

Owner's Manual

The Condominium Homes at West Coast Estates

2025



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1. ORIENTATION

Contact Information:

DEVELOPER

Executive Group Development
Customer Service Contact:
Email: service@executivegroupdevelopment.com

***Please note that all service requests must be made in writing using the Customer Service Request Form (copy enclosed and also can be downloaded through the website www.executivegroupdevelopment.com and sent to the Developer by email* (service@executivegroupdevelopment.com)**

Utilities Companies

Telus 1-888-811-2323
Website: www.telus.com

Shaw Cable 1-888-472-2222
Website: www.shaw.ca

Eastlink 1-888-345-1111
Website: www.eastlink.ca

BC Hydro 604-224-9376
Website: www.bchydro.com

ROLES AND RESPONSIBILITIES

Development Team

Executive Group Development has been building fine quality homes for over 30 years. For you to better understand how our team works to serve you, we have included a brief summary of their functions and responsibilities.

Sales

When we first meet, we try to convey the feeling and image of a particular development to assist you in the transition from your previous home to your new home. Our involvement with you is focused upon the stages prior to and during the actual sale. The Sales team provides you with an informed and professional presentation that allows you to make the right purchase decision. The Sales team will help to keep you up to date about the project's status and address your concerns regarding your Pre-Delivery Inspection and the overall move-in process. They fill the gap until the home becomes occupied, and Property Management teams become established.

Customer Care

The Customer Care team consists of a representative from the Developer and Contractor, Executive Group Development. See customer care for contact information. The Customer Care Representative's primary function is to ensure construction completion by inspecting all in-suite features prior to interim occupancy/closing, then following up after closing. Specifically, these responsibilities include scheduling and conducting orientations and Pre-Delivery Inspections (PDI) with you prior to possession, liaising with the construction team to monitor the progress of suite completion, recording and following up on any outstanding in-suite warranty concerns.

TAKING POSSESSION

Even for seasoned veterans, taking possession of a new home can come with new experiences. It is our intention to ensure a successful and pleasant outcome. Information with regard to Contractual, Service and Home Warranty should be read carefully. These documents will provide a basis for informed and productive communications. This information will be beneficial during the first months of occupancy, as well ensure proper warranty service. For ready reference, keep Contractual, Service, and Home Warranty information together with this manual.

BREAKING IN PERIOD

Settling into a new home is an exciting time. To help you during this early stage, the Developer will provide you with warranties and first year service procedures. Take time for a complete inspection of your new home. See that everything has been completed as agreed upon. If items are discovered that have not been completed, these items should be forwarded to the attention of our Customer Care Department. It is essential for all parties that this in writing. Telephone calls or verbal statements can go astray and are not an acceptable means of reporting warranty concerns. Sometimes, due to weather conditions or lack of immediate availability of the proper material or labor, a delay may be unavoidable in completing your requests. If this happens, the reasons will be explained to you.

There are some 3,000 items in a new home and a general working knowledge of some of the more important items is necessary. It will enable you to understand more fully the results of heat, cold, humidity, expansion and contraction-conditions, which affect new homes. Always keep in mind, many parts of your home, even the ground it is built, on, are natural products, which are not completely responsive to human control. For example, even the highest quality lumber can be affected by humidity and weather. Study the Home Care Section carefully. You will find it informative and reassuring. Most of the concerns you may encounter during the breaking in period are common to all new homes.

RESPONSIBILITIES

Goodwill and understanding between Executive Group and you, the new Homeowner, are essential during the first few months of possession. The following list of responsibilities is provided as a framework to help us both during this transition. Please ensure that you understand the scope of Building, Service and Warranty contracts. Take time to get acquainted with your new home and thoroughly understand the information outlined in the Home Care Section of this manual. It is your responsibility to care for and maintain your new home, for example, changing the light bulbs and cleaning or replacing filters in the laundry. Your cooperation and effort to understand our policies and procedures will ensure your satisfaction. Please refer to the Service Procedures Section. You are also responsible for completing all Warranty Service Forms and for submitting copies, to both Executive Group Development and to WBI WARRANTY, by the deadlines indicated in the WBI packet. Failure to submit your forms as described will jeopardize your warranty rights.

DEVELOPER / BUILDER

The Developer will provide you with a quality product and we will honor all warranties as outlined under the British Columbia New Home Warranty Plan Act. Executive Group Customer Care process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. The Developer's determination of warrantable items is backed by WBI Home Warranty.

2. QUESTIONS AND ANSWERS

NOW THAT I HAVE POSSESSION

What are PDI, Warranty Commencement Certificate, and Move-in Manuals?

PDI

Overall, a Pre-Delivery Inspection/Walk Through provides you, the Homeowner, with an opportunity to get acquainted with the details of your new home and is a part of your warranty coverage under the National Home Warranty Program. It is an orientation, which ensures that your new home has been completed in accordance with the terms of your Agreement of Purchase & Sale. The PDI also allows you to verify that all upgraded and specific selections that you made during colour selection were installed. This is also a chance for you to learn the proper technical operation and maintenance of your home, as problems arising from Homeowner neglect are not covered under warranty. Through hands on learning, this orientation will assist you in knowing how everything functions in your new home, and how to keep it in great condition for the years to come.

Warranty Commencement Certificate

This document will be provided to you with your completion package. This form must be completed and signed by both yourself and Executive Group in order to establish the commencement date for the home warranty coverage. Upon receipt of this duly executed document, WBI Home Warranty will issue the Warranty Certificate to you.

When and what type of insurance do I need? What if I intend to rent my unit?

Insurance is required upon final closing to cover contents and liability. This includes any upgrades that were purchased from the Builder. Please contact your own insurance agent for this coverage prior to taking occupancy. It remains the owner's responsibility to ensure that proper Homeowner insurance is in place even if the unit is being rented.

Please Note: You should discuss any additional coverage you may require with your insurance provider.

The Strata Lot Leases require the purchasers to maintain any insurance as is required under the Strata Property Act and the bylaws of the Strata Corporation. Purchasers are responsible for insuring their personal property within Strata Lots and third-party liability coverage.

While the Purchaser may obtain insurance through a brokerage of their choosing, the Vendor highly recommends that the Purchaser contact the following insurance brokers to arrange for the insurance coverage due to their familiarity with the area, and their ability to provide the requisite insurance coverage:

1) Tsawwassen Insurance Brokers

Unit 101 – 1155 56th Street
Delta, BC V4L 2A2

Tel: 604-943-1231
Janet Watts
Insurance Advisor
E-mail: jwatts@insurebc.ca
Dan Meyers
Principal
E-mail: dmyers@insurebc.ca

2) HUB Homeowner's Insurance

Matthew Birmingham
Insurance Advisor
E-mail: matthew.birmingham@hubinternational.com
Tel: 604-269-1761
Corinne Maher
Insurance Advisor
E-mail: corinne.maher@hubinternational.com
Tel: 604-269-1739

CUSTOMER CARE

How long after the Pre-Delivery Inspection can I expect to wait before all the Warranty concerns have been rectified?

Executive Group's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to warranty concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed.

Is the Pre-Delivery Inspection the only opportunity I have to discover and report Warranty Concerns in my unit?

No. Your warranty covers you for various periods of time and depends upon the nature of your concerns. Please refer to both the Warranty Coverage's and Service Procedures sections.

Is there a specific procedure that I should follow for reporting new defects?

Please refer to the Service Procedures section

Does the warranty cover secondary damages that are the result of a construction defect such as a pipe leak that damages hardwood floor and/or personal belongings?

Secondary damages are not covered under the provisions of the WBI Insurance Company Warranty Program. That is why Homeowner insurance coverage is required upon closing and should cover contents, liability, upgrades, and improvements; including, upgrades purchased from the builder. Please contact your insurance agent to arrange for this coverage prior to taking occupancy. Subsequent damages resulting from a common area may be covered by the Strata Corporation's insurance coverage.

How is service coordinated and do I have to be home for every service call?

To complete the scope of work, access to your home will likely be required. Homeowners or their agents must be home to allow entry for warranty service repairs. This not only allows Customer Care Personnel entry into your home to complete warranty service repairs, but also ensures that the service is completed. Please keep in mind that the re-scheduling of your time may be necessary. While we attempt to send our permanent staff whenever possible, we must in some cases call in outside trades whose employees we are not always familiar with. We caution our homeowners in any event to always protect their valuables, as Executive Group will not be held responsible for loss or damage to personal property.

How do I know that the service repairs have been complete?

Warranted Requests listed on your PDI Form and Year- End Form will be repaired in a timely fashion. Once completed, you will be contacted by the Customer Care Department to sign off your PDI Form and your Year- End Form, acknowledging completion of warranty service requests.

PROTECT YOUR INVESTMENT

All investments need protection. Homes, like cars, need regular maintenance and checkups. Proper care for your home will save you a great deal of expense and inconvenience.

When it comes to safeguarding the appearance and value of your home, remember that the best defense is a good offence! Take time to get acquainted with your new home. Schedule a walk-through with everyone in your family. There's no better way to generate understanding and appreciation of how your home is constructed and how the electrical and mechanical systems work. It is important for all members of the home to be familiar with all water shut-off locations in the event of an emergency. Consumers buying new homes today can expect to see quality construction using state of the art material and current building techniques. Fixtures such as thermal glazed windows, insulated doors

and continuous air barriers make new homes increasingly energy efficient. Modern homes have safe wiring with many convenient outlets, fixtures and switches.

Homeowners can safeguard and protect the largest investment of their life by maintaining their home and their new home warranty.

3. WARRANTY COVERAGES

Warranty coverage is set out by National Home Warranty. There are 3 types of Warranty protection & coverage including:

MATERIALS AND LABOUR WARRANTY

Covers any defect in materials and labour or violation of the Building Code² for 12 months for all new homes, and any defects in materials and labour supplied for the electrical, plumbing, heating, ventilation and delivery systems, as well as for the exterior cladding, caulking, windows and doors, that may lead to detachment or material damage to the new home and violation of the Building Code², for 24 months for all new homes, including the common property of strata corporations.

²To be covered, a violation of the Building Code must constitute an unreasonable health or safety risk, or cause (or be likely to cause) material damage to the new home.

BUILDING ENVELOPE WARRANTY - FIVE (5) YEARS

Refer to Strata

The building envelope includes the components that separate the indoors from the outdoors, including the exterior walls, foundation, roof, windows, doors and patios/balconies. The minimum warranty coverage is five years for defects in the building envelope, including a defect that permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

STRUCTURAL DEFECTS WARRANTY- TEN (10) YEARS

Refer to Strata

The minimum warranty coverage is 10 years for defects in materials and labour that result in the failure of a load-bearing part of the new home, and for any defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

For complete Warranty Coverage information, refer to your National Home Warranty Certificate.

WARRANTY EXCLUSIONS

The Warranty does not cover the following:

1. weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
2. normal shrinkage of materials caused by drying after construction;
3. any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
4. materials, labour, or design supplied by an owner;
5. any damage to the extent that it is caused or made worse by an owner or third party, including:
 - a. negligent or improper maintenance
 - b. or improper operation by anyone other than the builder or its employees, agents, or sub-contractors,
 - c. failure of anyone, other than the builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures
 - d. alterations to the new home, including the conversion of the non-living space into living space or the conversion of the new home into two (2) or more units, by anyone other than the builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and,
 - e. changes to the grading of the ground by anyone other than the builder or its employees, agents, or sub-contractors;
6. failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to National Home Warranty, of a defect or discovered loss or a potential defect or loss;
7. any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the building code by the builder or its employees, agents, or sub-contractors;
8. accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, 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;
9. bodily injury or damage to personal property or real property which is not part of the new home;
10. any defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or sub-contractors;
11. 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 WBI Home Warranty;
12. contaminated soil;
13. 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;

14. diminution in the value of the new home;
15. landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
16. non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
17. any commercial use area and any construction associated with a commercial use area;
18. roads, curbs, and lanes;
19. site grading and surface drainage, except as required by the building code;
20. the operation of municipal services, including sanitary and storm sewer;
21. septic tanks or septic fields;
22. the quality or quantity of water, either from a piped municipal water supply or from a well;
23. a water well, but excluding equipment installed for the operation of a water well used exclusively for the new home, which equipment is considered to be part of the plumbing system for the new home;
24. damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

CUSTOMER CARE

Executive Group is committed to providing you, the Homeowner, with the best product and service. The role of the Customer Care Department is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

PROCEDURES FOR WARRANTY SERVICE

Executive Group's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to warranty concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed. The Customer Care Department will accept a written Warranty Service Request Form from you at the 11th month, just prior to the anniversary of your first year of warranty coverage. This allows you, the Homeowner time to settle in and adjust to your surroundings, as well as allowing the building to settle following construction.

6. PROCEDURES

SERVICE PROCEDURES

Your home has been constructed in accordance with the criterion prescribed by the National Building Code of Canada, the B.C. Building Code and Municipal Bylaws and Amendments. As an assurance of our commitment to the integrity of our product warranties are provided to the homeowners of West. Executive Group's customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. Executive Group's determination of warrantable items is backed by National Home Warranty and is based on the guidelines set out in the British Columbia's Industry Standards.

Throughout the first year, your house will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. Floor squeaks may also occur. It is a good idea to deal with these items towards the end of your first year of occupancy to allow for the majority of the settlement to occur. Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures.

Your cooperation and effort to understand our policies and procedures will ensure your satisfaction. Please note the following important points.

*** FOR EMERGENCIES PLEASE SEE THE EMERGENCY SITUATIONS SECTION ***

1. Read your Homeowner Manual to understand your responsibilities.
2. Review your Warranty Commencement Certificate and take note of your Warranty Commencement Date.
3. Following the PDI and during the first year of possession of your new home, you will have one (1) opportunity at year end, to report warranty items covered by the WBI Home Warranty Program. At any time within the last 30 days before the expiry of year one of your warranty, you may submit by email your Year- End Service Request listing any new items discovered since closing. We recommend that this be done within the last 30 days before the expiration of your warranty. If you submit more than one year end form, Executive Group will only act on the last properly submitted form. It is essential you use the standard Year-End Form (included on the Homeowner Resource Site) and submit it by email to Customer Care.
4. Again, please note that Executive Group will only respond to service concerns requested on the Year-End Form. Service requests must be sent prior to the expiration date of your warranty. Any request received after your warranty expiry will not be processed.
5. For service requests regarding urgent matters, those that adversely affect the enjoyment of the home, i.e. a door that will not close or a dripping faucet; please notify Customer Care by submitting Service Request Form (found on Homeowner Resource Site) by email.

6. If Executive Group responds to a service request and finds that the repair is required due to neglect or a lack of maintenance by the Homeowner, Executive Group will invoice the Homeowner for service costs incurred.
7. Executive Group one (1) year materials and labour warranty includes drywall repairs (Drywall repairs are sanded and ready to paint) from cracking or settling.
8. Again, please note that all requests for service must be submitted by email to Customer Care Department.
9. Subsequent to receiving your service request, Executive Group will reply in writing or by phone stating either:
 - a) the warrantable items will be remedied, or
 - b) the items will not be remedied pursuant to the warranty and the rationale for such a decision, or
 - c) the items require further investigation to determine if they are warrantable, or
 - d) to contact the sub-trade to have the item repaired.
10. A Customer Care Representative will contact you to schedule an appointment to assess your service request and determine the scope of work.
11. To complete the scope of work, access to your home will be required. Please keep in mind that the re-scheduling of your scheduled service appointment may be necessary. You should allow Executive Group Customer representatives and/or any subcontractors access to our home during regular business hours in order to complete the necessary work. Failure to do so will jeopardize your warranty rights. While we attempt to send our permanent staff whenever possible, we must in some cases call in outside trades whose employees we are not always familiar with. We caution our Homeowners in any event to always protect their valuables, as Executive Group will not be held responsible for loss or damage to personal property.
12. If a reasonable amount of time (two weeks) has passed and you have not been contacted by phone or by email regarding the necessary service work, contact our Customer Care Department IN WRITING, and we will follow up.
13. Executive Group customer service process is set up to facilitate warranted items in the most efficient manner with minimal inconvenience to the owner. Sometimes, due to lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. In many cases we are subject to the availability of the trades. Priority will be given to concerns of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Care Department. Communication in writing and following up is necessary to ensure your concerns are addressed.
14. Customer Care Representatives are only authorized to complete scheduled work. They will not perform additional tasks.
15. Please keep a record of all correspondence, dates and times of communication as we may ask for this information if required.
16. Executive Group only accepts service requests from the owner of the home and only on the form provided.
17. When reporting a concern within your home, please include the following information to both Executive Group Customer Care and WBI Home Warranty:
 - a) Building address

- b) Your full name
- c) Suite number
- d) Phone number
- e) Email address
- f) A detailed description of the concern, where it is located, what are the visible signs and what it is affecting.

Written or typed service requests may be submitted in any of the following two (2) forms:

Mail: 1038-1055 W Hastings Street, Vancouver, B.C V6E 2E9

Email: service@executivegroupdevelopment.com

Please see warranty instructions for Appliances located in your suite.

OWNER'S DUTY TO MITIGATE AND MAINTAIN

As per your WBI Warranty 2-5-10 home warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration.

You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention.

For defects covered by WBI, the duty to mitigate is met through timely notice in writing to your builder and WBI Home Warranty.

An owner's duty to mitigate survives even if;

- a) the unit is unoccupied,
- b) the unit is occupied by someone else other than the homeowner,
- c) water penetration does not appear to be causing damage, or
- d) the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the form warranty coverage then warranty will be voided.

Plumbing

Water Line Burst

A water line can burst due to a number of reasons, such as a loose joint, freezing, etc and should be dealt with immediately. If the burst occurs between a fixture and a shut-off

valve, close the shut-off immediately. If no shut-off exists, locate the main water shut-off, and turn it off until the problem can be repaired.

Plugged Fixture or Sewer Line

This generally occurs because of inappropriate materials being flushed down a toilet or drain by users of the facility. Do not continue use of toilets or sinks once a major blockage has occurred. Attempt to unclog the line using a plunger. If a larger blockage occurs, the services of a plumber may be required. If the blockage is due to a proven builder defect then the builder will take full responsibility for the problem.

Minor Plumbing Leak in the Line

Put a container under the leak and contact the Property Management Company.

Electrical

Circuit Overload (Breaker Tripping)

If this occurs, ensure that the circuit is not overloaded with too many appliances, or that the appliance itself is not faulty. Appliances such as hair dryers, toasters and kettles that generate heat tend to draw a lot of electrical current. More than one of these types of appliances in use at the same time on the same circuit can cause circuit overload. Should circuit overload occur, unplug one or more of the appliances and reset the breaker. If tripping reoccurs, contact your property manager.

Ground fault circuit interrupters (G.F.C.I.s) protect your exterior plugs and those in your bathrooms. This device will either be located in the actual plug itself or be a dedicated breaker in your electrical panel. It is sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are excessively long and/or in poor condition, or if appliances are faulty or old. Ensure that no unsafe situations exist, and that appliances and extension cords are unplugged, then reset the G.F.C.I.

Plugs and Outlets

If a plug or outlet sparks excessively, immediately turn off the breaker and contact your property manager. A small spark when an appliance is unplugged is not uncommon.

All Power to your New Home is Out

If, for any reason, all the power in your unit goes out, check to see if there is a power blackout in your neighborhood. If not, check your main breaker (in the electrical panel) and reset it after checking for a current overload.

Electricity emergencies or power outages. Phone. 1-866-436-7847 (24 hours)

Exterior components

Windows

Window glazing is typically made of glass that may use an acrylic glazing. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab. If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

Doors

Entrance unit doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core.

Exterior doors (patio/balcony) are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside, which can harm the surface of the door.

Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to 5" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

Some exterior doors have restrictions imposed by the manufacturer as to the colour the door may be painted. The heat absorbed by darker colours can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint colour may void the manufacturer's warranty; therefore, any such restrictions should be reviewed prior to the door being painted.

Interior doors are generally sized to allow a gap up to 18mm (3/4") at the bottom of the door between the door and the floor covering. This gap is provided to allow for the circulation of air beneath the door.

Weather-Stripping

Weather-stripping is installed around doors and windows to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock. Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

Finish Hardware

The factory finish on exterior locks and door handles will wear with normal use. This is especially evident with brass finishes in marine environments.

Interior door hardware can be wiped clean with a damp cloth and polished with a soft dry cloth. It should be noted that natural body oils and many hand lotions are detrimental to brass finishes and will cause tarnishing.

6. INTERIOR FINISHES

Appliances

Enclosed with your appliances is a package providing you with operating care and maintenance instruction. We recommend you read and follow the instructions, which will provide you with valuable information. Also enclosed in the package are the warranty documents. Please send these completed documents to the manufacturer to initiate the warranty.

All appliances are the Homeowner's responsibility. If you experience problems with your appliances please contact the appliance manufacturer. No service charges apply to warrantable problems reported within the first year.

When there is a need for appliance service, please contact Trail Appliances. Homeownercare@trailappliances.com OR 1 (888) 416-2990

Please Note:*** Executive Group is not responsible for attending to appliance warranty issues and will ask you to contact Trail Appliances directly with respect to your concern.*******

As an additional measure we have provided some additional instructions regarding your appliances below. The following tips are included for information only we trust they will be of assistance to you:

Dishwasher

Only use dishwasher soap made especially for dishwashers, as substitutions may result in leakage and excessive bubbles. In order to prolong the life of your dishwasher we urge you to ensure plastic items be dishwasher safe and ensure food is rinsed off table wear before placing it in the dishwasher. Failure to rinse dishes will result in food particles blocking the main drain, and unnecessary repairs. Any blockages caused by food particles will be the owner's financial responsibility.

Microwave/Exhaust Fan

Do not use metal, metal trimmed pots/glasses or metal foil in the microwave. The microwave must never be used to dry garments or any fabric as a fire may result.

Use your exhaust fan whenever cooking and approximately a half hour afterwards to avoid cooking odors, to lessen grease build-up on kitchen surfaces and reduce humidity within your home. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance, the filter and fan should be removed and cleaned every three to six months depending on your cooking habits.

Refrigerator

Your refrigerator may have one or two controls that let you regulate the temperature in the freezer and refrigerator compartments (one control with the manual defrost models and two with the frost-free models). The refrigerator control is a thermostat, which measures the refrigerator temperature and regulates the compressor running time. The freezer control balances the amount of cold air between the freezer and refrigerator compartments.

Range

Conventional cleaners should not be used as they may damage the stove. Please refer to your Care and Maintenance Instructional Package, enclosed in your range.

Do not leave cooking unattended for even a few seconds. Needless fires happen when oil is left heating on a stove. Do not use the oven for drying garments. Do not use the oven for heating your unit.

Dryer

Clean the lint from the dryer door after each dryer use. We also suggest that you inspect the area around the drum for lint build up. Should the lint trap not be cleared, you will find that clothes will take longer to dry, there will be excessive humidity in your home and damage to the dryer motor and switches may result and cause a fire. We do not recommend shoes being put in the dryer as this may cause damage to your drum. If the humid, moist air remains in the room you may see signs of mildew build up. Check and clean the transition duct, which extends from the back/top of the dryer to the ceiling, 18 and the exterior vents two (2) times per year. If need be you can call in a qualified service technician to inspect and service the dryer.

Washer

When not using your washing machine for extended periods of time, we suggest that you turn the shut off valves to the OFF position to avoid flooding. We urge you to periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial water damage to your home. Replacement hoses require 250 PSI working pressure and 1000 PSI burst pressure.

Do not overload the washer. Load the drum evenly or the washer will vibrate excessively. Do not leave the apartment unattended while appliances are operating. A potential leak or electrical short may occur, resulting in a flood or fire.

Please note: Do not leave your home unattended while appliances are operating. Although the appliances are all top quality, there is always the remote possibility that a leak or electrical short may occur which may result in a flood or fire if unattended.

Refer to your Operating Care and Maintenance Instruction packages enclosed with your appliances for complete instructions regarding appliances.

Cabinets and Countertops

Cabinets

Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature. Make sure that steam from cooking pots is also redirected away from cabinet door surfaces.

Both cabinet exteriors and interiors may be cleaned with a mild soap solution on a clean dampened cloth, then wiped with damp water only cloth. After cleaning, surfaces should be immediately buffed dry with a clean cloth. Cabinets should not be cleaned with abrasive cleansers or strong detergents. Do not use steel wool or other abrasive items for cleaning purposes. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces. Do not allow water to contact cabinet surfaces for more than a few minutes. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.

Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period of time may cause staining and/or bubbling.

Periodically check hinge screws and tighten if required. This is considered Homeowner maintenance.

Stone Countertops

Your stone countertop has been sealed in the factory to protect the surface of your top from staining or soiling. This sealer is an impregnator, a non-visible, repelling layer within the surface. It is permanent and needs no further applications.

Although strong and attractive, stone countertops should be protected from heat or hot items and spills to prevent discoloration. We recommend that you clean the stone counter tops with a mild solution of warm water and non-abrasive soap or mild detergent. Most stains will wipe away if cleaned immediately. Even though your top has been sealed, stains left for an extended amount of time become much more difficult to clean and can permanently stain.

We **DO NOT** recommend any use of chemicals such as vinegar, abrasive soap etc. to clean your stone top. These chemicals will dull the finish, break down the sealer, leave streaks and/or scratch the surface of your top. Remember sealing of stone does not protect against all stains. Use a cutting board to prevent scratches, and hotplates when handling hot items.

Flooring

Laminate Floors

Your laminate floors are prefinished floors. These floors are manufactured and expertly installed and finished by skilled trades people. Due to the difference of the colour and grain, each piece of flooring will not be exactly the same.

To maintain the beauty of your floors, we suggest the following tips:

Laminate is a durable material, but should be cleaned regularly by sweeping, dust mopping or vacuuming to keep it free of dust, grit and other abrasive materials. Never leave water sitting on your laminate floors as this may discolour the finish. Wipe up spills promptly with dry cloth or paper towel. Use slightly dampened cloth for sticky spills.

Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor. Do not use steam cleaners, wet mops, or other pre-moistened cleaning aids on the floor.

Separation

Almost every floor endures some expansion and contraction as seasons and humidity levels change. When homes are heated, humidity levels plummet; boards shrink and spaces appear between the boards.

Most often, indoor humidity will have to be controlled. Other causes could include situations such as a plumbing leak, which can allow moisture to migrate up into the sub-floor and the laminate flooring.

Discoloration

Light stain colors for example white, gray, etc. will show more discoloration than dark stain colors. The difference in the oxidization rate between the floor that is exposed to the air and the floor that is covered by your area rugs will result in yellowing and possible warping of the floor surface on the rugs. Ensure that you move your area rugs around on a regular basis to minimize this, as well, it is important to drape large windows for direct sunlight as the ultraviolet light can also change the color of the finish. Graying at joints implies water penetration has occurred in these locations, locate and remove the source of the leak.

Among the key points:

Clean your floor with a cloth slightly dampened by a recommended cleaning product, using the manufacturer's direction for use. It is best to buy a "floor care kit" recommended by your floor installer or retailer.

Never let water spill dry on the floor.

Carpet

From the time your carpet is installed, we recommend the frequent use of an upright vacuum cleaner equipped with beater bars, or a tank or canister type vacuum cleaner with a separate power head, which contains a beater bar. High traffic areas should be brushed with a pile groomer on a regular basis.

Carpeting is relatively easy to care for and a simple regular care plan will go far to maintaining the original appearance for many years.

To maintain the optimum appearance, the following procedures are recommended:

- Instant removal of spills to prevent spots and stains
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.

A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.

Seasonal brightening of the surface by cleaning is required to remove oily films on carpet fibers.

For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on the appearance.

Ceramic

Ceramic tile maintenance is simple, as it requires no sealant, waxes or another frequent treatment. Most dirt will not adhere to the surface of the ceramic tile and generally a mild detergent with water will remove any spills or stains.

For easy maintenance, the following steps are recommended:

Always rinse cleaned areas thoroughly with a soapless detergent diluted in water. Wipe dry with a soft cloth or sponge. We recommend that you do not use soap to clean ceramic tiles, as it forms a film, which not only dulls colors, but also can support growth of bacteria and mildew.

Do not use phosphate detergents in areas where moisture is continually present, such as the tub or shower enclosures. Phosphate detergents may encourage subsequent growth of mildew and mould.

Do not mix chlorine bleach with other cleaning supplies that contain ammonia or acids, such as vinegar. This will form dangerous gases if combined.

If scum formation due to hard water has formed, a mixture of white vinegar and water may be useful to remove the formation. Commercial tile cleaners will also remove hard water deposits.

Steel wool should never be used on tiles except. Using steel wool pads may stain or scratch tiles.

Resilient Flooring?

Whether it is a tile or sheet product, resilient flooring is susceptible to damage from indentations or scratches, particularly those caused by furniture. The floor should be protected from such damage by using furniture pads beneath heavy furniture legs. The ability of a given flooring product to withstand abuse varies greatly from product to product and related damage is not a warranty issue.

Resilient flooring should be cleaned with lukewarm water and vinegar. Harsh cleaners can cause fading or affect the composition of the flooring material making it hard and brittle. Consult with the supplier of the specific flooring product for their recommendations, as specialty products are available for different floorings to both clean and restore the sheen: Detergents often cause adjoining carpeted areas to mat down as the soaps are carried onto the carpet from the resilient floor areas.

Once construction is complete, movement of the floor structure due to shrinkage can also affect the floor. While flooring installers apply filler at the seams of the wood underlay materials, it is not always possible to achieve and retain a perfectly level subfloor. This can result in minor ridges becoming visible beneath the flooring under certain light. Generally, these are only cosmetic and do not require any action.

Grout

Grout is the material used to fill the joints between tiles on floors and walls. Grout is susceptible to shrinkage, drying or cracking over time. The grout between the tiles and in the corners should be checked during regular cleaning. Any cavities found should be filled in as soon as possible. Leaving it unattended may result in leakage. After the one-year warranty period it is the responsibility of the Homeowner to ensure that this material has the proper coverage and is maintained in good condition.

Caulking

Caulking is a sealant, which is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. This type of material tends to shrink, dry or crack.

When the one-year warranty period has expired, it is the responsibility of the Homeowner to ensure that the caulking around any bathtubs, toilet bowls, and shower stalls is maintained. Do not allow the caulking to go unattended as it may result in, leakage and damaged walls or ceiling.

There are several good caulking materials on the market and we suggest that you use a silicone bathtub caulking around the edges of the bathtub and shower then re-caulking around a bathtub; we recommend that you fill the tub with water prior to re-caulking. This will eliminate the possibility of the caulking coming loose when weight is applied.

Electrical

Breaker Panel

Your home is serviced by a single electrical panel. The location will vary from home to home; typically your electrical panel may be found behind a bedroom door, den or a closet. The panel, provides power to your home and several circuit breakers. Each breaker provides power, to a specific area, or item within the suite. The breakers are labeled, so that you will be, able to quickly determine which area and/or appliance each one applies to.

If you overload one of the electrical outlets the breaker will trip. Unlike a fuse you do not, have to replace a breaker if it overloads, just follow the simple procedure below to restore power:

Locate the breaker that has tripped on the breaker panel. A tripped breaker will be set in the middle position.

Unplug everything that was plugged into the outlet(s) serviced by that particular, breaker.

First turn the breaker to the off position, then turn it back on. This will reset it and power should be restored to the outlet(s).

Ground Fault Circuit Interrupter (G.F.C.I.)

The Ground Fault Circuit Interrupter is a safety feature that is required under the electrical safety code. Its function is to interrupt the electrical power in the event of, exposure to water and to protect against accidental electrical shock. To test the G.F.C.I. follow the instructions below:

Preparation - Ensure that power is available as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.

Testing - To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up with the TEST button is depressed, do not us the G.F.C.I. outlet. Advise the Customer Care Department of this test failure.

Restoring Power - Push the RESET button firmly on the device until a click is heard.

Please note: If the shock finder G.F.C.I. trips when an appliance is used, the appliance may be defective and should be repaired.

Switched Outlet

As there may be no ceiling outlet in the living room, we have installed a switched receptacle. Simply plug in a lamp and turn the lamp to the on position. The wall switch will now operate this lamp. The other portion of this electrical outlet is not switched and will operate as a normal outlet.

Electrical Failure

Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a "tripped" breaker in the "off" position. To reset, push the breaker all the way "off" and then "on".

Please Note: Have a qualified Electrician perform any electrical work.

Plumbing and Fixtures

The plumbing in your new home will likely consist of plastic or copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. Other products are available but are less common.

P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains, which are used infrequently, may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odour.

Any waste materials, including grease, fat and petroleum products, should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

Note: Optimal operating temperature for PVC pipes is 60 degrees C. Care should be taken to prevent boiling 100C water from going down the pipes as PVC may degrade over 100C.

Bathroom Fixture Care

Your new bathroom and kitchen fixtures are constructed of either **vitreous china, acrylic, enameled acrylic or stainless steel**. These materials have been selected after undergoing extensive testing to ensure years of trouble-free performance. The surface of the fixture, while extremely durable, does require proper care.

Toilets

Toilets generally refill as follows: a flush causes water in the tank to rise, which in turn lifts a ball float to a preset water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve would require replacement.

Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enameled steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

Faucet Repairs

Noisy or leaking faucets are frequently due to loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a Builder defect.

Plugged Toilets and Drains

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. ..A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

Tub and Shower Enclosures

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately. Ensure the bathroom fan is turned on whenever showering. Both bathrooms and the kitchen may share the same exhaust fan, in which case all fan switches must be turned off to turn off the fan. By turning on your exhaust fan, the humid and moist air will be filtered to the exterior and will eliminate the build up of mildew. We suggest the bathroom door be kept closed while showering as the moist air may interfere with the operation of the smoke detector.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicon based caulking. Follow the manufacturer's recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer's recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

Water Leaks

In order to avoid possible water damage to the unit below, spills should be mopped up immediately and leaks repaired promptly. Should your taps be leaking, we urge you to repair them immediately as wasted water will increase the utility consumption and cost.

Mirrors

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

We will confirm that all mirrors are in acceptable condition during the pre-delivery inspection. Executive Group will correct scratches, chips, or other damages to mirrors noted during the PDI.

Heating and Ventilation System

Heating

Regardless of type, the heating system is designed to maintain a minimum temperature of 21°C at the outside design temperature. The Indoor temperature is measured in the center of the room. This calculation is a health and safety issue defined by the Building Code/Bylaw and is not directly related to comfort. Temperature variations from room to room can be expected. The heating system may temporarily not be able to meet comfortable temperature in specific regions where the temperature falls below the outdoor design temperature.

There are numerous types of thermostatic controls for any given heating system. The accuracy of these controls can vary due to internal heat gains caused by a continued demand for heat. At times, it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that is comfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

The various heating systems available all have specific requirements for maintenance in order to operate at maximum efficiency. The operation of your specific system is best determined by reviewing the instructions provided by your builder or the manufacturer.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Solar heat gains can warm a room or area to the extent that the thermostat is warm enough not to be calling for more heat. The heating system will then remain turned off and other rooms not positively affected by the heat of the sun can become cool.

Note: When you turn on the electric baseboard heaters for the first time or subsequently after an extended period of non use, there may be a slight burning smell which will

dissipate after a few minutes of use.

Expansion and Contraction

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where mouldings meet drywall, at mitred corners and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Ventilation, Condensation and Relative Humidity

The optimum year-round humidity level to be maintained within the residence is approximately 50%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment.

Due to Building Code/Bylaw requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air leakage. This sealing of the exterior walls prohibits the leakage of warm air to the outdoors from within the residence.

Warm air has the ability to hold more moisture than cold air; therefore, daily activities within your new home such as showering, boiling water, and even respiration create moisture in the form of water vapour. Surprisingly, this can total 7 - 9 litres (1 Y2 to 2 gallons) of moisture per day with four occupants. The warm air holds this water in suspension and as this moisture-laden air encounters cold surfaces it will condense, and water will form. Condensation will fuel the creation of mold and mildew.

The failure of an owner to properly ventilate and maintain proper heating levels can seriously affect a new home and the health of the occupants. Any resultant damage due to an owner's actions would not be covered under the warranty.

The key to controlling humidity levels within the home and avoiding condensation is adequate ventilation. Ventilation allows the warm moist air to be exhausted from the home and replaced with dry cool air from the outdoors. This will marginally increase the cost of heating as this cold air is brought up to room temperature; however, this added cost is necessary to offset the harm the high humidity levels will cause.

As the outdoor temperature drops, the surface temperature of the exterior walls will also drop. The air inside the house will not be able to sustain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

The chart below provides a rough guideline as to the relative humidity levels that can be sustained within the house as the temperature drops.

Celsius	Outside air temperature Fahrenheit	Desirable maximum inside relative humidity(%) at an indoor temperature of 21 DC (70DF)
-29	-20	20%
-24	-10	25%
-18	0	30%
-12	10	35%
-7	20	40%

Windows or the toilet tank of the toilet used most frequently can be used as a guide to determine whether or not the proper relative humidity is being maintained. As soon as condensation occurs on inside window surfaces or on the tank of the toilet, steps should be taken to reduce the relative humidity by controlling the moisture sources and/or by increasing ventilation.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

Ventilation

Exhaust Fans

Exhaust fans are provided in the kitchen (i.e. range hood fan), bathrooms. The fans should be used to remove lingering odors and humidity in the air, which can cause condensation.

Laundry Closet

You must remove lint from dryer vents after every use.

Kitchen

Use your exhaust fan whenever cooking on the range to avoid cooking odors, and to lessen grease build-up on kitchen surfaces. The metal filter may be washed in the dishwasher. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance we suggest that on a periodic basis the filter and fan be removed and cleaned.

Maintenance

Keep the gap around the entry door clear of obstructions.

Ways to Save Energy Around Your Home

Use bathroom and kitchen exhaust fans to quickly remove excess moisture.

Use ceiling fans to keep air moving, making you feel cooler, and reducing the need for air conditioning.

Use a toaster oven or microwave oven whenever possible. Both use less energy than a conventional oven.

Replace washers or cartridges on dripping taps. One drop a second waste up to 96 liters a month.

Redirect air that is being blocked by furniture for maximum efficiency.

Lower your thermostat to 20°C (68F). Every degree above this setting increases your heating costs 5%.

Set back your thermostat at night when sleeping and during the day when you are away.

Install aerators on taps to save water and energy. Use low flow showerheads.

Set your clothes washer for low water level fill and do cold washes.

Set your clothes dryer to dry your clothes to a slightly damp condition for ironing or hanging.

This will reduce electrical use.

7. How would we be able notify BC Assessment and Land Title Survey Authority to update their records on new homeownership?

CHANGE OF OWNERSHIP OR ADDRESS

Assessment notices are mailed by BCA each year in January. If you do not receive an **annual assessment** for property leased on Tsawwassen Lands, as a holder of a registered charge you may request that BC Assessment adds your name and address to the assessment roll. This will ensure you receive an assessment notice and also update your mailing address on record with TFN. Please contact BCA directly.

How to Request a Copy of the Assessment Notice – Holder of a Registered Charge

1. Prepare a letter requesting that as a holder of a registered charge, the Assessor enter your name and address on the assessment roll. The letter should be signed by the registered charge holder and include the following information:
 - The particulars of the charge:
 - Subject Property Address
 - Parcel Identifier (PID #)
 - Legal Description
 - Charge Number (Sublease Registration Number)
 - Duration of the Charge
 - Purchase Date
 - Name to be entered on the roll (should be identical to name that charge is registered to)
 - Mailing Address
 - Phone Number
 - Email Address
2. Send the letter to BC Assessment by one of the following methods:
 - Email to fraser.valley@bcassessment.ca
 - Mail or drop off to:
BC Assessment-100-5477 152nd Street, Surrey, BC, V3S 5A5

To update your **mailing address** please go to the BC Assessment website at [BCA Change of Address Notification](#)

https://eforms.bcasessment.ca/address_change_form.asp and complete their online change of address form. Only registered owners are authorized to alter mailing address records. Notification given to TFN will not change property tax and assessment records.

All **name changes** are handled by the Land Title & Survey Authority of BC (LTSA). To change the name on your land title, or to register any changes to the ownership of a parcel of land, contact the LTSA. Further details can be found on the LTSA website: <https://ltsa.ca/>.

8. GOOD NEIGHBOUR REGULATION

Please read and review the TFN Good Neighbour Regulation:

https://www.tsawwassenfirstnation.com/pdfs/TFN-Laws-Regulations-Policies/Regulations/Good_Neighbour_Regulation_06.15.pdf