranty** | Your CondoPro Warranty Insurer warrants against defects (items that do not conform to warranty standards) in workmanship and materials that may occur during the first year after completion of your residential unit, and 15 months for the common property.

**2 Year Mechanical Systems Warranty** | The CondoPro warranty extends into the second year of ownership to the crucial mechanical systems that keep a home comfortable. CondoPro provides coverage for any defect in materials and labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning delivery systems. Another reason why CondoPro is Canada's Best Condominium Warranty.

**5 Year Envelope Water Penetration Warranty** | Your CondoPro Warranty provides coverage against water penetration through the building envelope that threatens the comfort and beauty of your new home.

**10 Year Structural Defects Warranty** | The CondoPro Warranty protects the very heart of a home's structure for 10 full years. CondoPro covers any defect in materials and labour that result in a failure of the load-bearing portion of the building or the structural damage that might result from such a failure.

**\$100,000 Structural Defect Coverage per Condominium Unit** | Your CondoPro Warranty provides up to \$100,000 per condominium unit to cover structural defects, up to a maximum of \$2,500,000 in any one building. This limit is another reason that CondoPro is Canada's Best Condominium Warranty.

**Additional Living Expenses Coverage** | CondoPro will ensure you and your family have a place to live if you have to vacate your home because of a structural defect. You will be reimbursed for up to \$100.00/day for reasonable additional expenses, such as hotel rooms and food costs, while you are unable to live in your home.

Please be aware that while comprehensive, your home warranty does not cover everything. For your convenience, here are some important limitations and exclusions:

- Normal shrinkage of materials caused by drying after construction per manufacturers specifications;
- Materials, labour, or design supplied by an owner / occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by Travelers Guarantee Company of Canada;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lighting, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Non-residential structures including sheds, garages, carports or any structure or construction;
- Roads, curbs, and lanes;
- Site grading and surface drainage, expert as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Contaminated soil.

**IMPORTANT:** For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines at [www.pacificwarranty.com](http://www.pacificwarranty.com).

### **Your Responsibilities**

1. Know your home and the items in it.
2. Maintain all equipment. Detailed instructions are available in your online homeowner portal.
3. Understand your coverage. Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.

## **TYPES OF WARRANTIES**

### **Full Warranty**

If your warranty states that it is a Full warranty, you can generally assume that the defective product will be fixed or replaced at no charge. Most often, this includes removal and reinstallation of the product if required. If after several attempts the faulty product cannot be repaired, you will receive a new product, a credit or your money back.

You should not have to do anything unreasonable to obtain warranty service, such as sending your built-in dishwasher to the supplier in its original packaging. The warranty may be in effect throughout the entire term of its coverage, regardless of whether or not the product changes hands to a new owner.

Please note: A full warranty may not cover the entire item; it may only cover certain components of the product such as the picture tube of a colour television or certain internal parts. Read your manufacturer's information for these details.

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## Limited Warranty

A Limited warranty provides you with fewer features than a Full warranty, but still affords you some recourse to problems. Your Limited warranty may cover parts but not labour.

There may be a handling charge if the item is picked up for service, which may be especially troublesome in the case of a large item such as a refrigerator. Also, you may find that the value of the Limited warranty is pro-rated, so you may have to absorb some of the cost for repair.

Please note: Read the specific warranty information. A product may carry a Full warranty on part of the product and have limited coverage on the remainder of the components.

## Company Letter of Guarantee

Sometimes a manufacturer may not offer a hardcopy warranty card, but instead provide a “Letter of Guarantee”. This is a signed document, usually on company letterhead, that states how the company will help if you encounter a problem with their product. A “Company Letter of Guarantee” is generally very short and to the point, but it is specific in regard to how a problem will be addressed.

## Implied Warranty

If your product does not come with an expressed written warranty, you still have coverage in the form of an Implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are two types of Implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of Implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. For example, if a vendor suggests that you buy a certain sleeping bag for -10°C weather; he warrants that the sleeping bag will be suitable in -10°C weather. Abuse, misuse, improper maintenance and ordinary wear are not covered under an Implied warranty.

If you purchase a product without a warranty, it may indicate that the item is risky (either low quality, discontinued or damaged) and therefore should be available at a reduced price.

## Spoken Warranty

A Spoken warranty is a verbal promise that should not be considered as coverage. Salespeople will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the salesperson put their promises in writing. If they are sincere in their statements, they will not object to your request.

## Extended Warranty

A warranty by itself is included in the purchase price of the product and an Extended warranty is usually purchased separately. Quite often, an Extended warranty will be purchased through a third party.

If you are thinking of purchasing an Extended warranty, you should consider these points:

- Does your present warranty already cover the repairs you would get through the Extended warranty?
- How much longer will the Extended warranty remain in effect after your existing warranty has expired?
- Does the Extended warranty provider have a good reputation and a solid track record?

An Extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered, you should assume that it is not.

In some cases, certain clauses that require you to take specific action to fulfill your end of the contract, such as contacting the company as soon as a problem begins to surface. There may be some costs involved even after you have paid for your Extended warranty. Some contracts require you to pay a deductible, or even a cancellation fee, if you decide to get out of the program. If you feel that the product is most likely to outlive the length of the Extended warranty, or any repair costs would be minimal, you probably do not need one.

### **Steps to Avoid Problems**

Take the following precautions to avoid problems with having warranty issues addressed:

- Read and understand your warranty information, and you should not encounter any surprises
- Know exactly what the warranty does and does not do. Confirm if you are expected to pay labour costs or any other expenses to have issues addressed.
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.

Will the company cover any “consequential damages”? For example, if your freezer quits operating, will you be reimbursed for the loss of food?

## **WARRANTY ITEMS**

For detailed documentation of each product’s make and model as well as warranty, please refer to the Appendix in this manual.

## SERVICE AND REPAIR IN HOME WARRANTY PERIOD

We strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the Province's building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues. When dealing with any problem, it is important to classify the nature of the issue to ensure an appropriate response.

**IMPORTANT:** Emergency issues that are life threatening always call 911.

Non-Emergency issues we ask that you further classify the non-emergency issue(s) to facilitate appropriate resolution:

CLASS	DESCRIPTION	HANDLING
<b>HIGH</b>	<p>An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect.</p> <ul style="list-style-type: none"> <li>Loose railings</li> <li>Malfunctioning plumbing</li> <li>Water seepage visible as damp areas on surfaces such as exterior stucco</li> <li>Gas leaks</li> </ul>	<p>For emergency repairs, please contact Strata first.</p> <p>These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.</p>
<b>MID</b>	<p>These defects could pose a safety hazard or could cause greater harm to your home. Examples include:</p> <ul style="list-style-type: none"> <li>Window seal failure (the space inside the sealed glass becomes foggy)</li> <li>Window cracks not due to accidents</li> </ul>	<p>Repairs should be compiled and submitted at the end of the warranty period to the project manager.</p>
<b>LOW</b>	<p>These items do not require immediate attention. Examples include</p> <ul style="list-style-type: none"> <li>Drywall cracks</li> <li>Nail pops</li> </ul>	<p>Repairs should be compiled and submitted at the end of the warranty period to the project manager.</p>

## WARRANTY REQUEST PROCESS

**INTERNAL REPAIRS** | Any request for repairs inside of the home for a period of one year from date of possession will be managed by CorWest Builders. After one year, homeowners should refer to warranties for further details and contact Pacific Home Warranty directly.

**EXTERNAL REPAIRS** | Any request for repairs on the exterior of your unit, including common space, hallways, and balcony will be managed by Strata.

### Tips for a Successful Request

**Please do:**

- Send requests prior to the expiration date of your warranty
- Report your request for service in writing
- Be prepared to provide access to your home for repair work
- Where possible, please save your requests to be sent in all at once

**Please do not:**

- Report warranty items over the phone
- Present maintenance requests to anyone other than your builder and/or warranty provider
- Attempt repairs yourself or hire someone to do them for you
- Ask the contractors to fix anything other than the original request

## WARRANTY REQUEST FORMS

Please see Appendix for Warranty Request Forms and visit [www.thelandingatwoodlake.ca/homeowner](http://www.thelandingatwoodlake.ca/homeowner).

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## NEW HOME MAINTENANCE GUIDE

While we do not imply that this manual is a definitive guide to maintenance, we believe that if you follow these suggestions as a minimum, you will enjoy many trouble-free years in your home. It is your responsibility as the homeowner to take any immediate action to prevent or minimize damage to your home. As with any maintenance item, please do not attempt a procedure with which you are not comfortable. It is best to consult or obtain the advice from a professional related to the maintenance procedures if you are not familiar. The following advice serves as a guide for the care and maintenance of the various components and finishes that may have been included in your home.

### APPLIANCES

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any operation, maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference.

If a problem arises with an appliance, call the Warranty Service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:

1. The date of purchase (closing or move-in date, whichever occurred first);
2. The serial and model numbers (found on a metal plate on the side, back or bottom of the appliance);
3. A description of the problem.

#### Dishwasher

- Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
- Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes are not being cleaned properly, check the manufacturer's manual.
- Before operating the dishwasher, be certain the garbage disposal (if applicable) is empty since the dishwasher drains into the disposal. Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.

#### Microwave with Hood Fan

- For best results, run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.

#### Range

- Do not use abrasive cleaners on the surface of the range. Use warm water and mild soap instead.
- When using the self-clean feature, be sure to remove all contents including racks.

## **Refrigerator**

- To prevent odour build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
- Wipe away any spills immediately.
- Do not use abrasive cleaners or scouring pads and brushes.

## **Washer/Dryer**

- Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
- Do not use abrasive cleaners on the exterior. Use warm water and mild soap instead.
- Do not overload machine.
- Use laundry soap, detergent and bleach as recommended by the manufacturer.

## **ELECTRICAL SYSTEMS**

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions.

### **Circuit Breaker**

During the orientation walk-through, your builder will have pointed out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. Circuit breakers have three positions: On, Off, and Tripped.

When a circuit breaker trips it must first be turned "Off" before it can be turned "On". Switching the breaker directly from "Tripped" to "On" will not restore service. Reset tripped circuit breakers by moving them to the "Off" position and then to the "On" position.

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

### **Ground Fault Circuit Interrupters (GFCI)**

During your orientation walk through your builder will or will have pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

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GFCI circuits have a TEST and RESET button. Once each month the TEST button should be pressed. To trip the circuit. To return service, press the RESET button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFCI breaker. Atmospheric moisture, such as during rainfall or after a hot shower, may also trip the GFCI breaker. It is possible that some outlets connected to the GFCI device are not marked. If you have a failure at an outlet, reset the GFCI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

## Interior Lighting

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to turn on, check the bulbs to be sure they are not loose or have burned out. Also, check to see that they are the correct wattage for the fixture. Next, check the breakers. If this fails to solve the problem, you will then need to arrange for service. Moving lighting fixtures to accommodate special changes is a homeowner responsibility and it is recommended that a licensed electrician be consulted.

Translucent panels can be cleaned by removing them. To remove them, push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse, as the soap film will reduce static electricity.

Do not hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

## Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death. If any electrical outlet does not have power, there are two possible explanations:

**The Switch on the Wall:** Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

**Circuit Breaker has Tripped:** Check the circuit breaker. If the circuit breaker has tripped, reset it and try the outlet again. Check the GFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your builder if your home is still covered under your third-party warranty policy.

**CAUTION:** Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

## **Smoke Detectors**

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of local and provincial building codes. Do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at other locations.

If your smoke detector requires batteries, the batteries should be replaced every year. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.

## **Wall Timer**

Your new home may be provided with a wall timer that provides automatic control of your lights, fans or pumps. This device can provide energy savings, security and convenience to your home. Follow the manufacturer's instructions on how to program your timer.

## **HEATING & VENTILATION**

### **Small Duct High Velocity System (SDVH)**

The SDVH system is a complete home comfort system. This high-pressure forced air delivery mini duct system is designed to provide heating, cooling, filtration, ventilation, and dehumidification. The SDVH system helps create a healthier and more enjoyable indoor living environment, while saving money on monthly utilities. To properly maintain the operational performance of your SDVH system, it is extremely important that the 1" air filter be checked once per month and cleaned if necessary. The frequency may be more often if operated in dusty or dirty locations or conditions. For detailed cleaning steps, refer to your warranty manual.

### **Exhaust Fans**

The exhaust fans provided in your home are designed to reduce odours, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

### **Radiant Heating**

Today's in-floor heating systems are designed to be leak-resistant and should last several years. Annual maintenance and any repairs on all mechanical parts such as the pumps, hot water heater, and controls, should be performed by a licensed professional.

### **Range Hood**

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every six months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters.

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## Thermostat

The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Follow the manufacturer's manual for operation and care instructions.

## INTERIOR FINISHES

### Backsplash and Wall Tiles

Regular maintenance of your tile backsplash will keep it looking new. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly as well as routine scrubbing with warm soapy water. Strong cleaners such as Lysol can stain the grout and should be avoided. Sealers and cleaners can be found at your local hardware store.

### Cabinets

Depending on your package, your cabinets are made of finished hardwoods or laminated vinyl materials. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains and preserve the finishing by using a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax. Do not wash laminated cabinets with water or water-based cleaners.

The wood in your cabinets is a natural product, so some fading of the original color will occur over time. Minor scratches can be covered with a putty stick that matches the finish of your cabinets, which can be purchased at paint or hardware stores. Do not use abrasives on the finish of your cabinets. Excessive sunlight, heat, and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet and window coverings

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil penetrates the hinge. Wipe the excess oil away with a dry paper towel.

### Countertops

The countertops in your kitchen may be constructed of plastic, laminate or quartz. To maintain your countertops no matter what kind of material they are made of, follow these general care instructions:

- **Always use a cutting board.** While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- **Wipe up spills immediately.** Some liquids, particularly hot ones, can cause almost imperceptible stains. In time, the stains can accumulate and become unsightly. Use non-abrasive cleaners and dry with a soft cloth.
- **Be careful to avoid dropping items on them.** This can break or chip the counter's surface. Be aware of placing extremely hot pans on the counter.

## **Specific Countertop Maintenance**

**Quartz** | For routine cleaning of quartz, use a mild soap and warm water solution. Hot objects and harsh chemicals on your countertop should be avoided.

## **Doors and Hardware**

The doors and doorframes in your home are typically made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. The condensation and humidity of a new home will affect them only temporarily and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make permanent changes.

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use touch up paint on the exposed wood promptly. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the doorjamb. Remove the strike plate and carefully file the latch opening, or the strike plate by moving the screws into new positions.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a light coating of Vaseline or another petroleum jelly (we do not recommend using oil because it accumulates dust), replace the pin (and wipe off any excess), and then swing the door back and forth a few times.

Doorknobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

## **Flooring**

The flooring in your home requires routine maintenance and care.

In some instances, the floors may squeak and are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new home construction and is not considered a construction defect.

Please inspect your flooring carefully during your orientation walk-through. Any damage or defects in your flooring must be noted at that time. Subsequent damage, including broken tiles, scratched wood flooring, torn carpeting and scuffed vinyl, is your responsibility. If you retain an outside flooring contractor for installation of floor coverings at your home, either before or after closing, installation of such flooring is your responsibility, and your outside flooring contractor must investigate and address their installation to any conditions or claimed imperfections involving the sub-floor or slab on which such installation occurs.

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The subfloors of your home have generally been designed to support the weight of your home, plus a per square foot furniture and occupancy load. Waterbeds, pianos, and pool tables may exceed this limit. Check with your builder if you are in doubt.

**Carpet** | Follow these steps for routine maintenance of carpeted flooring in addition to the manufacturer's recommendations.

Vacuum carpet frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams.

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags.

Remove spills immediately by consulting your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home. Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner to avoid damage. You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

**Tile** | Ceramic tiles are available in a wide variety of colors, sizes and finishes. Generally, glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance. Porcelain tiles are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Always wipe up spills immediately to prevent the ground from staining.

**Grout** | Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant every 6 to 12 months to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the new grout will match the existing in color.

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

**Vinyl** | Vinyl flooring is a relatively soft and durable material that is easy to clean and maintain. The following are tips for proper care of your new vinyl floor.

- Because of its relatively soft texture, heavy appliances, dropped tools, high-heeled shoes, and furniture without proper casters can damage vinyl flooring. This damage is permanent and cannot be repaired.
- All heavy furniture, appliances and chairs should be supported with wide weight-bearing glides or casters. When moving heavy appliances across the floor, protect your vinyl flooring.
- Do not use abrasive cleansers or bleach on vinyl floors, as they will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring. Instead, clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.
- Remove spills immediately to avoid staining and damage to the flooring. Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Use a sponge or soft cloth. Dry the floor after removing the spill.

**Wood (Hardwood)** | Wood floors are typically covered by a warranty from the manufacturer. Please read your warranty for more information.

Wood floors will respond noticeably to changes in humidity levels in the home, especially in the winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. While the home settles, bubbles, scratches, and/or minor dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards; comparison to the finishes in the project models is the standard used for such typical imperfections. Some shrinkage or warping can be expected, especially around heat vents or any heat-producing appliances.

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your wood floors:

- Clean your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum and/or sweep regularly.
- Do not use water or water-based cleaners, bleach or one-step floor cleaners.
- Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on wood flooring and wipe spills immediately.
- Exposure to direct sunlight can cause damage, discoloration or fading to wood floors. Use window coverings in these areas.
- Do not drag heavy appliances or furniture across wood flooring or allow high-heeled shoes. Permanent scratches and dents in the finish can result.
- Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

- Use protective walk-off mats at the exterior doors to help prevent grit from getting on the floor. Gritty sand is one of wood floorings' worst enemies.
- Your wood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

## Interior Paint

The paint on exterior and interior wood surfaces must be maintained at all times. Chips, scratches and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discoloration. While the sun usually minimizes yellowing on exterior surfaces, it can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors. Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint.

Interior woodwork, as well as the bathrooms and kitchen walls, are generally painted with a latex paint. These areas may be wiped down with a soft sponge and soapy water.

Painted interior walls are not "scrub-proof". Scrubbing or harsh cleaners will remove paint. In addition, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Filler may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Always dispose of paint and other hazardous materials properly.

## Trim

Shrinkage of wood trim occurs during the first two years or longer depending on the temperature and humidity both outside and inside your home. Wood is more prone to shrinkage during the heating season. Maintain a moderate and stable temperature and humidity level to help minimize the effects of shrinkage.

## Window Coverings

To clean your window blinds, dust regularly with a feather duster or vacuum. Blinds can be washed with a mild soap and water solution and a soft cloth. Do not use abrasive cleaners.

## PLUMBING

We recommend that you become familiar with your plumbing system as soon as you move in. You and everyone in your household should know the location of the main shut off and individual shut offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff for the home at once. Flowing water can cause severe damage to your home and its contents. Other water shutoffs may be located under the sinks in the bathrooms and the kitchen, or behind the toilet bowl. Another water shutoff may be located on the top of the water heater. This controls the flow of water to the water heater and should be closed in the event of a leak in the water heater.

Each plumbing fixture in your home has a drainpipe specially designed to provide a water vapor barrier between your home and the sewer. The drainpipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water, which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Due to their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

If you detect the odor of sewer gas from a sink after you have ensured there is water in the sink trap, contact a licensed plumbing contractor.

**Safety Tip:** It is possible to be accidentally locked out of the bathroom. Keep the door key in a safe open place outside the bath, but nearby. If you lose it, a small screwdriver, ice pick, or similar tool can be used.

## **Bathtubs, Showers, and Surround Enclosures**

**Fiberglass and Acrylics** | Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers, such as alcohol-based cleaners as it may cause discoloration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon-scouring pad. For proper care and maintenance, always rinse the walls and the door of the shower after each use.

## **Clogged Drains**

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal, which will cut through the clogged grease. Avoid using hot water, as grease will remain a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury.

To clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

## **Fixtures**

Polished brass and other special finishes for plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with polished brass, bright chromium, or other finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads, tools and intense sunlight. To clean the fixtures, use warm soapy water and a soft sponge or cloth, rinsing clear water and wiping dry. If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

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Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

## **Hot Water Heater**

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides.

Periodically, and no less frequently than every three months, check the area around the hot water heater for leaks. In the event of a leak, turn off the water supply to the water heater, close the shutoff valve on the top, and turn off its energy supply (gas supply line or electrical). Call the manufacturer listed on the front of the water heater to report the problem.

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other "trouble shooting" information.

If the water temperature is not hot enough, adjust the temperature of the water heater by following the manufacturer's instructions, which are usually printed on the tank. If you have small children, do not set the temperature high enough that the children might burn themselves.

Your water heater should be drained and flushed every six months, or as according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

## **Shower Doors**

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same time, inspect the caulking, and re-caulk where any separations appear.

## **Sinks**

Regular cleaning is important to maintain the appearance of your sink.

Clean sinks with a soft cloth, mild detergent and water. Rinse and dry properly to eliminate any film build up and water spotting. Do not use abrasive, metal or scouring pads. They will take away from the finish.

## **Toilets**

Most toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth regularly. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Feminine products, diapers and baby wipes should not be flushed in toilets.

Always keep a plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the backside of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, contact a licensed plumbing contractor to perform this task.

## **Water Lines**

Plumbing systems should be maintained by running water through each faucet for approximately one minute each week, to minimize stagnation.

In the event of water leaks, consider shutting off the main water supply to the home. The shut-off is typically located in your home (often under the sink or at the supply line to the particular fixture), or else utilize the main home shutoff. The location of the shutoff valves will be pointed out to you during your orientation walk through. Individual shutoffs are located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shutoffs for local leaks.

## **Water Conservation**

In the home, water conservation saves both water and energy. Follow these steps to do your part in conserving water:

- Every time a toilet is flushed, about 1.6 gallons of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.
- A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub.
- Always load your dishwasher to capacity before turning it on. Most models use between 30 to 50 liters per run. The same rule applies to an automatic washer, which uses 40 or more gallons for each load.
- Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 30 to 40 liters a day while 3mm faucet leak wastes 150 liters in 24 hours! Turn off the water while brushing your teeth or shaving to avoid wasting more water.
- Outside the home, the basic principle of lawn and garden watering is not to give the grass and plants more than they need. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast.
- Do not let the hose run while washing the car, use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes into local waters.

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## **STRUCTURE**

### **Caulking**

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and make any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers.

### **Condensation**

Condensation is normal in a new home because many liters of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks.

Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic and crawl spaces are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

### **Drywall**

Slight cracking, nail pops or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of wall studs, trusses or rafters to which the drywall is attached.

### **Effects of Weather and Temperature**

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first two years after a home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and landscape improvements, which will move again after the ground thaws. You should take care to properly “winterize” your home’s exterior.

### **Expansion and Contraction**

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, including the concrete. Dissimilar materials expand or contract at different rates and results in separation between materials. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where moldings meet sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be

alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

This may occur in your home. It will be most noticeable during the first year, and continue for subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

## **Interior Walls**

The walls in your home are constructed of wood and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wallboards is the responsibility of the homeowner beyond your warranty coverage. Replace warped molding and trim.

Some slight cracking, nail "pops" and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired using filling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

Use care when you hang pictures and other decorative items. The wallboard will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of filler.

The walls in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wallboard to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

## **Settlement**

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints as well as minor cracking of exterior stucco (particularly at stress joints such as window or door corners.).

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

## **Mold**

Mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key

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to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold.

### **Limiting mold growth**

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers. Some moisture sources include habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented, water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes. Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately. A more complete list of homeowners' maintenance obligations relating to mold ("Mold Prevention Obligations") is set forth below

### **Mold Prevention**

- Keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
- Regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
- Use dry towels or bathmats when stepping out of shower or tub;
- Use bathroom fans while showering or bathing;
- Use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
- Maintain regular air flow and circulation throughout the home;
- Use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior (i.e. rain, irrigation water, etc.);
- Clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours);

- Limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
- Do not hang wet clothing on indoor drying line;
- Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
- Maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
- Maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
- Maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
- Maintain positive drainage and grading away from the foundation and walls of the home;
- To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;
- Prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, satellite dishes, etc.);
- Maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
- Maintain and not obstruct air conditioning primary and secondary condensate lines;
- Maintain and not obstruct ventilation installed by the builder in attic, basements, crawl spaces or other locations in the home;
- Prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
- Properly use and maintain appliances containing water and other liquids;
- Do not alter insulation installed by builder; and,
- Prevent clogging of plumbing

## Seasonal Maintenance Calendar

<b>MAINTENANCE SCHEDULE</b>	
<b>January - February</b>	
Clean or replace furnace filter.	
Check/clean heat recovery ventilator; wash or replace filter.	
Ensure that air intakes, exhausts and meters are clear of snow.	
Clean humidifier.	
Clean range hood filter.	
Check basement floor drain.	
<b>March – April</b>	
Clean or replace furnace filter.	
Check/clean heat recovery ventilator; wash or replace filter.	
Clean humidifier.	
Check sump pump.	
Check gutters and downspouts and clean if needed.	
Inspect air conditioning; service as needed (usually every 2 or 3 years).	
Inspect basement or crawl space or signs of leakage/ seepage.	
Ensure that ground slopes away from the foundation wall.	
<b>May – June</b>	
Open outside hose connection.	
Clean windows screens and hardware; install screens.	
Check that air intake and exhausts are clear of debris, nests, etc.	
Clean range hood filter.	

Undertake spring landscape maintenance; fertilize young trees.	
<b>July – August</b>	
For central air conditioning, clean filter in air handling unit.	
Check exterior finishes.	
Check exterior wood for deterioration.	
Check caulking and weather stripping, including around entry door from garage and house.	
Check floor drain trap; replenish if needed.	
Have furnace/heating system serviced (every 2 years for an electric furnace).	
<b>September – October</b>	
Clean up or replace furnace filter.	
Check or clean heat recovery ventilator.	
Clean humidifier.	
Check exhaust fans.	
Winterize landscaping.	
<b>November - December</b>	
For central air conditioning, clean filter in air handling unit.	
Check exterior finishes.	
Check exterior wood for deterioration.	
Check caulking and weather stripping, including around entry door from garage and house.	
Check floor drain trap; replenish if needed.	
Have furnace/heating system serviced (every 2 years for an electric furnace).	

Annually	
Clean up or replace furnace filter.	
Check or clean heat recovery ventilator.	
Clean humidifier.	
Check exhaust fans.	
Dust or vacuum electric baseboards.	
Vacuum ducts behind warm air and return air grilles.	
Test plumbing shut-off valves to ensure they are working.	
Test pressure relief valve on hot water tank; drain some water from tank.	
Do safety checks; smoke alarm, fire escape routes, fire extinguisher, door and window locks.	
Check and, if needed, oil door hinges.	
Lubricate garage door motor, chain. etc.	
Check attic for signs of moisture.	
Check septic system; clean if needed (usually about every three years).	
Other (fill in).	
Resurface asphalt driveway.	
Check the chimney cap and caulking between the cap and chimney.	
Re-caulk as necessary.	
Refinish wood surfaces, including window frames and doors.	
Have ducts cleaned if needed (5 years).	



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# APPENDIX

## SPECS, WARRANTIES & WARRANTY REQUEST FORMS

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### INTERIOR SPECIFICATIONS

Hamptons  
Montauk  
Appliances

### WARRANTIES

### WARRANTY REQUEST FORMS



## INTERIOR SPECIFICATIONS

Specifications of your unit's interior are based on the package you selected.

### HAMPTONS

FINISH / LOCATION	MANUFACTURER / CODE	DESCRIPTION / COLOUR
Paint / Walls, Base, Case **Upgrade – Stair Riser**	Benjamin Moore / 2124-70	Distant Gray
Paint / Front Door	Benjamin Moore / 2064-20	Patriot Blue
Paint / Interior Doors	Benjamin Moore / 2131-20	Midnight
Front Door	Euroclad / Single 5 Lite RHH or LHH Swing 3/0 x 6/8	See Paint / Front Door
Interior Doors	Euroclad / Monaco	See Paint / Interior Doors
Carpet / Bedroom, Hallways, Stairs	Shaw / ZZB24 Graffiti Art	00342 Cool Cypress
Engineered Hardwood / Main Floors **Upgrade – Stairs & Bedrooms**	Kraus Flooring / 3KPHTE037 J	Champagne Oak / Light Wire Brush
Floor Tile / Bathrooms, Landing at Roof Entry	Ceratec / Atelier Series 6"x24"	Almond Grout to match
Floor Tile / Powder Room	Dannburg / 209959	Beige / Grey / Taupe Grout to match
Staircase Handrail	Rise & Run / Poplar	Benjamin Moore 2131-20 Midnight Application: Antiqued Rubbed
Cabinets / Kitchen, Bathrooms	¾" Slab, 1mm Edgetape Door / Slab STIJLE	Natural Halifax Oak / Schenk Mesa Select Finish
Cabinet Hardware	Richelieu / Handle BP720160900 Pull 39660900	Matte Black
Countertop / Kitchen, Bath	Landmark Granite / Caesarstone	Raw Honed / Concrete 2cm

Backsplash Tile / Kitchen, Master En-Suite Shower	Casa Roma / STOUSG1224F184 12"x24" Pressed	Beige / Grey / Taupe Grout: to match
Interior Door Hardware	Wesier / Halifax Square Rose Privacy Lever	Iron Black
Front Door Hardware	Wesier / San Clemente x Halifax Handle Set	Iron Black
Chandelier / Dining Room	Kuzco / MP-10303-WH	Vega Minor LED
Pendant / Island	Kuzco / VL-18248-WH	Vega Minor LED
Pot Lights	606RZ8A / 4" LED Low- profile Downlight Series	White
Vanity Lights / Bathroom	Kuzco / VL-18224-WH	Vega Minor LED
Semi-flush Lights / Bedrooms, Hallways	Kuzco / FM-7916-WH	Dalton LED
Faucet / Bathrooms	Moen / 6190BL	Matte Black
Faucet / Powder Room	Moen / 6191BG	Brushed Gold
Faucet / Kitchen	Moen / 7565BG	Brushed Gold
Bath Plumbing Fixture / Bathroom	Moen / T2193BL	Matte Black
Shower Plumbing Fixture / Master Bathroom	Moen / T2192EPBL, 3558EPBL	Matte Black
Kitchen Sink	Blanco / Quartus R15, 1 ¾ Bowl	Stainless Steel
Vanity Sink / Bathrooms	Pearl / KASU-SE GBC1712	White
Toilet / Bathrooms	Pearl / Harrison II GBW731B	White

## MONTAUK

FINISH / LOCATION	MANUFACTURER / CODE	DESCRIPTION / COLOUR
Paint / Walls, Base, Case **Upgrade – Stair Riser**	Benjamin Moore / OC-65	Chantilly Lace
Paint / Front Door	Benjamin Moore / 2064-20	Patriot Blue
Paint / Interior Doors	Benjamin Moore / 2131-20	Midnight
Front Door	Euroclad / Single 5 Lite RHH or LHH Swing 3/0 x 6/8	See Paint / Front Door
Interior Doors	Euroclad / Monaco	See Paint / Interior Doors
Carpet / Bedroom, Hallways, Stairs	Shaw / ZZB24 Graffiti Art	00558 Quarry
Engineered Hardwood / Main Floors **Upgrade – Stairs & Bedrooms**	Kootney Collection 7-5/8"	Brisco Wire Brushed Oak
Floor Tile / Bathrooms, Landing at Roof Entry	Ames Tile / Riverside RSA624 6"x24"	Almond Grout to match
Floor Tile / Powder Room	Dannburg / 209970	Beige / Grey / Taupe Grout to match
Staircase Handrail	Rise & Run / Poplar	Benjamin Moore 2131-20 Midnight Application: Antiqued Rubbed
Cabinets / Kitchen, Bathrooms	¾" Slab, 1mm Edgetape Door / Slab STIJLE	SOHO Pearl / Grey Finish
Cabinet Hardware	Richelieu / Handle BP520288195	Stainless Steel
Countertop / Kitchen, Bathrooms	Landmark Granite / Quartz by GS	Latte / Concrete 3cm

Backsplash Tile / Kitchen, Master En-Suite Shower	Casa Roma / STOUSG1224V184 12"x24" Pressed	Beige / Grey / Taupe Grout: to match
Interior Door Hardware	Wesier / Halifax Square Rose Privacy Lever	Iron Black
Front Door Hardware	Wesier / San Clemente x Halifax Handle Set	Iron Black
Chandelier / Dining Room	Kuzco / MP-10303-WH	Vega Minor LED
Pendant / Island	Kuzco / VL-18248-WH	Vega Minor LED
Pot Lights	606RZ8A / 4" LED Low- profile Downlight Series	White
Vanity Lights / Bathroom	Kuzco / VL-18224-WH	Vega Minor LED
Semi-flush Lights / Bedrooms, Hallways	Kuzco / FM-7916-WH	Dalton LED
Faucet / Bathrooms	Pearl / Bello GBF821	Chrome
Faucet / Powder Room	Pearl / Takka GBF822	Chrome
Faucet / Kitchen	Pearl / Olivia GBF815	Chrome
Bath Plumbing Fixture / Bathroom	Pearl / Ethan GBBE-SET4	Chrome
Shower Plumbing Fixture / Master Bathroom	Pearl / Ethan GBBE-SETS	Chrome
Kitchen Sink	Blanco / Quartus R15, 1 ¾ Bowl	Stainless Steel
Vanity Sink / Bathrooms	Pearl / KASU-SE GBC1712	White
Toilet / Bathrooms	Pearl / Harrison II GBW731B	White

## APPLIANCES

APPLIANCE	MANUFACTURER / CODE	DESCRIPTION / COLOUR
Electric Range	KitchenAid / YKSEG700ESS	30", 5 Element, Convection / Stainless Steel
Gas Range	KitchenAid / KSGG700ESS	30", 5 Burner, Convection / Stainless Steel
Fridge	KitchenAid / KRFC300ESS	20 cu. ft., Counter Depth, French Door / Stainless Steel
Dishwasher	KitchenAid / KDTE234GPS	46 DBA, 3 <sup>rd</sup> Level Rack / Stainless Steel
Microwave	KitchenAid / YKMHS120ES	30", 950w / Stainless Steel

## WARRANTIES

To access your product-specific warranties, please visit [www.thelandingatwoodlake.ca/homeowner](http://www.thelandingatwoodlake.ca/homeowner).

## WARRANTY REQUEST FORM

To download a request form, please visit [www.thelandingatwoodlake.ca/homeowner](http://www.thelandingatwoodlake.ca/homeowner).

## CORWEST 1 YEAR-WALKTHROUGHS

Please submit all requests in writing to CorWest Builders Inc.

Email: [customerservice@corwestbuilders.com](mailto:customerservice@corwestbuilders.com)

Mail: 301-554 Leon Ave., Kelowna, BC V1Y 6J6

Once received, your request will be processed as follows:

1. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
2. Customer service will arrange for service with the appropriate service/trade(s).
3. Within 5 business days, customer service will contact you to arrange access to your suite for initial inspection and/or service.  
  
IMPORTANT: Please be prepared to provide the service/ tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.
4. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners at their expense.
5. Customer service will follow-up with you to verify that the work has been completed.

### Tips for a Successful Warranty Request

Please do:

- Send Requests prior to the expiration date of your warranty
- Report your request for service in writing
- Be prepared to provide access to your home for repair work
- Where possible, please save your requests to be sent in all at once

Please do not:

- Report warranty items over the phone
- Present warranty requests to anyone other than your builder and/or warranty provider
- Attempt repairs yourself or hire someone to do them for you
- Ask the contactors to fix anything other than the original request.