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# HERITAGE

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## HOMEOWNER GUIDE

LEARN HOW TO OPERATE AND CARE FOR YOUR HOME

# WELCOME HOME

To ensure a successful ownership experience, this Homeowner Guide will provide you with everything to you need manage and protect your home. Get important information on the systems, products and materials that have been installed in your home and details on how to operate and maintain them on the Formwerks Boutique Properties Homeowner Support webpage that can be found at <https://www.formwerksboutique.ca>.

We hope that you find this guide gives you comfort knowing that the answers to many questions are at an arm's reach.



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# WELCOME TO YOUR HOME

Welcome to your new home. This section provides introductory information such as:

- Builder's Message
- Living at Heritage
- Getting to Know My Home
- Strata Living
- Property Manager

# BUILDER'S MESSAGE

An extension of Formwerks Architectural, an award-winning firm with a portfolio of over 600 custom single-family homes and townhouses, Formwerks Boutique Properties develops elegant multi-family projects with timeless value. Built on the foundation of quality and design, the developments are a larger expression of the homes' founder and president. Jim Bussey has been designing since 1988.

The classic developments are infused with an artistic quotient, the result of an architect helming the team. Homes are subtly unique in design and promote useful spaces for day-to-day living. They are built with passion and experience, constructed to fulfill needs, and designed for an intimate warmth and comfort.

We take pride in authenticity – exercising a mindfulness to quality and a responsibility to homeowners. Our greatest achievements are always those associated with bringing value to residents and the community, and the happiness that ultimately follows.

This homeowner guide is intended to be your resource for information about your home. It will provide assistance in the unlikely event that something in your home doesn't work as expected.

Most importantly, it provides insight into care and maintenance requirements for your home. Today's low-maintenance building products have eliminated a lot of time-consuming and often tedious home upkeep. However, no home is maintenance free. Proper maintenance of a new home not only protects a homeowner's major investment but ensures they receive all the warranty coverage offered by the warranty program. From the day you move in, your home will undergo wear and tear like any other product which is subject to use. However, if the instructions in this guide are carefully followed, you should be able to prevent many issues from arising and be able to take care of most of the maintenance yourself with only occasional reliance on professional service personnel over the years you live in your home.

We want your new home buying experience to be as easy and carefree as possible. To find information on your home, please go to the Homeowner Support page on the <https://www.formwerksboutique.ca> website. Once you select your community and login, you can find information about your home.

Sincerely,

**Formwerks Boutique Properties**

1625 West 5th Ave, Vancouver, BC V6J 1N5 | 604-683-5441



# FREQUENTLY ASKED QUESTIONS

## How do I create my Formwerks Homeowner Support Account?

After the key handover you will be sent an email with a link to set up your Formwerks Boutique Properties Homeowner Support Account. Please follow the instructions, and should you have any issues please contact Formwerks at [homeownercare@formwerks.ca](mailto:homeownercare@formwerks.ca).

## What do I do if I forgot my Homeowner Support password?

If you forget your Homeowner Support password or login information, please click the “Forgot Password?” link at the bottom corner of the login page. Once you click the link, please follow the prompts to reset your password.

## How do I activate my Home Warranty?

During your key handover you will be provided a WBI Home Warranty Certificate of Possession Form. To activate your Home Warranty, please complete this form and return it to [homeownercare@formwerks.ca](mailto:homeownercare@formwerks.ca) or a representative at WBI.

## What is included in my Strata Fees?

Your Strata Fees will include the electricity in common spaces, insurance, management fees, landscaping maintenance costs, and any additional costs that are required to run the Strata.

## How do I receive my community mailbox key?

To receive your community mailbox keys, you will have to request a key directly from Canada Post. You can do this online by visiting <https://www.canadapost.ca>. The community mailboxes are located off of the path at the main entrance.

## How do I pay for my electricity and gas?

To start paying for the gas and electricity in your unit you will need to transfer your BC Hydro and Fortis account to your new address, or alternative you may have to create a new account entirely. Please contact your utilities directly for more information.

## Where is the Garbage and Recycling located?

Your garbage and recycling is located in the fenced area on the west side of 1783 building. The garbage and recycling will be moved to a staging area located off of the lane to be serviced.

## Who should I contact if I have questions regarding Strata Bylaws?

If you are ever unsure about the Strata Bylaws, you can contact your Property Manager directly. Your Property Manager is R. Jang & Associates and their contact information can be found in the Property Manager section of this document.

## Can I install satellite television?

A fixed satellite dish cannot be installed without the express authorization of the strata council.



### **Can I bring someone in to wire and mount a TV in the wall?**

Changes, alterations or additions to your new home by anyone after initial occupancy, except those by the builder, are not covered under warranty. However, should you decide to proceed, we recommend the homeowner approach the strata council prior to making any changes within the home for authorization and that a qualified trade or technician complete installation.

### **Can I have a propane or charcoal barbecue on my deck?**

You may have a propane barbecue on your deck. No open flames or charcoal barbecues are permitted.

### **Can I have a gas or propane heater on my deck?**

Yes, gas or propane heaters are permitted up to a maximum height of 3 feet.

### **Can I plant flowers in a planter box off my deck?**

Planter boxes are not permitted to be hanging over the railings at any time. You may place planters on your deck, but they must be stored securely on the ground.

### **Can I repaint my suite?**

Please bear in mind that you are not permitted to paint your unit until the building has registered and you have taken title of your unit. Even after you have taken title, we suggest that you wait until after the one-year warranty has expired to paint your unit.

### **Can I install an awning on my deck?**

The installation of awnings or shades over or outside the windows or balconies is strictly prohibited. Nothing may be placed on the outside of the window sills or from any projections of any unit.

# GETTING TO KNOW MY HOME

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several guidelines but be sure to contact your builder for professional help or in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your or your neighbour's home.

## Updating Your Address

Be sure to update your address with your employer, driver's license, vehicle registration, voter registration, social insurance, insurance companies, banks and investment accounts, health plans, utility companies, professional organizations, and any other organization which sends regular mail.

## Document Storage

Instruction manuals will be provided to you in a Homeowner Binder once you have moved into your home.

## Fire Safety

For your safety purchase a fire extinguisher for each floor of your home, a separate one for the kitchen.

## Fire Sprinklers

Fire sprinklers have been installed to protect your home. They operate based off of a glass filament inside them which may break if the sprinkler is hit, causing them to set off unnecessarily. Be careful not to hit them if you are moving furniture. Do not hang anything from them.

## Floor Protection

Install floor protector pads on the bottom of furniture legs to prevent scratching on the floor.

## Heating

A Hydronic In-Floor Radiant Heating system has been installed throughout your home. This system is energy efficient and requires very little maintenance. For more information on how to care for and operate this system, please refer to your Homeowner Binder. In both Ensuite and Secondary Bathrooms, a NuHeat system has been installed to heat your floors.

## Humidity

Be aware of the humidity in your home, as too much can cause damage by encouraging mold and mildew growth. Winter conditions may intensify the issue of humidity, and cause condensation on your windows. To reduce humidity, utilize your fan systems and open your window coverings so warm, moist air is not trapped unnecessarily. Cooking, fish tanks, baths, showers, dryers and humidifiers can all cause excess humidity, especially in cold weather. For more information please reference the CMHC Moisture & Air Guide, which can be found in your Homeowner Binder.



## Circuit Breaker Panel

Check the location of your main circuit breaker panel and make sure you fully understand the labeling of each circuit. If your circuits are not labeled, label them yourself so you know which breaker turns off each area.

- If power to a device or electrical outlet goes out, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- If your home loses power, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.

## Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. If you are experiencing a loss of heat, you may wish to check your thermostat instructions before contacting your builder, as this may fix the problem for you.

## Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-offs. If they do not and you live in a multi-unit building, your building likely has water shut-off valves for your unit. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent emergency leaks during your absence, which could damage your or a neighbour's home.

# STRATA LIVING

This section provides an overview of the important topics that you need to be aware of when owning a strata unit. For more details please consult the BC Housing website at [www.housing.gov.bc.ca/strata](http://www.housing.gov.bc.ca/strata).

## What Is a Strata Unit?

There are many types of residential strata units, including: townhouses, condominiums, apartments, duplexes or bungalows.

A strata unit is a form of real property ownership that has two distinct parts: you own your strata lot to which you get a land title, and you also jointly own common property with the other unit owners in your complex.

Strata corporations are self-governed. In a strata complex, the owners of the strata corporation are responsible for all of the ownership duties and responsibilities.

## Strata Lot

The exact boundaries of each strata lot are identified in a strata plan.

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

## Common Property

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

## Limited Common Property

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

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

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

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

# The Strata Corporation

## What is a Strata Corporation?

The strata corporation is a legal entity with all of the powers of a natural person who has full capacity. This means that it can sue others, be sued by others, enter into contracts with others and hire employees.

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

A strata corporation does not have limited liability like a company.

## What does a Strata Corporation Do?

The strata corporation is responsible for managing and maintaining the common property and assets of the strata development for the benefit of all of its owners.

The specific obligations of the strata corporation are usually performed by the strata council, or agents or employees whom it hires.

Additionally, the strata council will also perform its own obligations which are imposed by the Act and Regulations on the strata council and will benefit the strata corporation.

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

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

Depending on the situation, decisions of the strata corporation are made by either the eligible voters in the strata corporation or the strata council.

# The Strata Council

## What is a Strata Council?

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

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

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

## How is the Strata Council formed?

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

## Who is eligible to sit on the Strata Council?

The following persons are eligible to sit on strata council:

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

## What about Strata Council Meetings?

Council meetings are held to facilitate the execution of the council's responsibilities. Minutes of strata council meetings need to be taken and the strata council must inform owners of the minutes of all strata council meetings within two weeks of the meeting.

Decisions at strata council meetings are made by a majority vote of strata council members.

# Your Rights and Responsibilities

## The Rights of Strata Lot Owners

Owners have the right to:

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

Owners do not have the right to:

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



## The Obligations of Strata Lot Owners

Strata lot owners must do the following:

- Pay regular strata fees;
- Maintain and repair all parts of their strata lot and limited common property which are required by the bylaws;
- Use property in a manner required by the bylaws;
- Pay special levies to the strata corporation if the special levy has been approved by the necessary vote;
- Comply with work orders from a local authority to do work to his or her strata lot.

## What Owners Should Be Willing to Do

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

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

## Resolving Complaints

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

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

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

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



# PROPERTY MANAGER

## R. Jang & Associates Ltd

Since 1989 R. JANG & Associates Ltd. has been providing professional property management services. We are 100% locally owned and operated. To ensure quality and timely service, our geographic territory is focused on the area bounded by the North Shore, Richmond and New Westminister/Coquitlam.

Have a question or issue? Get in touch with us at:

R. Jang & Associates Ltd  
900 – 595 Howe Street  
Vancouver, BC V6C 2T5  
Phone: 604-738-1010  
After hour emergencies only: 778-323-1012  
Fax: 604-738-1011  
Website: [www.rjang.com](http://www.rjang.com)

**IN THE EVENT OF A SERIOUS EMERGENCY SUCH AS CRIME, FIRE OR PERSONAL INJURY, PLEASE CALL 911 FIRST.**

# IN CASE OF EMERGENCY

This section provides important information such as:

- What to Do in Case of Fire
- What to Know About Carbon Monoxide?
- Emergency Preparedness

# WHAT TO DO IN CASE OF FIRE

Please read this section carefully as it details important emergency procedures in the case of a fire.

## General Fire Safety Information

- Keep clear of flames.
  - Stay low to avoid smoke and remember that smoke is deadly.
  - 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.
  - Never open doors that are hot to the touch. Feel doors for heat with the back of your hand before opening.
  - Do not use a stairway that is full of smoke.
  - Do not re-enter the building for any reason.
  - Provide the fire department with all the information they need.
  - Use the nearest phone at a safe location to call the fire department.
- 1) Dial 911;
  - 2) Stay calm and state your name and phone number;
  - 3) Give the address of the fire;
  - 4) Follow instructions given by the Fire Department representative.

## Fire Planning

It is important to be prepared for a fire should one occur. Here are some things to consider:

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

## Fire Prevention

The best way to fight fires is to by preventing them. Here are a few common-sense rules to help reduce the likelihood of a fire.

- If you smoke, make sure you use deep ash trays in the house. Keep them clean. DON'T smoke in bed.
- Keep your stove and oven clean, and the area around them clear.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).

- If an appliance has a worn or frayed cord, don't use it: either have it repaired as soon as possible or dispose of it.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb than recommended.
- Keep electrical cords visible, and out from under rugs and furniture. Attempt to install appliances close to their power source. Do not fix down electrical cords with staples.
- It is never advisable to store gas or oil indoors, or to store oily rags in a confined space.

## Smoke Detectors

These devices have been installed throughout your home. Periodically check the detectors to make sure they are working properly. Some models will have a small light that is on when power is being supplied to the alarm. The light is visible by standing directly under the detector. Other models will have a test button which can be depressed to hear high pitch sound indicating the device is working properly.

## Portable Fire Extinguishers

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

Make sure you purchase a CO2 or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.

Carefully read all the operating instructions on the side. If possible, familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

Before you attempt to fight a fire make sure that:

- If the building has a fire alarm, it has been sounded. If not and safe to do so, alert the occupants.
- Everyone has left or is in the process of leaving the building.
- The Fire Department has been called.
- The fire is small and confined.
- You have a clear escape route that will not be blocked by fire.

## Choose A Fire Extinguisher for The Right Kind of Fire

The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification.

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

Class A	Class A extinguishers may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.
Class B	Class B extinguishers are appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.
Class C	Class C extinguishers may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.
Class D	Class D extinguishers may be used on some types of combustible metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a "D" Class fire in your home.

## Installation and Maintenance

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment. Please read the operating manual for inspection, installation and maintenance instructions as they can vary from Fire Extinguisher.

## Use The P.A.S.S. Word

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

3. Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.
4. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
5. Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
6. Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty or the fire grows larger, leave the building immediately, closing the doors behind you. Always Call the Fire Department before fighting a fire, and ensure they inspect the fire site even if you think the fire is extinguished.

# WHAT TO KNOW ABOUT CARBON MONOXIDE?

Carbon monoxide (CO) is an odorless, colorless gas that can cause illness and death, and is often called the “silent killer.” CO is produced by burning fuels such as gasoline, wood, coal, natural gas, and propane.

## Sources of Carbon Monoxide in the Home

The primary sources of CO are both cooking and heating equipment, including but not limited to gas-powered cooktops, ovens, fireplaces, appliances, furnaces, and clothes dryers.

## Know the Symptoms

Depending on the amount of exposure to CO, common symptoms of poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. Exposure to high levels of CO inhalation can cause loss of consciousness, brain damage and death. People who are sleeping or intoxicated can die from CO poisoning before ever experiencing symptoms.

## Safety Tips

Here are some tips for avoiding CO poisoning:

- Follow the manufacturers’ instructions on all fuel-burning appliances.
- Check to ensure that CO alarms are installed a central location outside each sleeping area and on every level of the home. Make sure the alarms are certified by a recognized testing lab such as CSA or ULC.
- Test your alarms at least once regularly and replace batteries or alarms as necessary.
- If the alarm sounds, move immediately to a fresh air area and open nearby windows and doors. Make sure everyone in the home is accounted for and moved to a safe location. Call for help from a fresh air location and wait there for safety personnel.
- Never warm up your car inside a closed garage. Move it outside after starting it.
- Propane or kerosene heaters and generators should be used in well-ventilated areas only. Ensure the ventilators on the heaters or generators are not obstructed.
- Never use a stove or oven for heating. Always check that fireplaces, stoves, and ovens are off before leaving the home or going to bed.
- Your local natural gas provider adds foul-smelling odorant to natural gas to give it the signature “rotten egg” smell. If you smell gas in your home, immediately move to a fresh air location and open nearby windows and doors. Call for help from a fresh air location and wait there for safety personnel.



# EMERGENCY PREPAREDNESS

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

Know the risks

Make a plan

Get a kit

## Know The Risks

We cannot prevent disasters from happening, but we can prepare to avoid suffering and limit damage.

Major hazards that are monitored by the British Columbia Provincial Emergency Program, include:

- Avalanches
- Earthquakes
- Floods
- Hurricanes
- Landslides
- Severe Storms
- Storm Surges
- Wildfires
- Tsunamis

## Make A Plan

Your family may not be together when an emergency occurs. Your plan should cover:

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

## Get A Kit

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

- Water – two litres of water per person per day (include small bottles)
- Food that won't spoil, such as canned food, energy bars, and dried foods (replace once a year)
- Manual can opener
- Wind-up or battery-powered flashlight (and extra batteries)
- Wind-up or battery-powered radio (and extra batteries)
- First aid kit
- Special needs items – pet food, prescription medications, infant formula or equipment for people with disabilities
- Extra keys for your car and house
- Cash – include smaller bills, such as \$10 bills, and change
- Emergency plan – include a copy in your kit as well as contact information

## In an Emergency

- Follow your emergency plan.
- Get your emergency kit.
- Make sure you are safe before assisting others.
- Listen to the radio.
- Stay put until all is safe or you are ordered to evacuate.

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

# WARRANTY

This section provides information on your new home warranty and how to maximize your product warranty coverage.

This section includes the following documents:

- My Home Warranty
- Who Do I Contact for Warranty Service?
- Service and Repair During My Home Warranty

# MY HOME WARRANTY

Warranty Provider	WBI
Policy Number:	WHW170166 – the final two numbers will vary by unit, however this can be found on your Home Warranty Certificate of Possession Form.

## Coverage

A 2-5-10 warranty was included in the purchase of your home. This section briefly outlines what is included in your home warranty. For more detail, please look at the HPO Guide to Home Warranty Insurance that can be found in the Homeowner Binder.

### 2 Year Materials & Labour Warranty

- First 12 months: coverage for any defect in materials and labour;
- First 24 months: coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, 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.

### 5 Year Building Envelope Warranty

- Coverage for the building envelope, including; exterior walls, foundation, roof, windows and doors.

### 10 Year Structural Defects Warranty

- Any defect in materials and labour that results in the failure of a load bearing part of the new home, and;
- Any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

## Limitations and Exclusions

While your home warranty is inclusive, there are some exclusions. Here are some of the important limitations of coverage that you should be aware of:

- Normal shrinkage of materials caused by drying after construction;
- Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;

- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Non-residential structures including sheds, garages, carports or any structure or construction;
- Roads, curbs, and lanes;
- Site grading and surface drainage, except as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Contaminated soil.

## Your Responsibilities

In order to protect your home warranty insurance, it is your duty to perform regular maintenance on your home and mitigate damages by reporting any problems as soon as they occur. It is also important that you take reasonable steps to prevent any further damage.

By correctly operating and maintaining your home as per your user manuals, you can ensure proper coverage. Please be aware of your responsibilities, including:

- Owners are required to mitigate any damage to a new home, including damage caused by defects or water penetration, as set out in your home warranty insurance.
- The duty to mitigate is met in part through timely notice in writing to the warranty provider.
- Owners must also take all reasonable steps to restrict damage to the new home if the defect requires immediate attention.
- Owners' duty to mitigate survives even if
  - g. the new home is unoccupied,
  - h. the new home is occupied by a party other than the owner,
  - i. water penetration does not appear to be causing damage, or

# WHO DO I CONTACT FOR WARRANTY SERVICE?

## During My New Home Warranty

If you are still in the new home warranty period, reach the contacts below to receive service or find out more about your warranty. Contact your builder first with any questions, to avoid voiding your warranty.

**IMPORTANT: For life threatening emergencies, always call 911.**

### *Builder/Developer*

Formwerks Boutique Properties  
1625 W 5<sup>th</sup> Avenue  
Vancouver BC V6J 1N5

Phone: 604-683-5441  
Fax: 604-685-2076  
Email: [homeownercare@formwerks.ca](mailto:homeownercare@formwerks.ca)  
Website: [www.formwerksboutique.ca](http://www.formwerksboutique.ca)

### *Property Manager*

R. Jang & Associates LTD  
900 – 595 Howe Street  
Vancouver, BC V6C 2T5

Phone: 604-738-1010  
Fax: 604-738-1011  
Website: [www.rjang.com](http://www.rjang.com)

### *Home Warranty Provider*

WBI Home Warranty  
152 – 5489 Byrne Road  
Burnaby BC V5J 3J1

Phone: 604-639-2924  
Fax: 604-639-2925  
Website: [www.wbihomewarranty.com](http://www.wbihomewarranty.com)

### *Consumer Services*

BC Housing  
203 - 4555 Kingsway  
Burnaby, BC V5H 4T8

Phone: 604-646-7050  
Email: Email via the BC Housing website  
Website:  
[www.bchousing.org/licensing-consumer-services](http://www.bchousing.org/licensing-consumer-services)

## Post-Warranty Contacts

ONLY AFTER your new home warranty period is over, get in touch with your manufacturers, suppliers and installers, as they can help you with any extended product warranties available, help you with a renovation, or supply additional information about the items in your home.



# SERVICE AND REPAIR DURING MY HOME WARRANTY

At Formwerks Boutique Properties, we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues.

When dealing with any problem that requires warranty service, it is important to classify the nature of the issue to ensure an appropriate response:

Classification	Description	Handling
Emergency	<p>An emergency is a problem that may put the resident(s) at risk and requires immediate professional attention to the defect. Examples include:</p> <ul style="list-style-type: none"> <li>• Water line burst;</li> <li>• Circuit board overload/total loss of electricity;</li> <li>• Total loss of heat (check thermostat and electrical breaker before calling for service).</li> </ul>	<p><b>For emergency repairs, please contact:</b></p> <p><b>Formwerks Boutique Properties</b> 604-683-5441</p> <p>or your Property Manager,</p> <p><b>R. Jang &amp; Associated Ltd:</b> Business hours: 604-738-1010 After hour emergencies only: 778-323-1012</p>
Immediate/ Non-Emergency	<p>These defects could pose a safety hazard or could cause greater harm to your home. Examples include:</p> <ul style="list-style-type: none"> <li>• Loose railings;</li> <li>• Malfunctioning plumbing;</li> <li>• Water seepage visible as damp areas on surfaces such as exterior stucco;</li> <li>• Window seal failure (the space inside the sealed glass becomes foggy);</li> <li>• Window cracks not due to accidents;</li> <li>• Exterior or entry doors and windows that no longer fit or function properly;</li> <li>• Cracked or broken tile in the shower not due to accidents.</li> </ul>	<p>These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.</p>
Low	<p>These items do not require immediate attention. Examples include drywall cracks or nail pops.</p>	<p>These items should be compiled and submitted at the end of the warranty period.</p>
Appliances	<p>You require warranty service to one of your household appliances.</p>	<p>Contact the appliance manufacturer directly.</p>

## Service Request Process

Please submit all requests in writing to Formwerks Boutique Properties via email at [homeownercare@formwerk.ca](mailto:homeownercare@formwerk.ca). In your email please include where the problem is located, the issues details and a photo if available.

Once received, your request will be processed as follows:

10. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
11. Customer service will arrange for service with the appropriate service/trade(s) if the problem is occurring within the specified warranty period.
12. Within 10 business days, customer service will contact you to arrange access to your suite for initial inspection and/or service. **IMPORTANT:** Please be prepared to provide the service/tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.
13. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners.
14. Customer service will follow-up with you to verify that the work has been completed.

## Tips for a Successful Service Request

### Please do:

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

### Please do not:

- Report warranty items over the phone;
- Present service requests to anyone other than your builder and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you, as this may void your warranty;
- Ask the contractors to fix anything else.

# MAINTENANCE

This section provides information on how to take care of your new home, as well as a checklist of recommended seasonal maintenance items:

- New Home Maintenance Guide
- Seasonal Maintenance Checklist

# NEW HOME MAINTENANCE GUIDE

Periodic home maintenance is necessary to ensure your home and its systems function properly, as well as to prevent premature deterioration. Detailed manuals on consumer products and appliances installed in your home can be found in your Homeowner Binder. Please familiarize yourself with these documents, as it is your responsibility for the maintenance and upkeep related to your home.

For more information on general maintenance, please check the “Homeowner Maintenance Manual” in the Homeowner Binder. This document will outline what general maintenance needs to occur to ensure that your home is protected, however it is not intended to replace any instructions outlined by the manufacturer. If you experience any discrepancies between the two, always follow the manufacturer’s instructions.

For additional information on general home maintenance or home warranty, please visit your warranty provider’s website below, or the BC Housing website.

**WBI Home Warranty Ltd**  
[wbihomewarranty.com](http://wbihomewarranty.com)

**BC Housing**  
[www.bchousing.org](http://www.bchousing.org)

# SEASONAL MAINTENANCE CHECKLIST

Most home maintenance activities are seasonal. Fall is the time to prepare your home for the oncoming winter. Since winter is the harshest season for your home, it is important to conduct regular maintenance and check your home frequently for any possible problems during these months. In the case that any problems do arise, please follow the correct procedures as soon as possible. Spring is the time to evaluate if any damage occurred over the winter and plan any necessary repairs for the upcoming months warmer months.

For more detailed information on seasonal maintenance, please check the “Homeowner Maintenance Manual” that can be found in the Homeowner Binder. This document will outline what maintenance needs to occur during each season to ensure that your home is protected.