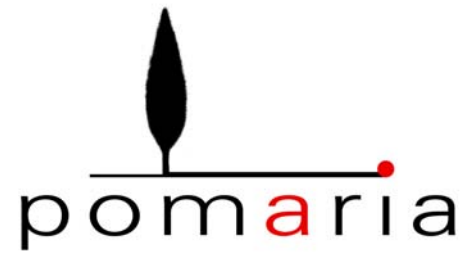


DISCLAIMER

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

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1 Welcome to pomaria

Qualex-Landmark Projects Inc.

The Developer of pomaria is Qualex-Landmark Projects Inc. What makes Qualex-Landmark Projects Inc. different is their track record of building exceptional buildings. They hire the most talented architects, designers and construction managers available, and tell them to build every home as if their own family will live in it.

Here are some other projects that have been built by Qualex-Landmark Projects Inc.:

- **Alda**, at 1275 Hamilton St. in Yaletown – 59 residential suites, plus 36,000 square feet of office space. A beautiful building with the look and feel of historic Yaletown
- **The Crandall Building**, at 1072 Hamilton St. in Yaletown – 32 residential suite & retail. A warehouse conversion in the heart of Yaletown.
- **Eighteen Trees**, in Burnaby. Peaceful condominiums surrounded by parkland and mature trees.
- **Domus**, at 1055 Homer St, in Yaletown – An elegant 27 storey concrete residential tower overlooking the desirable Yaletown neighbourhood of downtown Vancouver.
- **Stella**, at 1110 11th Street SW, in Calgary – A sophisticated 20 storey tower in the heart of Calgary's design district.
- **Nova**, at 1118 12th Ave SW, in Calgary. A stylish 26 storey tower. Nova is the second phase of Stella and is currently under construction.

Rafii Architects Inc. – Architects

Over the past 20 years, Rafii Architects Inc. has been responsible for some of Vancouver's most sought after residences as well as helping to define the Vancouver skyline. Their extensive portfolio includes many well-received projects throughout the Vancouver area, with particular recognition for their work in high-rise residential and mixed-use projects. Rafii Architects takes particular pride in their client list that includes some of Vancouver's best-respected developers.

Intertech Construction Managers Ltd.

Integrity. Trust. Commitment. ITC Group of Companies specializes in the construction of concrete residential high rises in urban cores with projects throughout British Columbia, Calgary and Seattle. ITC has nearly 25 years of construction experience and showcases great pride in building quality homes people will enjoy living in.

ITC's success has been recognized within the marketplace for all aspects of their business.

Winning the Canada's 50 Best Managed Companies award demonstrates ITC's achievement in implementing best practices in all areas of business operations.

Industry recognition like the UDI 2005 Awards for Excellence in Urban Development and VRCA's Contractor of the Year speak to their knowledge and expertise

Marketplace recognition like Business in Vancouver's Largest Contractor in BC ranking exemplifies their capability within the construction industry

ITC – Quality Counts.

Rancho Management Services Ltd.

Rancho Management Services Ltd. is a part of the Rancho Group of Real Estate companies. The Rancho Group has been in business for over 35 years and is one the of the larger property management companies in Western Canada. They currently have offices in Winnipeg, Edmonton, Calgary and Vancouver.

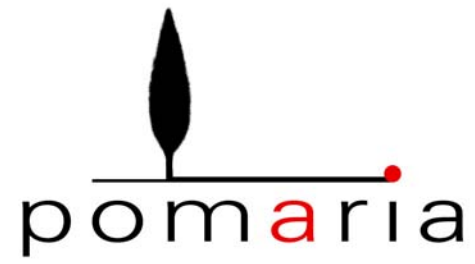
At present, Rancho Management Services Ltd. in Vancouver manages a variety of buildings of varying sizes throughout the city. They also have a fully computerized accounting system. They are also the first management company to make the strata's minutes, bylaws and various forms available on their website site (www.ranchovan.com).

Rancho Management Services Ltd. employs a staff of 12 full time Property Managers and a dedicated support team of accounting and administrative staff. They are committed to delivering excellent service and building positive relationships with our clients, tenants and their trades people.

Location: 701 – 1190 Hornby Street
Vancouver, BC V6Z 2K5

Contacts: Joseph Tsang/Senior Property Manager
Email: jtsang@ranchogroup.com
Head Office: 604.685.4508
Fax: 604.684.1956

Hours: 8:00 am – 4:30 pm + 24 hr answering service.



2 Your New Neighbourhood

[The best of what the area has to offer]

Your Neighbourhood

Emergency Numbers

Fire	911
<i>Non-Emergency</i>	604.665.6000
Police	911
<i>Non-Emergency</i>	604.717.3321
Ambulance	911
<i>Non-Emergency</i>	604.872.5151
Gas Trouble	
<i>Terasen Gas</i>	1.800.663.9911
Electricity Trouble	
<i>BC Hydro</i>	1.888.769.3766

A. Restaurants

C Restaurant	604.681.1164
Rare	604.669.1256
Mona's Mediterranean Restaurant	604.689.4050
Kettle of Fish	604.682.6661
Gin Kaku Sushi	604.685.8381
Il Giardino	604.687.6621
Nu	604.646.4668
Stonegrill Restaurant	604.637.0388
La Bodega Restaurant & Tapas Bar	604.684.8814
Chilli House Thai Bistro	604.685.8989
Sandbar Restaurant on Granville Island	604.669.9030
Unwined on Howe	604.682.5225
Bin 941 Tapas Parlour	604.683.1246
Gigi's Pizza & Spaghetti House	604.687.3333

B. Cafes & Bars

Prego Coffee & Deli	101 – 1625 Hornby Street,	604.605.3888
Fantasco Coffee	1308 Burrard Street	604.687.0220
Fahrenheit Celcius Coffee	1225 Burrard Street	604.682.6675
Darryl's Coffee & Native Art Shop	945 Davie St, Vancouver	604.689.5354
Gi Gelato & Coffee	16 – 1551 Johnston Street	604.682.7865
Coffee A Go Go House	829 Davie Street	604.687.2909
Doux Coffee	1371 Richards Street	604.683.8890
Tim Horton's	1205 Burrard Street	604.331.8769
Blenz Coffee	700 Davie Street	604.609.2557`
Yaletown Gelato	122 – 1208 Homer Street	604.689.8531
Mondo Gelato	1222 Robson Street	604.694.0108

C. Drinks

Side Bar Lounge	1060 Howe Street	604.688.1363
Caprice Lounge & Grill	965 Granville Street	604.685.3189
Lift Bar Grill View	333 Menchions Mews	604.689.5438
Morrissey Irish Bar & Restaurant	1227 Granville	604.682.0909
Oasis Pub	240 Thurlow Street	604.685.1724
Fountainhead Pub	1025 Davie Street	604.687.2366
Dockside Restaurant & Brewing	1253 Johnston St,	604.685.7070
Pumpjack Pub	1167 Davie Street,	604.685.3417
Bar None	1222 Hamilton Street,	604.684.3044
Exilir	322 Davie Street,	604.642.0557
Yaletown Brewing	1111 Mainland Street	604.681.2739
Tonic Bar	919 Granville Street	604.669.0469
Au Bar	674 Seymour St	604.648.2227

D. Shops & Stops

Mac's Convenience Store	1198 Davie Street	604.669.3874
Rogers Video	1295 Davie Street	604.669.7377
TD Canada Trust	1200 Burrard Street	604.654.3572
Royal Bank, Howe & Nelson	982 Howe St	604.665.5138
Royal Bank, Yaletown	1195 Pacific Boulevard,	604.668.8200
Bank of Nova Scotia, Burrard & Nelson	970 Burrard Street	604.668.2160
Shoppers Drug Mart	1125 Davie Street	604.669.2424
Yale Pharmacy	1284 Granville Street	604.692.0211
Mail Box Plus	1027 Davie St,	604.683.1433
Spirit of Howe Street	1304 Howe Street	604.682.2586
Jimmy's Cold Beer & Wine	783 Homer Street	604.689.2827
Safeway	1641 Davie Street	604.669.8313
Urban Fare	177 Davie Street	604.975.7550
Meinhardt Fine Foods	3002 Granville Street	604.732.4405
Godiva Chocolatier	1165 Robson Street	604.688.7552
Rocky Mountain Chocolate	1017 Robson Street	604.688.4100
Daniel Le Chocolat Belge	2820 Granville Street	604.733.1994
Les Amis du Fromage	1752 2nd Avenue West	604.732.4218
Art Knapp Urban Garden	1401 Hornby Street	604.662.3303

E. Style

Gravity Pope	205 4th Avenue West	604.731.7673
Mountain Equipment Co-op	130 Broadway West	604.872.7858
Lululemon Athletics	1148 Robson Street	604.681.3118
Holt Renfrew	633 Granville	604.681.3121

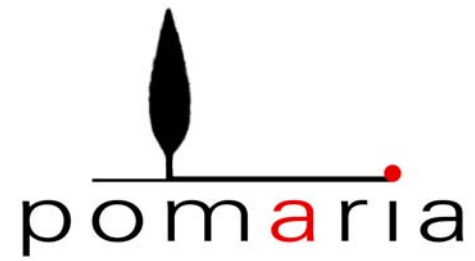
F. Self

Telus World of Science	1455 Quebec Street	604.443.7443
Fitness World	1214 Howe Street	604.681.3232
World Gym in Yaletown	415 Helmcken Street,	604.915.3002

Curves Downtown	207 – 179 Davie Street	604.685.2878
Pilates Unlimited	1706 Alberni Street	604.875.0404
Yaletown Yoga	1232 Richards Street,	604.684.3334
Studeo 55	1114 Alberni Street	604.684.0544
Absolutely Fabulous Urban Spa	Suite 3C – 888 Beach Ave	604.738.6245
Fantasy Nails	1229 Burrard Street,	604.669.9688
Ammerose Spa & Salon	1282 Howe Street	604.669.8960
Bent Beauty Industries	1236 Richards St	604.694.2368

G. Interiors

Yaletown Sofa Company	101– 1260 Hamilton Street	604.676.1038
The Cross	1198 Homer Street	604.689.2900
Kool Haus	2199 4th Avenue West	604.875.9004
Inspiration Furniture	1275 W 6th Ave	604.730.1275
Chintz and Company	950 Homer Street,	604.689.2022



3 Property Management

[Who's looking after pomaria?]

Important Information And Addresses

Legal and Civic Address

The legal description for *pomaria* is Strata Lot _____, Block 121, District Lot 541, New Westminster District, Strata Plan BCS ♦ _____.

The civic address is 1455 Howe Street, Vancouver, B.C., V6Z 1C2

Includes: 1437–1473 Howe Street (odd), 804–810 Pacific Street (even)

Emergency Services

Should an emergency arise (i.e., a building fire) at any time, please call 911. For inquiries about common area concerns, please call:

Rancho Management Services

Location: 701 – 1190 Hornby Street
Vancouver, BC V6Z 2K5

Contacts: Joseph Tsang/Senior Property Manager
Direct: 604.331.4253
Head Office: 604.684.4508
Fax: 604.684.1956
Hours: 8:00 am – 4:30 pm + 24 hr answering service.

Common Property Insurance

The Strata Corporation will carry “All Risk” insurance for the full replacement cost of *pomaria*, together with Third Party Liability coverage as required under The Condominium Act of BC. Inquiries regarding this common area insurance coverage should be directed to Joseph Tsang at ***Rancho Management Services Ltd.***

Note:

You are urged to obtain individual coverage for personal possessions and contents as they are not covered by the Strata Corporation’s policy and/or liability insurance, which provides coverage against third party liability in your suite. The foregoing type of policy is commonly referred to as a “Condominium Unit Owner’s Policy”. Suite upgrades are also not covered by the Strata Corporation’s insurance unless special arrangements are made. Speak to your own Insurance Agent about these matters.

Rancho Management Services Ltd Forms

Strata's Insurance/Owner's Insurance – Pomaria

The Strata Corporation's insurance covers the common property, common assets, buildings shown on the strata plan and fixtures built or installed in a strata lot, assuming that the fixtures are built or installed by the owner/developer as part of the original construction in the strata lot (please refer to section 149 of the Strata Property Act for greater detail.) The Strata is currently covered by Stewarts Insurance Ltd. (Tel: (604) 669-9600). The agent will be glad to answer any questions you have related to the Strata's insurance policy.

Owners should have their own in-suite insurance coverage. The policy is often called "Condominium Owner's Insurance Package," and normally includes personal effects and some liability insurance. If modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection.

For example, hardwood floors installed by owner/developer or part of the original construction in the strata lot are covered by the Strata's insurance. Hardwood floors installed by an owner, after the time of purchase, are not covered by the Strata's insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the Strata's insurance policy.

Pre-Authorized Payment Plan for Strata Fees

pomaria

FAX: (604) 684-1956

**Attach Void
Cheque Here**

Strata Plan: _____
Strata Lot Number _____
Suite Number: _____

1. I/We hereby authorize Rancho Management Services (B.C.) Ltd. on behalf of our Strata Corporation to debit my/our account monthly, effective _____ for monthly operating fee(s) of \$ [] due by the undersigned to the Strata Corporation. I/We agree to pay any increase in fee(s) and special levy fee(s) up to \$1,000.00 as voted upon and passed by the general membership of the Strata Corporation.

I/We acknowledge that any maintenance fee increase will be retroactive to the start of the Strata Corporation's fiscal year.

2. The account that Rancho Management Services (B.C.) Ltd. is authorized to draw upon is indicated below. A specimen cheque has been marked "VOID" and attached to this authorization. If your account does not provide cheques, please have your bank fill out the information below to ensure the account is coded correctly and will allow pre-authorized payment.

Surname, First Name

Address of Strata Lot

Mailing Address (if different than property address)

Phone

Name of Financial Institution

Branch

Account No.

3. I/We undertake to inform Rancho Management Services (B.C.) Ltd. of any change in the account or address information provided in this authorization within fifteen (15) days after the change occurs. If the account is transferred to another financial institution, this authorization becomes null and void on the date of the transfer and it will be necessary to provide a new authorization to Rancho Management Services (B.C.) Ltd.
4. This authorization may be cancelled at any time upon written notice to Rancho Management Services (B.C.) Ltd.
5. I/We acknowledge that delivery of this authorization to Rancho Management Services (B.C.) Ltd. constitutes delivery by me/us to the above financial institution.

- I/We warrant that all persons whose signatures are required to sign on this account have signed this agreement below.

Please note that this form *must* be received by Rancho Management Services Ltd no later than the 20th of the month prior to the month the P.A.P. is to commence.

For example: to be on the Pre-Authorized Payment Plan for the month of June, the form must be in our office prior to the 20th of May. Forms received after the 20th will be processed but your first payment will not come out of your account until July 1st.

As this system is set up in conjunction with the bank, and processing time is required, **there are no exceptions to the above procedure.**

Date: _____ Signature: _____ Signature: _____

EMERGENCY FORM

pomaria

The following information is confidential and for the purpose of contacting you or your relatives in the event of an emergency. This information is held in the strictest of confidence and will not be released to anyone without your permission.

Strata Corporation: **"pomaria"**

Suite Number:

Strata Lot Number #:

Registered Owner (s) full name (s)

Telephone Number: (h)_____ (b)_____ other_____ (cell/pager – please specify)

Non resident owner address and phone number (if unit is rented to a tenant or you are an absentee Landlord):

Name, Address and Telephone number of a local contact or relative in the event of an emergency in your suite:

If your contact or relative is not available, will you allow access to your suite via the Management Company or Concierge? (please check appropriate line)

Yes_____

No_____

Access code for security system (optional)_____

*** Please complete and return as soon as possible to:** Rancho Management Services Ltd.
#701 – 1190 Hornby Street,
Vancouver, BC, V6Z 2K5
Fax: 604.684.1956

STRATA PROPERTY ACT – FORM K

Pomaria

NOTICE OF TENANT’S RESPONSIBILITIES

(Section 146)

Re: Strata Plan *[the registration number of the strata plan]* _____ or *[legal description of development]* _____

Street address of strata lot

Name(s) of tenant(s)

Tenancy commencing

_____ month _____ day _____ year

IMPORTANT NOTICE TO TENANTS:

- 1 Under the *Strata Property Act*, a tenant in a strata corporation must comply with the bylaws and rules of the strata corporation that are in force from time to time (current bylaws and rules attached).
- 2 The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant **must** comply with the changed bylaws and rules.
- 3 If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Date: *[month, day, year]*.

Signature of Landlord, or agent of Landlord:

Address of Landlord, or agent of Landlord:

Signature of Tenant

Signature of Tenant

Change Of Address Recommendations

As a reminder, we have included a list of several places that you should notify of your address change. This will ensure proper continuation of the services listed below:

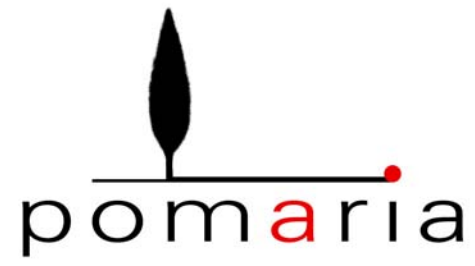
BC Hydro	Call BC Hydro to cancel your present service as of the date you move. Please be aware that you are responsible for hydro in your new home from the date of possession. Call 604.224.9376.
Telus	Call 877.688.9276. A service representative will make arrangements to move your existing telephone service and/or install new service. There is a one-time installation charge payable. It is recommended that your service overlap by one day.
Canada Post	Fill out a "Change of Address" form at any postal outlet. There is a service charge for the first four months and an additional charge for the succeeding four months. This service requires two weeks to initiate.
Banks/RRSPs	Contact customer service at your bank and/or financial institution to notify them of your change of address for all your accounts. It is also important to order new cheques.
Motor Vehicles Branch	Stop by any M.V.B. to notify them of your change of address. They will provide you with a sticker free of charge to affix to the back of your driver's license. All offices are open Monday to Friday from 8:30 a.m. to 4:30 p.m. (except for the Metrotown and Coquitlam Centre Expressways which offer extended hours and are also open on Saturdays).
ICBC	Take your ICBC documents into any ICBC office and an agent will change your address accordingly.
Home/Life Insurance	Contact your policy holder(s) to notify them of your change of address.
Doctor/Dentist Office	Contact your doctor(s) and dentist to ensure proper notification of regular visits.
Credit/Gas Cards	Contact all your credit card accounts and advise them of your address change.
Newspapers	Call 604.605.7381 for The Vancouver Sun or Province. Call 1.800.387.5400 for The Globe and Mail.

- Magazines** Contact all of your magazine subscriptions to notify them of your change of address.
- Shaw Cable** Call Shaw Cable at 604.629.8888 to change your service. There is a flat fee payable to activate or install new outlets.
- Internet Service** **pomaria** is pre-wired for high speed internet access. Contact your provider of choice, Shaw Cable at 604.629.3000 or Telus at 877.688.9276 to change or activate your internet service.

Un-Occupied Suites

If your suite is *not* going to be occupied for a period of more than one month, please ensure that it is inspected on a regular basis for any gas leaks, pipe leaks and/or break-ins.

Please report these or any other problems to Rancho Management Services Ltd.



4 Emergency Preparedness

Emergency Numbers

In case of an emergency, please dial the numbers as follows:

Vancouver Police	911
Non.Emergency	604.717.3321
Granville Community Police	604.717.2920

Ambulance	911
Non.Emergency	604.872.5151

Fire Department	911
Non.Emergency	604.665.6000

BC Hydro	604.520.0888
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BC Gas	604.298.1400
---------------	--------------

Poison Control Centre	604.682.5050
------------------------------	--------------

Fire Emergencies

In case of a fire emergency, it's always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

The building emergency system uses a centralized control panel to activate emergency equipment, alarm bells and lighting.

General Fire Safety Information

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Activate the alarm at the nearest pull station to warn others.
- Notify other residents on the troubled floor of the fire hazard.
- 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.
- Do not use the elevator during a fire.
- Feel doors for heat before opening.
- Do not enter a stairwell 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.
- Dial 911
- Stay calm and state your name and phone number.
- Give the address of the fire: **1455 Howe Street, Vancouver**
- Follow the instructions given by the Fire Department Representative.

Fire Planning

Know how to deal with different types of fire should one occur. Always have a pre-determined plan of action in case of fire.

Equally important is to plan and occasionally practice an escape route for you (and your family) should a fire occur. There will be regular fire safety checks of the fire warning system. This could also be used as a time to practice the drill.

Be sure to establish a meeting place after escape with friends and family.

Know the location of fire extinguishers, fire alarms and fire exits.

Pay attention to children and others requiring assistance. They may panic or become disoriented during the fire.

It's important to keep in mind that fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage but may save lives, including yours.

Extinguishers

There will be at least one **fire extinguisher cabinet** on every floor. To access it, break the glass with the metal bar. This extinguisher can be used on all fires. Carefully read the operating instructions on the side. If possible, you should familiarize yourself with its operations prior to a fire. A good time to do this would be during your practice drill.

It's also recommended that you keep a personal fire extinguisher on hand for your home. This type of extinguisher is small and would be used primarily to fight small kitchen fires. Make sure you purchase a CO2 or dry chemical type as these are the most versatile. Your extinguisher should be checked annually and recharged as required.

Keep your extinguisher in an accessible place and not over an area like the stove.

Always position yourself between the fire and the closest exit.

Fire Prevention

- The best way to fight fires is to prevent them. Here are a few common-sense rules to help reduce the likelihood of a fire. Please use them.
- If you do smoke, ensure that there are plenty of deep ashtrays in the house. Keep them clean.
- **Don't** smoke in bed.
- Keep your stove and oven area 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, don't use it unless under supervision. Have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage than recommended.
- Keep electrical cords visible and out from underneath rugs and furniture. Attempt to install appliances close to their power source. Do not tack down electrical cords with staples.
- It's never advisable to store gas or oil indoors or to store oily rags in a confined space.
- When using storage rooms, don't place items within 2 feet of any sprinkler heads.
- Make certain that exit doors are fully closed behind you. Notify your Property Manager as soon as possible if they don't

Building Fire Protection Equipment

Each home is equipped with a smoke detector and a sprinkler system.

Smoke Detectors

These devices have been installed throughout the building. Each home has one installed in their suite. These alarms are electrically operated. There is no battery. They're wired directly to your electrical panel.

Occasionally, verify that the alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. It's visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high-pitched squeal will be audible.

Activation of this alarm doesn't affect the building emergency system. It is not linked to any other alarm outside your home.

Sprinklers

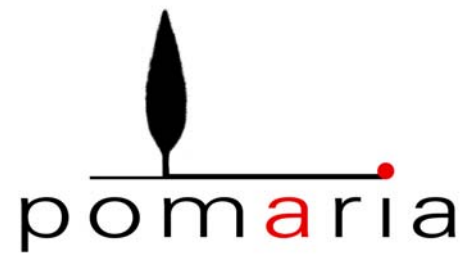
Your home and the common area are equipped with heat-activated fire sprinklers. The heads are activated at approximately 160°C. This is a closed system, independent of the domestic water supply to your home. There is a constant pressure on the system. Should the pressure fall, the building alarms will sound.

The sprinkler heads are localized. That is, only the head in the affected area of your home will release. The sprinkler system can only be shut down by the fire department.

Caution: The heads can be activated by inadvertently knocking the head. Be especially careful when moving furniture, tall objects or when working in confined spaces such as closets. Activation of a sprinkler head will release a flood of water at high pressure, which may result in damage not only to your condominium unit but to other condominium units in the building. In the event that you see a problem with the sprinkler system in your suite, DO NOT touch it, contact the property manager immediately.

In-Suite Building Alarm

For additional protection, a second alarm is installed in your home. This alarm is activated by the building fire protection system. If this alarm should sound, a high-pitched squeal, vacate the building immediately. Follow the fire safety routes located at the elevators.



5 Things Everyone Wants to Know

[pomaria 101]

Things You Need To Know

From time to time, you may have questions about how things work. Refer to these frequently asked questions and answers.

Can I barbeque at pomaria?

Yes. You may have a barbeque, subject to the Strata Corporation bylaws. It is important that you keep your BBQ far away from the building exterior.

How do I access the building?

There is one main lobby entrance for pomaria. Residents can access the main lobby using their fobs via the entrance on Howe Street or the lane. Visitors must use the enterphone system before they can enter the building.

Use caution when entering the building, ensuring that nobody has followed you.

How does the enterphone system work?

The door entry system operates with your existing telephone. Your guest simply dials your code number and selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When answered, you'll be in communication with your guest.

To unlock the main door, dial the digit "9" from your telephone. To refuse entry, simply hang up your phone.

Call waiting feature

While engaged in a conversation with an outside line, a distinct tone will be heard when a visitor places a call. Flash the hook switch to answer the call. This action will automatically put the outside call "on hold" while online; you can open the main door by dialing the digit "9" or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous call to continue your conversation.

In a similar manner, you can answer your outside caller while talking to a guest in the lobby.

Please note: You can't put your guest "on hold" due to a system allowable talk time limit (normally 60 seconds).

Where do I dispose of garbage?

There is a refuse room located on level P1 off the elevator lobby, where residents may take recyclable and non-recyclable household refuse.

All garbage must be bagged and securely tied. The building management will arrange for refuse to be collected on a regular basis. All cardboard must be flattened prior to recycling. Please do not put any recyclable items in the garbage.

Where do I dispose of other types of garbage?

You are responsible for disposing of non-household waste. DO NOT leave old mattresses, appliances, fixtures or other large items in the refuse area.

Vancouver residents can drop off spring mattresses and box springs free of charge at the Vancouver landfill. Mattresses dropped at the Landfill are stripped and the metal springs are recycled. Residents may also drop off mattresses at the Vancouver Transfer Station at 377 West Kent Ave North; however, these mattresses are considered garbage items and a dumping fee will apply. Call 604.323.7737.

The following appliances may be dropped off free of charge at the Vancouver Landfill or at the Main Recycling Depot (377 West Kent Avenue North): refrigerators, freezers, stoves, dishwashers, washers, dryers and microwaves. The City will accept up to 3 appliances per day per hauler. Please note that customers are responsible for off-loading items brought to the Landfill and Transfer Station. There are no available staff to assist.

Customers wanting to have their old appliance or mattress picked up should consult the yellow pages under "Rubbish Removal" or contact one of the local Charity or Service Organizations. See the numbers of local Charities in section two. A few of these organizations will pick up used mattresses/box springs and appliance provided they are in good condition.

What do I do with paint and other hazardous materials?

Do not put paint, solvents, motor oil, pesticides, batteries, or any other hazardous waste in with the garbage or your recycling.

To find out where you can safely dispose of these materials contact the Recycling Council of BC Hotline at 604.732.9253.

What are all these keys for?

You will receive 2 sets of keys for your home and common area and one key for your mailbox. You will also receive 2 fobs, which provide access to the building, gym, lounge and the parkade. Owners are encouraged to change their suite entry locks after move in.

When ownership of the suite changes, the keys must be given to the new owner.

Please note, the Strata Corporation is not responsible for access to suites. Any owner wishing to re-key their suite locks may do so and no permission from the Strata Corporation is necessary.

How do I obtain additional key or fobs?

If you need additional keys for your suite, it is your responsibility to have keys cut. If you need additional keys to the common area or Fobs you should contact the Property Management Company. There is a fee for additional keys and fobs.

What if I lose my fob?

If you lose your fob you should contact the Property Manager as soon as possible. Although the Property Manager will have the serial number, it may be wise to keep a record of any serial numbers that appear on the fob. The Property Manager will collect a fee for any additional or replacement fobs.

What happens if I want to lease/rent my suite?

If the suite you purchased is for investment purposes and it will be leased out, a Declaration of Unit Rental Form must be signed by your tenant and forwarded to the Property Manager. You may obtain a Declaration of Unit Rental Form from Section Three.

Please ensure a copy of the Home Owner's Manual is provided to your tenants together with the Bylaws and Rules of the Strata Corporation.

Where do I get my mail?

For Suites *201 through to 2902*, the mailing address for pomaria is:

1455 Howe Street, Vancouver, BC, V6Z 1C2

For *Townhomes*, the mailing address is:

1437–1473 Howe Street (odd) and
804–810 Pacific Street (even)

Ensure that you include your suite number on all accounts and correspondence.

How do I arrange for postal delivery?

Be sure to let Canada Post know that you are moving. Your mail can be redirected for 6 months for a fee of approximately \$35.00 + GST. This service can be extended for an additional charge. See your local post office for details on the relocation services.

Change of address cards are available free of charge from any Canada Post outlet.

To whom do I pay my condominium fees?

Each resident is required to pay Strata fees on the first of each month and is payable to Strata Corp No. _____ . The Strata Corporation handles the administration of strata fees. For more information, refer to Section Three.

How does the building security system work?

pomaria owners are able to control and monitor who enters the premises. Movement into the main lobby and parking area is by your permission only. Fobs are programmed by the Property Manager to permit access to your floor only.

How do I gain access to the gym and lounge?

The Lounge is located on the main floor behind the concierge desk. The Gym is located on the 2nd floor. You will need your fob to gain access to both areas. The gym will be accessible from 6:00 am to 11 pm daily. Please note that the Strata Corporation may change these hours at a future date. The hours of operation for the Lounge will be determined by the Strata Corporation after the AGM.

How do we book the guest suite or the lounge?

You will need to contact the concierge tel: 604.669.5162 in order to book the Lounge or the Guest Suite. The guest suite has been furnished but you will be required to supply your own linens. The cost and booking dates for the guest suite will be finalised after the first AGM of the Strata Corporation.

Are pets allowed in the building?

Yes, pets are allowed in pomaria, although the Strata Corporation may choose to have restrictions on the number and size of your pet.

How do I access the underground parking?

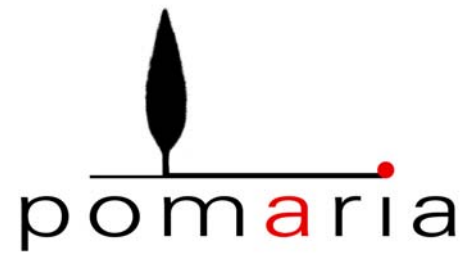
The entrance to the underground parking is located off the lane.

Where is visitor parking?

Visitor parking stalls are located on P0 and there is one handicap accessible stall (#42) is on P1. The Strata Corporation will set a procedural policy at the A.G.M. regarding visitor parking.

What about my bicycle?

There are bike storage areas on the lobby level and P1.



6 Condominium Living

[Neighbours]

Condominium Living

Property Designation

Common Property

Common Property is defined as that area of **pomaria** that *all* homeowners have access to. It is, generally, those areas that all owners/residents use (i.e., hallways, parking area, etc.) or every part of the property that isn't otherwise designated as a strata lot as shown on the strata plans. Every owner owns a pro-rata share of the common property and is responsible for the necessary maintenance.

Limited Common Property

Limited Common Property (LCP) is the common property that is designated on the strata plans as being for the exclusive use of one or more owner/residents. At **pomaria**, the balcony or patio for a strata lot is designated as LCP. These areas are sketched and dimensioned on the strata plan filed in the Land Titles Office. Although LCP is designated for the exclusive use of the homeowner, it is subject to the right of ingress and egress for members, employees and agents of the Strata Corporation in cases of emergency or where it provides access to other common areas.

Strata Lot

Your Strata Lot is that area shown as such on the strata plan filed in the Land Title Office. The boundary of this area with another strata lot or with common property is the centre line of the floor, wall or ceiling as the case may be. Each person is individually responsible for everything inside these boundaries. Exterior doors and windows, however, may be the exception and remain the responsibility of the homeowner.

Strata Corporation

Organization

The Strata Corporation is the body made up of all the owners at **pomaria**. The Strata Corporation will elect a small "Executive" from its members referred to as the Strata Council. The Strata Council carries out the mandate of the Strata Corporation and is charged with the responsibility of organizing and operating **pomaria** with the assistance of professional property managers. They will usually enforce the by-laws, award maintenance contracts, and assure payment of corporation bills. **Qualex-Landmark Projects Inc.** as the developer has appointed **Rancho Management Services Ltd.** as the Property Manager. They will call the first meeting of the Strata Corporation, being the first Annual General Meeting, sometime in the coming months when one of two conditions is met: either the building is 50% in possession of homeowners or nine (9) months has elapsed from substantial completion of the building. Until that time, **Qualex-Landmark Projects Inc.** will act as the Strata Council with the assistance of **Rancho Management Services Ltd.**

Maintenance Fees

As you are aware, part of living in a strata corporation requires the payment of maintenance fees. These fees are based on unit entitlement – that is, they are assessed pro-rata based on

the habitable square footage of your unit plus any area designated for the exclusive use of that strata lot as it relates to the total square footage of all the units and areas designated as exclusive use. Maintenance fees are payable on the first day of each and every month, in advance, to the Strata Corporation so that they in turn can pay all the bills relating to the operation of **pomaria**. The fees are usually paid by post-dated cheque and are made payable to the strata plan, care of your property management company. When submitting any payment, ensure that the Strata Plan Number, unit number and the strata lot number are clearly identified on the back of your cheque so that it's credited to the correct account. You will be receiving an information package from Rancho Management Services Ltd. that provides specific details and instructions for this process.

By-Laws

The by-laws and rules and regulations of a Strata Corporation determine the rules of conduct by which each owner/resident in **pomaria** must abide. Once you take over control of the Strata Corporation, they may enact new by-laws or vary the existing by-laws, provided that they meet the requirements of the *Strata Property Act of B.C.*

If there are by-law violations, fines can be levied against the individual strata lots by the Strata Council. Please refer to the Disclosure Statement for the applicable by-laws for **pomaria**.

Insurance

Condominium (Strata) Insurance: Generally, the insurance coverage provided by the Strata Corporation will replace or repair items that are damaged and were included in the original specifications by the builder/developer. This will include such items as the building and its components, carpets or a dishwasher.

Household (Contents) Insurance: You need to have insurance coverage for your personal possessions.

Note:

We strongly recommend that you contact your own insurance agent of the Strata Corporation's agent to clarify any questions regarding insurance and the coverage provided.

Sound Transfer

We've constructed your building and, ultimately, your home to meet or exceed the code requirements for Sound Transmission. As we strive to eliminate more and more White Noise, we lose the masking effect that it has on Impact Noise. Impact Noise cannot be eliminated. There are some things that residents of **pomaria** can do as good neighbours to help reduce the frequency and level of Impact Noise being created.

When closing doors or windows, refrain from closing them hard or with a bang. If you assist them in closing, you can control the severity with which the doors will impact their frames and thereby effectively reduce the vibration that will be transmitted throughout the building.

Wearing soft-soled slippers or shoes will cushion the impact (footfall).

Common Area Finishes

Building Security

Smart Tek and **Qualex-Landmark Projects Inc.** have worked together to bring **pomaria** a state-of-the-art access and visitor entry system for your use.

Access Control System

The access system secures the common area doors for the building, including the lobby, elevator, parkade door and overhead gate. If a resident loses a Fob, or one is stolen, it can be deleted from the system and simply replaced with another one. These devices are then useless to anyone finding it or trying to use it.

Overhead Gates

While approaching these gates, simply press the transmitter button and the gate will open, allowing passage into the parkade areas. The residential overhead gate (two gates) will require the use of your transmitter 24 hours a day.

Lobby And Parkade Doors

You can gain access through the front or rear lobbies and parkade doors with their key fobs. By simply showing the touch key (keyfob) at the card reader locations within 2" to 3", access will be granted through the door for a timed period.

Elevator Cabs

You must use your keyfob to allow you access to your specific floor. Please note that your keyfob will only work for your floor. If you live on the 10th floor, you can't access the 15th floor and vice versa. The lobby is always accessible from the elevator; therefore your visitors don't need to be walked out of the building when they leave. **Never force open an elevator door. For moving purposes, please contact the concierge to book the elevator.**

* Floors 2 and 3 are open to everyone in order to gain access to the gym and guest suite.

Video Entry Surveillance System

The installation of CCTV cameras located at the front and rear lobby panels enables you to see who's calling and view both lobbies. There are also three more cameras distributed throughout the building. The images are transmitted through the Cablevision Distribution System onto each suite TV on Channel 59.

Telephone Entry System

Resident Operating Instructions

The door entry system operates with your existing telephone. Your guest simply dials your code number or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When answered, you'll be in communication with your guest.

To unlock the main door, dial the digit "9" from your telephone. To refuse entry, simply hang up the phone.

Call Waiting Feature

While engaged in a conversation with an outside line, a distinct tone will be heard when a visitor places a call. Flash the hook switch to answer the call. This action will automatically put the outside call "on hold" while online; you can open the main door by dialling the digit "9" or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous call to continue your conversation.

In a similar manner, you can answer your outside caller while talking to a guest in the lobby. **Please note:** You can't put your guest "on hold" due to a system allowable talk time limit (normally 60 seconds).

Exterior Finishes

The exterior of your home is the responsibility of the Strata Council and your Property Manager to clean and maintain. However, there are some things that you can do to help maintain the exterior of your building.

Caulking

Caulking is used in various locations on the exterior of the building. In some cases, it's used for aesthetic reasons, however, its main purpose is to prevent water from penetrating the building envelope. Should the caulking show signs of shrinkage and/or gaps, **it should be reported to the Strata Council.**

Deck Drains And Scuppers

Scuppers project out from the building and direct water off of a roof or deck to a downspout. It's the responsibility of each owner to ensure that deck drains or scuppers are kept clear of debris. A blockage can cause serious problems with water ingress into the building interior. This will not be covered under our Building Envelope Warranty.

Concrete

Concrete is susceptible to shrinkage if it dries. Hairline cracks will appear – this is normal. If the crack is more than 3 mm, please notify your Property Manager or a Strata Council member of your concern. We'll review the crack with them.

De-icing chemicals can damage the concrete and cause it to spall (pieces of the surface lift off). This will void the warranties. Other alternatives should be found for problem areas. Some types of fertilizers or sand may be used.

Masonry

Efflorescence is whitish powder-like substance that may appear on the surface of concrete and clay products (i.e., bricks). It doesn't affect the integrity or the performance of the product.

As the concrete product dries some of the calcium oxide will convert to calcium hydroxide. This is soluble in water and will migrate to the surface. On the surface, a chemical reaction occurs between the calcium hydroxide, water and carbon dioxide from the air to form water-insoluble calcium carbonate (efflorescence). A chemical reaction will continue to occur between the calcium carbonate, water and carbon dioxide to form water soluble calcium bicarbonate. In

most cases, the efflorescence can be removed with a brush. If there is a residue that remains, a product called "Mineral Spirits", available at stone suppliers, will aid in the removal.

Balconies and Terraces

Homeowners are responsible for keeping balcony areas swept and clear of debris.

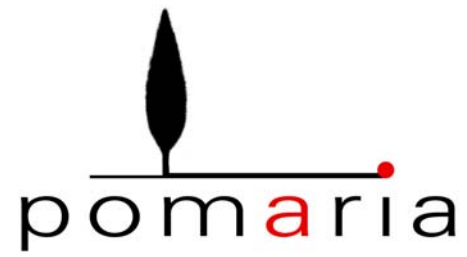
Algae Build-Up

In an effort to maintain your balcony's appearance and longevity, we suggest that you clean off any algae, which may appear over time. Use a light bleach solution to remove algae from the railings of your balcony. Ensure that you wear rubber gloves when cleaning your balcony.

Light bleach solution

	<i>metric</i>	<i>imperial</i>
Warm Water	3.3L	3 quarts
Liquid Bleach	1.1L	1 quart
Trisodium Phosphate (T.S.P.)	150 ml	$\frac{2}{3}$ cup
Liquid detergent (phosphate free)	150 ml	$\frac{2}{3}$ cup

If you are using this solution near plants, please spray the plant with clear water. Excess formula may be stored in a plastic container for future use.



7 Mechanical Equipment

[How does this work?]

Electrical

Your home has its own electrical service panel with separate circuits that service different appliance plugs and lights.

Breakers control the circuits. They serve the same function as fuses did in older homes, but they're much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated by an overload on the electrical system. Each breaker will operate an appliance, lights and plugs, or a specific outlet.

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

Resetting Breakers

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breaker being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again.

Finding Your Circuit Pattern

If your panel labeling is incomplete, it's possible to determine what each breaker does control. At the panel, turn one breaker to the "off" position. Check to see exactly which light(s), plug(s) or appliance is disconnected. Note this on the panel label beside the corresponding breaker number. Repeat this operation until all the breakers are labelled.

Short Circuits

If a breaker disconnects, follow these steps:

- Unplug the appliance you suspect caused the problem
- Reset the breaker
- Check other appliances for frayed or broken wiring if the breaker disconnects again
- Disconnect the appliance in question and try it in another circuit
- If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem
- Reset the breakers
- If the problem persists, have a qualified electrician inspect the electrical system

Don't use a faulty circuit until a qualified electrician has inspected it, determined the problem, and corrected it.

Switch-Activated Outlets

There are, of course, switches that control ceiling and wall lighting. We've also included some switches that will control half of an electrical wall outlet. This will enable you to plug in a lamp (i.e., turn a lamp on and switch it off and on using the wall switch).

Kitchen Counter Plugs

The plugs have been split into two halves. The top plug is on one circuit and the bottom plug is on another. This allows you to plug in two high-draw appliances like a toaster and a kettle into what appears to be the same outlet but is actually two different circuits.

Ground Fault Circuit Interrupter (Gfci)

These plugs are installed in areas of the home where water and electricity could be mixed (i.e., a bathroom). The GFCI will protect you against hazardous electrical shock. You may still feel a shock, but the GFCI should cut off the power quickly enough so that a person in normal health should not receive serious injury. Infants and small children may still be affected.

Testing

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

- Plug in an appliance like a hair dryer and turn it on.
- Push the TEST button.
- This will cause the RESET button to pop out and turn the power off.
- If the power remains on or the RESET button does not pop out, turn off the breaker and have the plug checked by a qualified electrician. DO NOT ATTEMPT TO OPERATE AN APPLIANCE IN THIS OUTLET IN THIS CONDITION.
- If the power is off and the RESET button has popped out, push in the RESET button and power will be restored.
- If the GFCI fails to reset, do not use the plug and call a qualified electrician.

If the GFCI trips, follow steps 5 and 6.

Smoke Detectors

Smoke detectors are provided in accordance with the Building Codes. They are electrically operated, not battery. In the event of a false alarm, shut off the circuit breaker in your electrical panel. Clear the room of any smoke by opening windows. The circuit breaker must be turned back on as the alarm is tied in with some of the house lighting and plugs. This will ensure that the power isn't off for a long period of time. To help ensure that dust particles don't inhibit the performance and function of the alarm, vacuum the contacts by periodically holding the vacuum nozzle to the grille of the smoke detector.

Appliances

Please read the manuals that were provided with each appliance. Familiarize yourself with the operation of the appliance and follow the instructions for its care. For easy reference, we recommend that you store your appliance manuals in the plastic inserts provided in Section Fourteen of this binder.

Plumbing

If you ever notice dampness or a growing discoloration on any walls or ceiling, please notify your Resident Manager or Property Manager if it is after hours. You can find this phone numbers in section Three.

Shut-Off Valves

Each suite has a hot and cold valve used to isolate the water line from the building water supply. Beneath the sink in the kitchen, there's a shut-off for the hot and cold water supply. Additionally, there are shut-offs located in the laundry area and behind each toilet in an emergency situation (i.e., a water leak). To minimize damage, turn the valve off to the affected line. If the flow of water can't be stopped, the water will have to be turned off by the building maintenance staff at the main water supply riser.

Main plumbing shut-off valve located at the manifold usually found in the heat pump closet.

Outside Taps

Some homes may have exterior hose bibs installed. During the winter months, the line should be properly isolated or drained.

Frost-Free Hose Bib

Simply turn the valve off and remove the garden hose. Store the hose inside. When the valve is turned off, it actually shuts the water off inside your home. The valve stem is approximately 10" to 12" long.

If there's an exterior tap on your patio, familiarize yourself with the type of hose bib installed and remember to winterize it before freezing weather sets in.

Interior Environment Controls

There are three components to consider when creating a comfortable and healthy indoor environment: Temperature, Ventilation and Humidity. Achieving the proper balance between these three variables is a matter of building design, construction materials and personal environment.

Design

pomaria is designed to provide flexible climate controls to each home. For common areas such as halls and lobbies, there is a central air supply that also provides heat when required. In addition, there are also some small area-specific heaters. All other environmental systems are controlled by individual owners and service only their homes.

Construction

During the building process, a variety of materials and techniques are used to create a building that is well protected from the outside environment. Weather sealing and insulation are used extensively to make your home dry and energy efficient. However beneficial in many other ways, we have all come to learn that a tightly sealed building does have its drawbacks. Poor ventilation and internal humidity buildup can be both unpleasant and unhealthy as well damaging to the building. To counteract these potential problems, your home has been equipped with features for you to use in creating your ideal interior climate.

Humidity

The greater the difference between indoor and outdoor temperature, the more readily condensation will occur. Therefore, as the outside temperature drops, it becomes increasingly important to control the level of humidity inside.

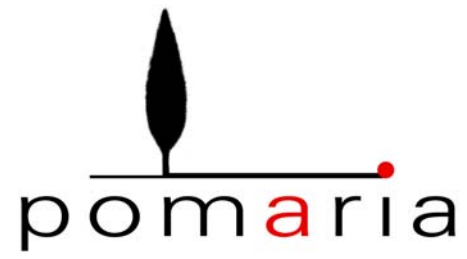
Located either in your storage room or hall closet, there is a device which automatically controls the bathroom fan. By turning the dial, you can determine the relative humidity inside your home. As this device uses the bathroom fan exclusively, you may want to leave the bathroom door open to enable the system to work at its best. The manual switch in the bathroom also controls the same fan.

If there's a humidity build-up inside your home (condensation on windows and a general dampness), open windows at either end of the home for 5 to 10 minutes each day until the problem is resolved.

Note: If you have hardwood floors, you will have to pay particular attention to the humidity levels as often the manufactures recommend humidity levels of up to 40%. This is unachievable in cold conditions of -15°C and colder without experiencing moisture build up on the lower windows and frames. If there is a long period of very cold temperatures, it is recommended that humidifiers be turned down to 20%.

Security

Smart Tek Security has done the pre-wiring of the alarm system in your home and would be pleased to discuss your security requirements with you.



8 Care & Maintenance of Finishes & Hardware

[Keeping it Beautiful]

Care And Maintenance

Generally speaking, we don't recommend using abrasive cleansers or solvents for cleaning any surface in your home.

Countertops

Your Kitchen and Bathroom countertops are made of either Granite or man-made stone. Granite, which is crystalline in its structure, always has tiny pits – spaces between the various mineral crystals. Granite sometimes has natural fissures as well, which may look like cracks, but are not structural defects and are a naturally occurring result of the immense heat and pressure which formed the granite eons ago. These characteristics are part of the natural beauty of stone and will not impair the function or durability of the material. It is not uncommon to find tiny fossils within the stone surface. A product of nature cannot be expected to look man made.

All hard surface materials are susceptible to staining and care should be given when placing products on your countertops. We strongly recommend that you quickly wipe spills of acidic liquids such as wine, lemon juice, vinegar and chemicals products. Flush immediately with water.

Please note that countertops are not to be used as a cutting board or ashtray. Never cut anything directly on the countertop because the knife will dent or nick the surface.

Your countertops should be protected from hot irons as well as hot pots, pans or baking dishes. It is the homeowner's responsibility to keep heavy objects off countertops to prevent damage. As well, do not stand, kneel or sit on countertops. We also highly recommend that you apply a teflon based grout sealer, commonly available at building supply stores, to your stone counters.

Please note that the builder is not responsible for staining of Granite, Marble or Laminate surfaces.

Cabinets

Your Kitchen and Bathroom cabinets are made of limed oak (except penthouses). There can be a slight variation in the stain from cabinet to cabinet. For example, a particular drawer may seem a shade lighter or darker than the next.

Glass Shower Tiles

Should be wiped down after each shower. While the grout used in your bathrooms has built-in sealer, we highly recommend that you apply a teflon based grout sealer, commonly available at building supply stores. This product will have to be applied twice a year. Some separation in the grout lines may occur. Cracks can be filled using a pre-mixed grout purchased from a tile or hardware shop.

Bathtub

To prolong the life of bathtubs follow these precautions:

- Do not use bathtubs to hold paint cans, trash, or tools. When you are painting walls and ceilings or otherwise redecorating, cover bathroom fixtures.
- Do not step in a tub with shoes on for any reason.
- Do not use bathtubs as receptacles for photographic or developing solutions. Chemical stains are extremely difficult to remove.

Although durable, your bathtub is not indestructible. Once damage has occurred, it cannot be completely undone.

Cleaning:

Use a soft cloth to wipe the product dry after each use. Your bathtub can be dulled or stained within a short time through excessive use of strong abrasive cleaners. Many household cleaners are abrasive and should be avoided. Baking soda is non-abrasive.

Hardwood Floors:

Preventative Maintenance:

- Use mats at all exterior doors, both inside and outside. This will trap the dirt, grit, and sand that act as abrasives on the floor. For interior mats, ensure that the backing on the mats is rubberized and a mesh-type that "breathe". Do not use any kind of underlay like that found under wall-to-wall carpet.
- In the kitchen, use a cloth (preferably cotton) throw mat below the sink to absorb spills.
- Affix felt pads to the bottom of any furniture legs in contact with the floor and be sure to check the pads regularly for embedded grit.
- If castors are used on a piece of furniture, use barrel type castors or grey non-marking rubber castors – avoid plastic castors as they will mark the floor.
- Check high-heeled shoes for wearing on the protective cap. The steel support rod in the heel will dent even concrete. It is preferable if street shoes are not worn on the floors, as dirt, grit, sand can be lodged in the treads and therefore transfers to the floors causing scratching or marking.

To clean your hardwood floors:

- Vacuum the floor regularly. One of the most common causes of scratches in the finish is the presence of surface dirt and grit. Use the soft-brush attachment, and avoid the “beater-brush” type of vacuums, such as uprights, as the motion could mark the finish. A dust mop is also a good way to remove dust and dirt from the floors.
- Immediately wipe up any spills – a slightly damp cloth may be used, followed by a dry cloth.
- Use a proper hardwood floor cleaner on a regular basis – NEVER use cheaper supermarket alternatives such as Murphy’s Oil Soap as this type of cleaner will leave an oily film on the floor that actually attracts dirt and could prevent the application of subsequent coats of finish to the floor. The traditional household remedy of water and vinegar is not recommended as it has been found to prematurely dull the finish.
- Purchase hardwood floor cleaner in a spray bottle. The floor should be lightly sprayed, a small area at a time, then immediately wiped with a clean dry cloth. The process is very similar to cleaning your windows with Windex: mist with cleaner and wipe dry. Do **not** pour cleaner into a bucket and mop the floor as this is totally unnecessary and will expose the wood to an excessive amount of water. Even with the strongest finish, wood is still porous and breathes through the finish.
- Do not wax your floors if they were finished with acrylic or polyurethane finishes as this will prevent bonding of future coats of finish during the renovation process and a complete re-sanding will be required.

Some additional points:

- Maintain stable levels of humidity and ventilation to prevent excessive wood shrinkage during seasonal changes. It is perfectly normal to experience minor gaps between flooring strips during the heating season in most areas of North America. These gaps should contract and disappear during the summer months when humidity levels rise. Gaps that do not close can be cosmetically masked with coloured wood filler to suit your floor, and can be applied as needed. Clients interested in minimizing seasonal gaps and avoiding splitting of veneer in low humidity areas should use humidifiers and maintain humidity between 55% and 65%.

Hardware

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

Taps

Clean with clear water and dry with a soft cloth. Don't use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

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 the variation in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the main shut off valve.

Stainless Steel Sinks

Stainless steel sinks can be cleaned with a mild abrasive such as Vim™. **Avoid scouring pads** as they'll leave small bits of metal in the sink and will cause rust spots to show. The sink won't rust.

Weather Stripping

Weather stripping on exterior doors and windows will not provide an airtight seal. At the intersection of doors where there is a side weather stripping and a bottom door sweep, there will be a small gap. This cannot be avoided.

Caulking And Sealants

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around a 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.

A clear liquid silicone sealer should be applied to the grout joints of tub or shower enclosure 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 product. Follow the manufacturer's recommendations for application.

It is the responsibility of the suite owner to remind the Condominium Corporation to inspect and maintenance of the outside caulking.

Appliances

All appliances included with your home have been checked to ensure that they are in working order. Operational manuals are provided for your appliances. Read all instruction literature carefully and mail any postcards necessary to record warranties. Follow the appliance operating procedures recommended by the manufacturer. If difficulties arise, please contact local service agents.

Dishwasher (GE Monogram)

Load properly following manual suggestions. Use only dishwasher detergent in recommended amounts. Do not put any other cleaning compound inside dishwasher, as suds may interfere with dishwashing action. Periodically check object traps and wash arms for blockages. To clean the exterior of the dishwasher, sprinkle some baking soda on a damp sponge or nylon scrubber and rub off any caked-on grime.

Refrigerator (Subzero)

Keep your refrigerator and freezer clean to prevent odour build-up. Wipe up any spills immediately and clean both sections at least twice a year. Never use metallic scouring pads, brushes, abrasive cleaners or strong alkaline solutions on any surface. Do not wash any removable parts in a dishwasher. Always unplug the electrical power cord from the wall outlet before cleaning.

Gas Cook Top (GE Monogram)

Abrasive cleaners are hard on the exterior stainless steel finish of the cook top and should be avoided. Do not use aluminum foil to line any part of the cook top.

Use warm water and soap to clean the outside of the range

Wall Oven (GE Monogram)

Before using Self Clean, be sure to remove the racks, please refer to the manual for full instructions

In the event of abnormal noise or abnormal overheating of your appliance, immediately stop using the appliance and consult the appliance manual.

Hood Fan (Faber Crystal)

For best results, start the rangehood several minutes before cooking to develop proper airflow. Allow the unit to run for several minutes after cooking to clear all the smoke and odours from the kitchen.

Cleaning: The metal grease filter should be cleaned frequently in hot detergent solution or placed in the dishwasher. Clean exterior surfaces with hot soapy water. Using abrasive and scouring agents can scratch the surface

Microwave (GE Profile)

To clean your microwave oven, mix together 2 Tbsp. of lemon juice or vinegar (or half a lemon) and 2 cups of water in a 4 cup glass microwave safe bowl. Microwave on HIGH for two to three

minutes. Carefully remove the bowl and wipe the microwave with paper towels. Repeat as necessary.

In-Sink Disposal (Ge Profile)

Run cold water through it before, during and after emulsification. The water before and after helps flush the lines. Avoid greases as they may build up in the trap in your drain and cause blockage. Fibrous foods such as celery, and artichokes will jam under the pivots and cause them to stick. To help clean the appliance, place 2-4 ice cubes in the disposal, every 1-2 months, and turn it on. If the disposal fails to come on, check to make sure that the thermal protector has not tripped. There is a small reset button located on the side or bottom of the unit – push it in.

Washer/Dryer (GE Front Loading)

Clean the washer/dryer exterior with mild soap and water. Never use harsh, gritty or abrasive cleansers. Remove glue residue from tape or labels with a mixture of warm water and mild detergent. Or, touch residue with the sticky side of the tape or label. Clean the dryer lint screen after every load. Lint build-up in the screen restricts airflow, which causes longer drying times.

The exterior louvers or grilles for the unit dryers must be cleaned annually. In addition, the Condominium Corporation must advise all homeowners of the importance to cleaning the dryer lint traps after every use. Failure to do so may create a fire hazard.

It is the responsibility of the condominium owner to clean the dryer vent on a regular basis.

Alarm System (if installed)

Please familiarize yourself with the alarm system operations by reviewing the operational manual. Periodic testing may be recommended.

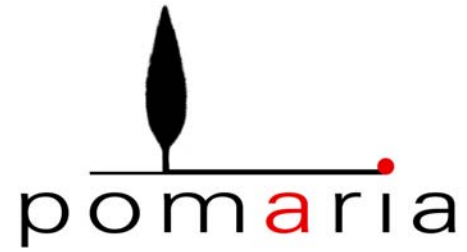
Landscaping

(This section only applies to the Townhomes, Penthouses)

When installing flowerbeds be careful not to interfere with the drainage system. Ensure that flowerbeds are graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall cladding. Never allow soil or gravel to come in contact with untreated wood materials or the exterior finishes of the building.

Trees and shrubs should be kept clear of the buildings. Deep rooted plants or trees could interfere with the performance of the perimeter drainage system or slab drainage system.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in; however, never raise the soil above the level of the base of the trunk as this will kill the tree.



9 Colour Scheme and Trade List

[What's what and who's who]

Finishes And Colour Specifications

Interior Paint

General Paint

Walls: 28—035 Tradesman Eggshell MPI # 44 (General Paint)

Trim: 58—020 HP 2000 Semi gloss MPI #141 (General Paint)

Limed Oak Interior Cabinetry

Benson Industries Limited 250.652.4417

Light Scheme: Wheat Stain

Dark Scheme: Dark Stain

Porcelain Floor Tile (12X24)

Southland Tiles Inc 604.875.0883

Light Scheme: Canapa

Dark Scheme: Wenge

Hardwood Flooring

European Touch Hardwood Floors Inc. 604.325.7001

Light Scheme: Birch with light stain

Dark Scheme: Ash with dark stain

Wool Carpeting

Tuftmaster Carpets (Supplied by Wes Friesen) 604.299.0146

Light Scheme: Paragon Twist Travertine

Dark Scheme: Paragon Twist Flannel

Kitchen Countertops

Southland Tiles Inc 604.875.0883

Light Scheme: Gobi (White) Granite

Dark Scheme: Nero Assoluto Granite

Bathroom Countertops

Southland Tiles Inc 604.875.0883

Light Scheme: VM Beige (beige limestone)

Dark Scheme: Nero Assoluto Granite

Window Roller Shades (white)

Levolor 800.268.2142

Doors and Door Hardware

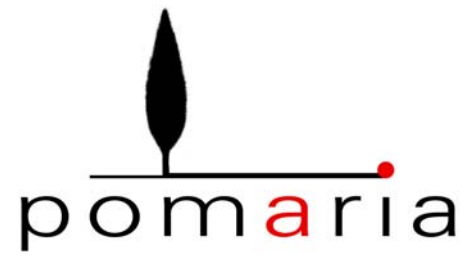
McGregor and Thompson Hardware 604.253.8252

Faucets

Grohe Canada 905.271.2929

Appliances

Please refer to specific appliance manual.



10 Warranty Information

[Who do I call to fix this?]

The First Year in Your New Home

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

Why is maintenance required?

No home is maintenance free. All building components have a design service life. The life of a component is affected by the environmental conditions it exists in, and by installation, operating and maintenance procedures. As a result, all components of a building require regular inspections and scheduled maintenance to maximize their performance and durability, thus maximizing their service life.

Throughout the first year, the building will generally experience some settlement/shrinkage of the building components which normally results in minor cracking in the drywall, ceramic tiles or other cosmetic flaws. Floor squeaks may also occur and doors may rub against their frames. It is a good idea to deal with these items towards the end of the first year of occupancy for the individual unit and the 15-month allowance period for the Common Property to allow for the majority of the settlement to occur.

For the first year, your new home is covered by our comprehensive warranty as set out in your New Home Warranty policy and is supported by Travelers Guarantee Company of Canada. Individual unit owner concerns pertaining to the interior of their residences are the responsibility of each individual owner(s). For warranty issues, the owner forwards any concerns in writing to Qualex-Landmark Projects Inc. using a Service Request form.

Construction Inspection

In addition to our own quality control inspections, architects, city inspectors and other consultants have inspected the building throughout the construction process to ensure that all work has been completed with care and according to specifications.

Pre-Occupancy Inspection

You and a representative of Qualex Landmark Projects Inc. will have carried out your pre-occupancy home inspection. At this time, any items needing repair would have been identified and listed on the Pre-Occupancy Inspection Form and signed by both parties. These items will be rectified before or after your move-in date.

Should the work not be completed prior to your move-in date, we ask your assistance in granting us access to your suite when the appropriate tradespeople are available on site to carry out the work. Some jobs may take longer than others to complete, so your patience is requested. Materials may have to be ordered or the subcontractors may need to schedule a number of jobs at the same time.

One-Year Service Request

Towards the end of the first year of your One-Year Workmanship and Materials Warranty, as set out in your warranty coverage, we request that you document any concerns you may have in writing and forward them to **Qualex-Landmark Projects Inc.** Please use one of the "One

Year Service Request Forms” provided at the back of this section. A representative of our company will review your concerns with you during regular business hours and arrange to have repairs or adjustments made as required under the terms of the Residential Warranty package provided by Travelers Guarantee Company of Canada (formerly London Guarantee).

Emergencies

For a ***Building Emergency*** or an ***In-suite Emergency***, please contact your Property Manager as noted in Section Three.

Unless service is of an emergency nature, please do not give service requests to Construction Personnel. These requests may go astray, and we will be better able to service your request if all service requests are made in writing and faxed directly to Qualex-Landmark Projects Inc. at 604.683.6672. This will enable us to follow up on your requests in a timely manner.

Warranty Information

Defects – Latent

This is a defect in the construction of the residential unit that, with prudent and reasonable inspection, was not revealed at the time of possession or has occurred after the occupancy (e.g., a door binding).

Defects – Patent

This is a defect in the construction of the residential unit that was, at the date of possession, plainly visible or that could have been discovered by prudent and reasonable inspection, but excludes items disclosed on the Pre-Occupancy Inspection Certificate. There are no warranties that cover this type of defect. An example of this type of defect is a broken window.

Items Not Considered As Defects In Workmanship Or Materials

- Defects in materials, appliances, design and workmanship supplied by the Purchaser
- Normal cracks in plaster, paint, drywall, masonry, walls and concrete
- Normal shrinkage or warping of materials
- Defects arising from normal wear and tear or improper or inadequate maintenance by the Purchaser including damage caused by or resulting from, dampness or condensation due to failure of the Purchaser to maintain adequate heat and/or ventilation
- Defects in workmanship or materials in alterations made by the Purchaser, and defects in workmanship or materials supplied by the Builder arising from such alterations made by the Purchaser
- Natural formations in stone
- Patent defects or other surface imperfections in workmanship and materials not noted on the Pre-Occupancy Inspection

These defects, if found, should be identified and noted with **Qualex Landmark Projects Inc.** at the time of the pre-occupancy inspection or possession.

Concrete Pavers

For those suites that have concrete pavers on their patios some localized settlement may occur due to compaction. Concrete pavers are installed on a bed of coarse sand or fine gravel. Should some areas settle excessively, lift out the pavers in the low area and add sand to level the area out. Suitable materials for this repair can be purchased in bag form from most home supply centers.

Warranty Coverage

Materials & Labour Warranty

- (a) in the first **12 months** of the Warranty, for **detached dwelling units** or **dwelling units** in a **multi-family building**, coverage for any Defect in Materials and Labour.
- (b) in the first **15 months** of the Warranty, for the **Common Property**, common facilities and other assets of a Strata Corporation, coverage for any defect in Materials and Labour.
- (c) in the first **24 months** of the Warranty
 - i. coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
 - ii. coverage for any Defect in Materials and Labour supplied for the exterior cladding, caulking, windows, and doors that may lead to detachment or material damage to the new home or Common Property,
 - iii. coverage for any Defect in Materials and Labour which renders the new home unfit to live in, and;
 - iv. non-compliance with, or a violation of the Building Code if the non-compliance or violation:
 - 1) constitutes an unreasonable health or safety risk, or
 - 2) has resulted in, or is likely to result in, Material Damage to the new home.

Building Envelope Warranty – Five (5) Years

Coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a new home, including a Defect, which 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

Coverage for Structural Defects for up to ten years for:

- (d) any Defect in Materials and Labour that results in the failure of a Load Bearing part of the new home, and;
- (e) any Defect which 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 Travelers Guarantee Company of Canada Home Warranty Certificate.

Your Role

Your role during the first year is very important. There are six things you should keep in mind to make certain your warranty serves you well.

1. Read all operations manuals that were supplied with your home. It is recommended that you fill out any warranty cards that were provided with the appliances and submit them to the corresponding manufacturers.
2. It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make the necessary repairs. Of course, you should feel free to paint and otherwise decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in the manuals. This is especially true in regard to your de-humidistat, kitchen fans and other moisture control devices within your home. Please refer to Sections 7 and 8 of this manual for more details.
4. Keep informed of the work of your Strata Council, especially in regard to the warranty on common areas. Remember that the common area warranty starts with the first possession of the first home. Thus, the year-end for the common area warranty is much earlier than the year-end for most of the residential homes.
5. If you wish an item to be covered by your warranty and corrected by **Quallex-Landmark Projects Inc.**, please do not attempt the repairs yourself or contract anyone else to do the work. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.
6. You must comply with all the obligations required of you under the **Travelers Guarantee Company of Canada**.

Classification Of Problems

For your own peace of mind and convenience, it's important to report problems at the appropriate time. Some items should be considered emergencies and dealt with immediately. Others may need prompt attention but can wait until normal working hours. Last are those items to be noted for the One Year Inspection. Below are examples of each type of problem and the appropriate response.

Building Emergencies

Call: your Property Manager, Joseph Tsang of *Rancho Management Services* or the designated Strata Council Member.

A building emergency is a problem that will affect the well being of your fellow neighbors and requires immediate skilled attention to the building. Examples might include:

- Any smell of GAS in the corridors or parking garage
- Water leaking from a source that cannot be identified and contained
- Any ELECTRICAL problem that affects a major building system or presents a hazard
- NO HEAT during the winter months
- FALSE ALARMS
- Problems with ENTRANCE SYSTEMS
(e.g. front or garage doors that are not functioning).

Appliance Issues

The owner's manual for each of the appliances in your suite can be found in the top kitchen drawer next to the fridge. Please consult these manuals for servicing of your appliances. Qualex Landmark Projects Inc. is unable to respond to Service Requests for appliance related issues. However, should you not receive adequate service from an appliance supplier, we would like to know.

Items Needing Attention

To request **warranty** work, please use the form provided at the end of this section and fax your written service request directly to **Qualex-Landmark Projects Inc.** at 604.683.6672.

Items coming under this category are those that pose a safety hazard or which, left unattended until the one-year inspection will do greater harm to the building. In our experience, these items are rare, but might include such things as:

- Loose railings and other safety concerns
- Malfunctioning plumbing
- Electrical problems, including inadequate heat or environmental control
- Water seepage visible as damp areas on surfaces such as exterior walls
- Window seal failure (the space inside the sealed glass becomes foggy)
- Window cracks not due to accidents
- Exterior or entry doors and windows that no longer fit or function properly
- Cracked or broken tiles in the shower, not due to accidents

Items For Your One-Year Inspection

Over the course of the first year of any new building, a certain amount of change and movement is expected. There may be some shrinkage due to building shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but don't constitute a hazard or in any way interfere with the enjoyment of your home.

For the purpose of recording these items, **Qualex-Landmark Projects Inc.** is providing Service Request Forms for your convenience. Using this form, you can note each item for review, giving appropriate details and date. Please fax these forms to **Qualex-Landmark Projects Inc.** Having a written record is important.

Please understand that, at the end of the first year, all of the little flaws and imperfections may not be corrected. Your new home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code and the **Travelers Guarantee Company of Canada**. In addition, **Qualex-Landmark Projects Inc.** takes great pride in the quality of its product and the satisfaction of its homeowners.

If you are not in agreement with the corrective action to be taken or the standards of workmanship, the **Travelers Guarantee Company of Canada** provides a free conciliation service. Further information about this service and the responsibilities of each party is available from the **Travelers Guarantee Company of Canada**.

Please refer to the information from **Travelers Guarantee Company of Canada** at the end of this section for more information. Once you have taken possession of your home, **Travelers Guarantee Company of Canada** will send you a binder that provides more detailed information about your warranty.

1-Year Service Request Form

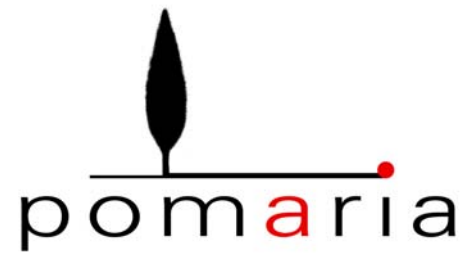
Please fax service request to: Qualex Landmark Projects Inc. fax: (604) 683-6672

Owner Name: (Registered Owner)	Suite:	Date:
We hereby grant the Contractor access to our suite during normal daytime working hours, through the Concierge, to complete the following items. (SEE NOTE)		
We hereby grant the Contractor access to our suite at normal daytime working hours, <u>with 24 hours notice</u> through the Concierge, to complete the following items. (SEE NOTE)		
<u>I, the Suite Owner,</u> will provide the Contractor access to our suite at normal daytime working hours, 24 hours notice, to complete the following items.		
By checking one of the above boxes, we will be able to process your request faster.		
PLEASE PRINT CLEARLY		
Location	Description of Item	Was this noted on Pre-Occupancy Inspection?
Purchaser Signature _____		
Home # _____ Cell # _____		
If the owner will not be present for repairs, please indicate the tenant or nominee present: Name: _____ Relation: _____ Contact #: _____		
NOTE: Suite Owner is responsible for providing Concierge with suite keys. Owner acknowledges that Concierge will NOT supervise trades people. Concierge will lock the suite door upon being notified that trades people have left.		

Emergency Service Request Form

Please fax service request to: Qualex Landmark Projects Inc. fax: (604) 683-6672

Owner Name: (Registered Owner)	Suite:	Date:
<input type="checkbox"/> Plumbing	<input type="checkbox"/> Heating	<input type="checkbox"/> Lock/Security
We hereby grant the Contractor access to our suite during normal daytime working hours, through the Concierge, to complete the following items. (SEE NOTE)		
We hereby grant the Contractor access to our suite at normal daytime working hours, with 24 hours notice through the Concierge, to complete the following items. (SEE NOTE)		
I, the Suite Owner, will provide the Contractor access to our suite at normal daytime working hours, 24 hours notice, to complete the following items.		
By checking one of the above boxes, we will be able to process your request faster. Should access not be granted to the contractor, your repairs will be undertaken at the end of the one year warranty period.		
PLEASE PRINT CLEARLY		
Description of Emergency Item(s)		
Location: _____		
Issue:		
Purchaser Signature _____		
Home # _____ Cell # _____		
If the owner will not be present for repairs, please indicate the tenant or nominee present: Name: _____ Relation: _____ Contact #: _____		
NOTE: Suite Owner is responsible for providing Concierge with suite keys. Owner acknowledges that Concierge will NOT supervise trades people. Concierge will lock the suite door upon being notified that trades people have left.		



11 Living Green

[Environmentally conscious options]

2007/08 Home Pages

Choices for wiser living

Small changes add up.

These Home Pages are full of tips on easy ways to reduce your impact on the environment.



Clean Air • Safe Drinking Water • Healthy Waterways • Less Garbage

For information visit www.gvrd.bc.ca,
call the GVRD Information Centre at 604-432-6200,
e-mail icentre@gvrd.bc.ca,
or drop in to 4330 Kingsway, Burnaby, B.C.,
two blocks north of Patterson SkyTrain Station.

To learn about your municipality's services, call the
number listed in the Blue Pages in this directory.

Greater Vancouver Regional District member municipalities: Anmore, Belcarra, Bowen Island, Burnaby, Coquitlam, Delta, Electoral Area A, Langley City, Langley Township, Lions Bay, Maple Ridge, New Westminster, North Vancouver City, North Vancouver District, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, West Vancouver, White Rock.



Make your home more energy efficient.

A more energy efficient home will save you money, and the less energy used for heating your home, the fewer harmful emissions will be created. Consider these BC Hydro Power Smart tips to increase energy efficiency around your home.

- Use appliances efficiently. Run dishwashers and clothes washers only when full.
- Replace incandescent light bulbs with compact fluorescent light (CFL) bulbs that use approximately 66% less energy for the same amount of light.

Lighting represents about 10% of energy use in electrically heated homes and about 16% in non-electrically heated homes.

- Recycle your old inefficient second fridge.
- Shut down your computer when not in use, or turn off the monitor.
- Look for ENERGY STAR®



labelled appliances. While EnerGuide tells you how

much energy the appliance uses, ENERGY STAR tells you which ones are the most energy efficient. These models use up to 50% less energy than standard models.

Reduce heat loss and save energy.

Check that your attic and wall insulation is adequate. Weatherstrip and caulk around windows and doors.

On single-paned windows, consider installing plastic window film. If you're replacing windows, look for ENERGY STAR labelled windows.



Greenhouse gases and your home

Reduce greenhouse gas emissions around your home: use hot water wisely, insulate your home properly and use non-gasoline powered garden tools.

Burning fossil fuels such as natural gas and oil to heat your home impacts air quality and adds greenhouse gases to the atmosphere, accelerating global climate change.

save energy



Home heating is one of the greatest users of electricity in the home.

Space heating represents more than 40% of electricity use in electrically heated

homes and about 20% in non-electrically heated homes. Every 1C you lower the heat for an eight-hour period reduces heating costs by 1%.

Recommended thermostat settings:

sitting, reading or watching TV: **21 C**
working around the house: **20 C**
sleeping and away from home: **16 C**

Visit the [Power Smart at Home](http://www.bchydro.com) web page at www.bchydro.com

to discover how you can make a difference to your hydro bill and the environment.



Our region uses about one billion litres of water each day.

Lawn sprinkling regulations, in place since 1993, have decreased water consumption in the region by about 15%. During peak times (dry, hot August days) the reduction is 25%. See page 6 for the regulations.



Turn off the tap.

Turn off the water when brushing your teeth or shaving and save as much as 12 litres of water per minute.

By reducing your daily shower time by five minutes, you'll save up to 100 litres of water per shower and more than \$100 per year in energy bills.

Fix leaking faucets.

A faucet dripping only one drop per second wastes enough water in one month to fill six bathtubs.

A 25-cent faucet washer will likely fix the problem.

Install water efficient toilets and clothes washers.

When building, renovating or replacing old appliances, choose water efficient models. These models can cut water use by more than 50%.

Choose the cold water cycle.

When washing clothes, choose the cold water cycle whenever possible. You'll save up to \$40 in energy costs per year. Adjust the water levels for the size of the load.

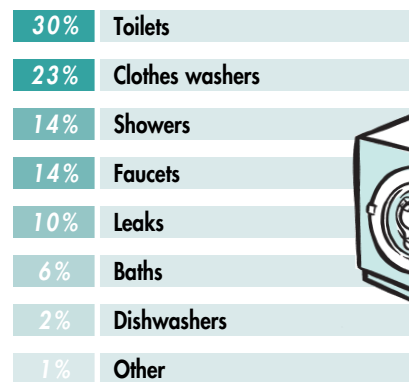
Check other areas around your home to increase water use efficiency:

- aerators in the faucets
- low-flow showerheads
- timers on lawn sprinklers



save water

Typical water use inside the home.



Go to www.gvrd.bc.ca for a list of recommended ultra-low-flow toilet models.

On a hot summer day our region can use up to two billion litres of water. Summer or winter, year-round wise water use will help keep down the costs of both providing drinking water and dealing with the wastewater that flows into our sewers.



Think about what you put down the drain.

Choose alternatives to hazardous household products.

The five most hazardous household products are: **paint solvents, motor oil, pesticides, paints and household cleaners.**

Take leftover paint, pesticides or solvents to a designated drop-off site. Call RCBC for advice at **604-732-9253**, or visit Product Care at www.productcare.org.

Take oil filters and empty oil containers to a collection location near you. Check out www.usedoilrecycling.com to find one. There are 100's of them.

For more ideas on how to reduce the use of hazardous products and to find alternatives, refer to the RCBC website: www.rcbc.bc.ca or call **604-732-9253**.

Use less soap

Commercial soaps are designed for hard water. Our region has soft water, so we only need to use about half the recommended soap, with good results. Less soap going down household drains or storm drains on the street will result in healthier fish and other aquatic life in our local waterways. For information on the GVRD's Surfactant Reduction Program, visit www.gvrd.bc.ca.



Make your own.

Make your own household cleaner by pouring 50 ml vinegar and 125 ml baking soda into 4L water.

Freshen the air with baking soda. Use chlorine and phosphate-free detergents. See the *Better Solutions* guide at www.gvrd.bc.ca for more ideas.



Keep drains grease-free.

Cooking fat and grease clog the sewer pipes. Pour fat and grease into an empty milk carton and dispose of it in your garbage.

About half the chemicals in regional wastewater come from our homes.

Many household cleaning products, home maintenance products and garden chemicals are hazardous. Wastewater treatment plants can't remove all the chemicals we're putting down the drain, and some of these chemicals end up in the environment.

healthy waterways





Together, we generate nearly 3 million tonnes of garbage and recyclables every year.

*Currently, about 51% is recycled. We can go higher. Check out the GVRD's **Zero Waste Challenge** for ways to minimize the amount of garbage we create, and maximize the amount we reuse and recycle.*

Recycle your old phone book.



less garbage

Re-use

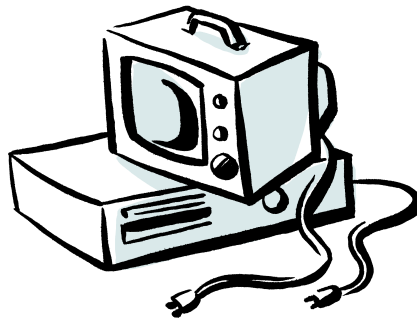
Look for ways to re-use items. Hold a yard sale. Ask around. Check out some of the new web-based Materials Exchange links at www.rcbc.com

Beverage Containers

Take milk and juice containers to any Return-it Depot. Visit Encorp Pacific's website for details www.encorp.ca

E-waste (electronic waste)

Each year, Metro Vancouver residents throw out about 20,000 tonnes of TVs and computers. A province-wide recycling program comes into effect in June 2007. It will include re-using and recycling options for TVs, cell phones and computers, which will be **banned from the landfills**. Check Encorp Pacific's website www.encorp.ca for updates.



Make the most of your blue box.

Rinse your containers. Squash plastic jugs. Recycle only clean paper. Collapse cardboard boxes. Using your blue box properly prevents these recyclable items from going to the landfill. Contact your municipality about blue box recycling in your neighbourhood.

What about paper?

About 30% of the waste in our landfill today is paper. So while we are good at recycling, we can do better. Packaging, newspaper, office paper, cardboard and books all have economic value after recycling. GVRD bans office paper from landfills, making recycling mandatory.

Recycling at the office.

Participate in your at-work recycling program. Don't have one? Start one. See the *SmartSteps Program* on the GVRD website.

Recycling Questions?

The Recycling Council of British Columbia (RCBC) operates a hotline at 604-732-9253. Visit RCBC at www.rcbc.com



Look for products that are recyclable where facilities exist.



Look for products containing recycled content.



Lawn Sprinkling

Most lawns need about 2.5 centimetres of water per week, including rainfall.

An hour of sprinkling uses about 1,300 litres of water, the equivalent of 25 toilet flushes, 5 loads of laundry and 5 dishwasher loads combined.

Sprinkling regulations

are in effect from
June 1 to September 30

*Sprinkling is allowed between
4 – 9 am and 7 – 10 pm*

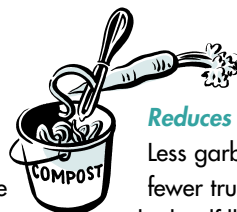
*Even-numbered addresses:
Wednesday and Saturday*

*Odd-numbered addresses:
Thursday and Sunday*

When gardening, choose water-wise plants. The GVRD's Waterwise Gardening guide has plant lists and tips to help you. Visit www.gvr.bc.ca to view or download or call 604-432-6200 for a copy.

Composting

We checked! About 12% of residential garbage is compostable kitchen scraps. Contact City Farmer's Composting Hotline for information on setting up a successful composter at **604-736-2250** or visit www.cityfarmer.org



Reduces garbage

Less garbage means fewer truckloads to the landfill or incinerator.

Reduces greenhouse gas emissions

Less material in the landfill means less methane gas generated by rotting garbage. Methane gas is a greenhouse gas that contributes to global climate change.

Conserves water

Compost spread on the lawn and garden helps soil retain moisture and reduces the need to water.

Keeps waterways clean

Applying compost to your garden reduces the need for fertilizers and pesticides that can contaminate our local waterways.



Questions? Call the

Compost Hotline
604-736-2250

operated by City Farmer.

Yard Waste

Yard waste includes branches, lawn clippings and leaves. You can compost grass and leaves at home. If you have extra clippings, your municipality may provide curbside pickup.

Call your municipality for information.

Regional transfer stations will take branches and stumps. Check www.gvr.bc.ca for information.



Use an electric or push lawn mower.

To reduce harmful air emissions, choose electric or push mowers over gasoline-powered mowers.



Over the past 10 years, the population of Greater Vancouver has grown by about 27,000* people per year and 28,000^ vehicles per year.

Source:
*BC stats 1996 – 2006
^ICBC stats 1996 – 2006

The more we drive, the more we clog our roads, impact our air and water, and reduce our quality of life.

around your community

Most of us burn fossil fuels to run our vehicles, transport goods, and heat our homes and buildings. Burning fossil fuels produces two types of air emissions: greenhouse gases and smog-forming contaminants. Greenhouse gases, such as carbon dioxide and methane, contribute to global climate change. Smog causes serious human health and environmental impacts.

Turn off your engine when stopped for more than 10 seconds, except in traffic.

Idling for longer than 10 seconds uses more fuel than restarting your vehicle. Save on fuel bills and help reduce smog. The average car, idling for only five minutes per day, burns about \$25* in fuel and produces 58 kg of greenhouse gases each year.



The **Canadian Office of Energy Efficiency** website provides useful information about the most fuel efficient vehicles. Visit: www.oee.nrcan.gc.ca

Keep your vehicle engine tuned, wheels aligned and tires properly inflated.

A well-maintained vehicle can save you up to \$448* in fuel and avoid emitting 744 kg of greenhouse gases each year.

* based on 105 cents per litre

Sources of greenhouse gas emissions from human activity in Metro Vancouver

27%	Light-duty cars, vans, pickup trucks and SUVs
25%	Buildings / residential, commercial and institutional
15%	Industrial / cement, wood products, petroleum refining, manufacturing
13%	Off-road equipment, ships, trains and planes
8%	Electric power generation
5%	Heavy duty vehicles / trucks and buses
4%	Landfills
3%	Open and agriculture burning

Source: 2000 Emission Inventory for the Canadian Portion of the Lower Fraser Valley Airshed (November 2003).

Cars, light-duty trucks, vans and SUVs are the single largest source category of air contaminants and greenhouse gases in Metro Vancouver.



Alternative transportation solutions:

TransLink Customer Information at 604-953-3333 or www.translink.bc.ca

Jack Bell RideShare for carpooling, ride-share and vanpooling options: 604-879-RIDE or www.ride-share.com

Go Green Choices for workplace trip reduction programs: 604-689-4467 or www.gogreen.com/choices

Co-operative Auto Network (CAN) for car sharing: 604-685-1393 or www.cooperativeauto.net

Bicycle or walk to your destination whenever possible.

These zero emission modes of transportation will improve air quality and your health.

Reduce vehicle use, combine trips, use carpools or public transportation.

Fewer vehicles on the road will improve air quality and reduce traffic congestion.

Want to know more?
Contact the GVRD at
604-432-6200.

Tour a watershed. Free tours are offered at the Capilano and Coquitlam Watersheds from mid-June until mid-September.

Visit regional parks and the Lower Seymour Conservation Reserve and participate in their programs.

Attend a GVRD Board meeting.

Find out about resources and workshops for educators.

Watch *The Sustainable Region* on Shaw Television.

Visit a compost demonstration garden.

consume wisely

Think about what you buy and where you shop in a whole new way.

Rethink your purchase.
Before you buy a product, consider whether it is really necessary.

Do you need this product?
Do you already have an item that works?

Rent, lease, or buy it second hand.

These options can be cost effective. Is renting, leasing or buying second hand more cost effective than buying new?

Choose a durable product that lasts.

The quantity of energy and materials required to manufacture and eventually dispose of a product is significant. Is this product well-made? Can it be repaired? Will it last?

Select products that impact the environment least.

There may be a product available that used less materials or travelled less distance to get here. Does this product use recycled materials? Was it manufactured responsibly?



Support manufacturers and vendors who consider environmental and social costs of their products.

Research your purchases. Find out if there is a manufacturer or vendor who has made choices about the environment that you want to support.

Consider the total cost of ownership, not just the original price tag.

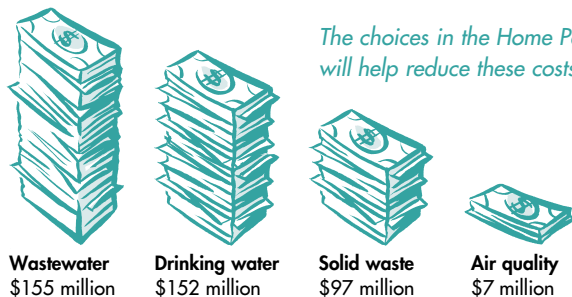
Think about the long-term costs of owning your product; electricity and water requirements, storage, parking, maintenance, repair, disposal of packaging, and eventual disposal or resale. What actions and expense are required for ownership?

Reduce transportation impacts.

Transporting goods over long distances requires energy and impacts air quality. Additional packaging is often required to avoid damage during transportation. Did this product travel thousands of kilometres? Is there an alternative made closer to home?

How many of your 2007 utility rates and tax dollars go to regional programs to protect waterways, drinking water and air quality, and to manage solid waste recycling and disposal?*

Source: GVRD 2007 budget. *These costs are for the services delivered to GVRD's 21 municipalities and one electoral area. Municipalities deliver these services to residents.



The choices in the Home Pages will help reduce these costs.

The GVRD, on behalf of its member municipalities, is pleased to partner with Yellow Pages Group in providing Home Pages to residents.

The GVRD protects and enhances our quality of life through the delivery of region-wide essential services. Our services include managing regional parks, regional growth, drinking water supply and treatment, liquid waste collection and treatment, solid waste recycling and disposal, protecting air quality, providing social housing and labour relations.

