

# *Eve*LYN

*by* **ONNI**

**onni**<sup>™</sup>  
group

300-550 Robson Street  
Vancouver, BC V6B 2B7  
[www.onni.com](http://www.onni.com)

# Homeowners Manual

## Introduction

Congratulations on the purchase of your new home at Forests Edge by Evelyn. We would like to take this opportunity to welcome you to your new home and the neighbourhood! The Onni Group prides itself in constructing homes of the highest quality and in providing our homeowners with a first-class experience.

Please note that this manual is not intended to deal with all issues related to your new home, however; it will better acquaint you with the neighbourhood, and provide you with a summary of the more important maintenance issues you can expect to encounter with regard to caring for your new home.

**No Home Is Maintenance Free!**

Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home, and help you to protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home, however, should any questions arise, please contact either Onni Group Of Companies, or the specific product supplier or manufacturer. Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, hire a professional.

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# General Information

## Local Phone Numbers

### Safety & Emergency

Ambulance – Police – Fire – Rescue (EMERGENCY Calls Only)	911
Fire (Non – Emergency)	(604)-925-7370
Police VPD (Non-Emergency)	(604)-717-3321
BC Gas Emergency Calls	1-(800)-663-9911
Poison Control	1-(800)-567-8911
Lions Gate Hospital	(604)-988-3131
Vancouver General Hospital	(604) 875-4111
Children’s Hospital	(604)-875-2345
B.C. Hydro	1-(877)-431-9463

### City Services

City of West Vancouver (General Inquires)	(604)-925-7000
City of West Vancouver Parks & Recreation	(604)-925-7275
Recycling Information Line	(604)-984-9730
BC Transit	(604)-953-3333
West Vancouver Taxi/Sunshine Cabs	(604)-988-8888

## Community Information

We have only highlighted some of the great facilities and services, and invite you to visit the following website as a source of additional information.

- Outdoor adventures: Fishing, hiking, canoeing, camping, bird watching, etc.
- Sporting activities: Golfing, swimming, biking, running and many more.
- Arts and Culture experiences: Theatre, dance, music, art, history, festivals, etc.
- Shopping and Dining: Over 230 restaurants and a wide variety of destination shopping centres and stores.

Visit city of West Vancouver’s website for more details: <http://westvancouver.ca/>

## Schools

**Hollyburn Elementary**  
1329 Duchess Avenue  
West Vancouver, BC  
(604) 981-1220

**West Vancouver Secondary**  
1750 Mathers Avenue  
West Vancouver, BC  
(604) 981-1100

**School Board**  
1075 21<sup>st</sup> Street  
West Vancouver, BC  
(604) 981-1000

**West Vancouver Child Development**  
2478 Haywood Ave  
West Vancouver, BC  
(604) 926-7072

## Parks, Recreation, Culture & Entertainment

**West Vancouver Community Centre**  
[www.westvancouver.ca](http://www.westvancouver.ca)  
2121 Marine Dr.  
West Vancouver, BC, V7V 4A7  
604-925-7270

**West Vancouver Memorial Library**  
[www.westvanlibrary.ca](http://www.westvanlibrary.ca)  
1950 Marine Drive ,West Vancouver, BC, V7V 1J8  
604-925-7400

**Ambleside Park**  
1306 Argyle Ave, West Vancouver  
Includes; off-leash dog area, concession, waterpark.

**Caulfield Park**  
4685 Keith Rd, West Vancouver

Includes; sandy beaches, forested trails.

**Steve Nash Fitness World**  
1989 Marine Drive  
North Vancouver, BC  
604-986-3487

## Utility Information

Telephone, cablevision, hydro, gas, and internet connection arrangements should be made directly with the companies concerned. **You will be responsible for all hook-up and monthly costs.**

Shaw Cable & Internet	(604)-629-8888
TELUS	1-(888)-811-2323
TELUS Repair	611

## Important Information & Addresses

### Rancho Management Services

P: (604)-684-4508  
1190 Hornby Street  
Vancouver, British Columbia  
V6Z 2K5  
[www.ranchovan.com](http://www.ranchovan.com)

### National Home Warranty

P: (604)-608-6678  
F: (604)-408-1001  
100-1125 Howe Street  
Vancouver, British Columbia  
V6Z 1B1

### Onni Customer Care

P: (604)-602-7711  
F: (604)-688-7907  
[customercare@onni.com](mailto:customercare@onni.com)

### During Business Hours

#### Onni Group

300-550 Robson Street  
Vancouver, B.C.  
V6B 2B7  
P: 604-602-7711  
F: 604-688-7907  
Attention: Customer Care  
(Monday–Friday 8:00am-5:00pm)  
(Holidays excluded)  
[customercare@onni.com](mailto:customercare@onni.com)

### AFTER HOURS

Rancho Management Services  
P: (604)-684-4508  
F: (604)-684-1956  
[www.ranchovan.com](http://www.ranchovan.com)

**For a Building Emergency or In-Suite Emergency please call the appropriate number listed above.**

**\*\*NOTE\*\*** unless service is an emergency, all service requests should be made in writing and sent to our office. The business address is noted on the service request form. This will enable us to respond to your requests in a fair equitable manner. **Please refrain from giving your service request to your sales representative or our construction personnel.**

## **Development Information**

### **Visitor Access to your Suite – Enterphone**

The building is equipped with a MESH visitor entry system that allows you to control access to the building from within your suite by use of your telephone.

The MESH system utilizes a “phone-line” system which enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP), Cellular, or digital phone systems as your main telephony device.

When a visitor calls you from the visitor entry panel, pressing “6” on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number.

Once you have pressed “6” you will hear the confirmation tones from the MESH entry panel letting you know that the operation was successful. To deny access, simply hang up. For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live.

### **Visitor Call Waiting**

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically you will hear the “call waiting” tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number “6” on your telephone. To deny access to the visitor, press the “\*” sign on your phone, or simply hang-up.

### **Keyfob Access Control to Entry Doors, Gates & Elevators**

To operate the keyfob – simply present it at the proximity reader located at the door or elevator you are entering. Your keyfob will unlock the door or your floor number for only a few seconds to allow you to enter. Activation of the gate uses the same keyfob/remote – to operate simply press button 1 on the remote for the main gate and button 2 for the interior residential gate.

Each keyfob has a unique number. The number on your keyfob has been assigned to your suite and programmed for access to your building. If any of your keyfobs are lost or stolen, please notify your concierge or property manager immediately.

**Please contact your property manager if you have any questions or issues with your FOB/Enterphone**

### **Garbage disposal and Recycling**

The Garbage and recycling room is located on the 2<sup>nd</sup> level near the main gate ramp.

## Mail Delivery

The civic address for **Forrest's Edge One**, your unit + 888 Arthur Erickson Place, West Vancouver BC, V7T 0B1

The civic address for **Forrest's Edge Two**, your unit + 866 Arthur Erickson Place, West Vancouver BC, V7T 0B2

The civic address for **Forrest Edge Townhomes**:

TH-1: 868 Arthur Erickson Place, West Vancouver BC, V7T 0B3

TH-2: 880 Arthur Erickson Place, West Vancouver BC, V7T 0B3

TH-3: 882 Arthur Erickson Place, West Vancouver BC, V7T 0B3

TH-4: 886 Arthur Erickson Place, West Vancouver BC, V7T 0B3

All individual mailboxes have been installed on street level on Keith Road. The 2 keys to your pre-assigned mail box are provided in your completion package. Be sure to let Canada Post know that you are moving. See your local post office for details on their relocation services. The Canada Post nearest you is located at *545 Park Royal Street West, BC, V7T 1A0*

## Change of Address

As a reminder, we have included a list of several organizations you should notify of your address change. This will ensure proper continuation of the services you subscribe to:

- Canada Post
- Driver's License
- Car Ownership
- BC Medicare
- Extended Health Care
- Doctor
- Dentist
- Veterinarian
- Lawyer/Notary
- Hydro, Gas
- Telephone
- Cell Phone
- Cable TV
- Car, Home & Life Insurance
- Warranty Providers
- Banks
- Credit Cards
- Clubs



# Condominium Living

The comments below reference general observations. Reference should be made to the applicable provisions of the Condominium Act.

## Property Designation

### Common Property

The **Strata Property Act** defines the Common Property as,

1. That part of the lands and buildings of Evelyn shown on a strata plan that is not part of a strata lot, and
  - a. pipes, wires, cables, ducts and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, television, garbage, heating and cooling systems, or other similar services if they are located
    - i. within a floor, wall or ceiling that forms a boundary
    - ii. between a strata lot and another strata lot
    - iii. between a strata lot and the common property, or
    - iv. between a strata lot or common property and another parcel of land, or wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

### 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 homeowners. At Evelyn the balcony or patio of each strata lot is designated as LCP. These areas are sketched and dimensioned on the strata plan filed in the Land Title 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 of the floor, wall or ceiling as the case may be. Each homeowner 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 Evelyn. 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 Evelyn with the assistance of professional property managers. They will usually enforce the bylaws, award maintenance contracts, and assure payment of corporation bills. As the developer, Onni has appointed Rancho Management Services as the property manager. The property manager will call the first meeting of the Strata Corporation, being the first annual general meeting (AGM), 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 Onni will act as the Strata Council with the assistance of Rancho Management Services.

## 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 on the basis of the square footage of your unit as it relates to the total square footage of all the units. They are usually payable on the 1st 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 Evelyn. The fees are usually paid by post-dated cheque or pre-authorized chequing plan and are made payable to *Rancho Property Management Services Ltd* in care of your Property Manager. When submitting any payment ensure that your strata plan number, unit number and the strata lot number are clearly identified on the back of your cheque so that it may be credited to the correct account.

## Bylaws

The bylaws are the rules and regulations of a Strata Corporation that determine the rules of conduct by which each owner in Evelyn must abide by. After the first annual general meeting the owners may enact new, or vary the existing bylaws, provided that they satisfy the requirements of the Condominium Act in doing so.

If there are bylaw violations, fines can be levied against the individual strata lots by the Strata Council. Please refer to the Disclosure Statement for the applicable bylaws for Evelyn.

## House/Condominium Insurance

### Condominium (Strata) Insurance

Generally the insurance coverage provided by the insurer for 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 or Contents Insurance

You need to have insurance coverage for your personal possessions and possibly any upgrades to your strata lot above and beyond the building standards. These are not covered under the Strata Corporations policy.

\*NOTE\* we strongly recommend that you contact your agent or the Strata's agent (their name and number can be found in the first chapter) to clarify any questions about insurance and the coverage provided.

### Condominium Insurance

To inquire about the insurance coverage required under the Condominium Act, for the common property of your condominium, please contact your local insurance broker.

**\*\*Please Note\*\*** your own personal contents are **not** covered by the Strata Corporation's insurance. Some suite upgrades may not be covered. Speak to your own Insurance Agent about these matters.

## Third Party Warranty Provider:

**National Home Warranty**  
1100 -1125 Howe Street  
Vancouver, British Columbia  
V6Z 2Y6  
Phone: (604) 608-6678  
Fax: (604) 408-1001  
1-888-243-8807

**Home Owner Protection Office**  
Suite #2270 – 1055 West Georgia Street  
Vancouver, B.C.  
V6E 3P3  
P: 604-646-7050  
F: 604-646-7051  
Website: [www.hpo.bc.ca](http://www.hpo.bc.ca)

## The First Year in Your New Home

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

For the first year, your new home is covered by our comprehensive warranty. This is regulated by The Homeowner Protection Act and is supported by National Home Warranty your third party warranty provider.

During construction and right through to the end of the first year, Onni will make every effort to warrant the quality and satisfaction of our product.

### Construction Inspections

In addition to our own quality control inspections, architects, city inspectors and other consultants, we inspect the building throughout the construction process to ensure all work is being completed with care and according to The Building and Municipal Codes and our specifications.

### Pre-Occupancy Orientation

A representative of Onni will guide you through a home orientation. At this time, any items needing attention will be identified and listed on the Pre-Occupancy Report and signed by both parties.

### Year-End Service Request

Towards the end of the first year of your one-year Workmanship and Materials Warranty, we again recommend that any concerns you have be documented and forwarded to our office. Onni will be sending out a Year End reminder letter prior to your expiration date. Please use the service request form provided or the form located on our website [www.onni.com](http://www.onni.com). Alternatively you may simply email your list to [customercare@onni.com](mailto:customercare@onni.com). A representative of Onni will contact you to arrange a review of your concerns; during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Home Warranty Materials and Labour Standards Guide provided by National Home Warranty. If you are not in agreement with the corrective measures taken or the standards, National Home Warranty or the Homeowner Protection Office can assist you with your concerns.

## Your Role as a Homeowner

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

1. Read all operation manuals that were supplied with your home. It is recommended although not essential that you fill out any warranty cards that were provided with the appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make 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 their respective manuals. This is especially true in regard to your humidity control, kitchen fans and other moisture control devices within your home. Please read the “Care and Maintenance” chapter of this manual for more details.
4. Keep informed of the work of your Strata Council, especially in regard to the warranty for common areas. Remember that the common area warranty starts with the first possession or occupancy of the first home. Thus the expiry for the common area warranty will be different than the expiry for residential homes.
5. If you wish an item to be covered by your warranty and corrected by Onni, 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.

## Warranty Information

The Homeowner Protection Act regulates the residential construction industry. Builder licensing and mandatory home warranty coverage came into effect July 1, 1999. The standard for home warranty coverage has been established by the act and is commonly referred to as a 2-5-10 warranty.

Home warranty is an insurance product. Only an insurance company that has been approved by the Financial Institutions Commission can provide the warranty coverage. Home warranty is a regulated insurance product designed for the benefit of new homeowners.

**First 12 months** – coverage for any defect in materials and labour within the home. The drywall warranty applies to shrinkage cracks and nail pops. We will repair them only once during the warranty period. It is recommended that homeowners wait until the 1 year mark, before requesting drywall repairs.

**First 15 months** - coverage for any defect in materials and labour in the common property of a multi-unit building.

**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** – This warranty provides coverage for the building envelope for up to five years against unintended water penetration such that it causes, or is likely to cause, Material Damage to the New Home.

**10-year** – This is for structural defects

1. Any Defect in Materials and Labour that results in the failure of a Load Bearing part of the New Home, and
2. Any Defect which causes Structural Damage that materially and adversely affects the use of the New Home for residential occupancy.

## Definitions

**Building Envelope:** Means the assemblies, components and materials of a New Home which are intended to separate and protect the interior space of the New Home from the adverse effects of exterior climatic conditions. Interior space of the New Home includes all material not directly exposed to the exterior climatic conditions. Exterior climatic conditions mean the direct effect of weather on the above-grade portion of the New Home.

**Defect:** Means any design or construction that is contrary to the Building Code or that requires repair or replacement due to negligence of a Builder or person for whom the Builder is responsible at law.

**Delivery and Distribution Systems:** Means the mechanical and electrical systems for delivery and distribution of gas, electricity, water, waste, heat and air within and throughout a New Home, but excludes plumbing and electrical fixtures and appliances.

**Material and Labour:** Means only the Materials and Labour supplied by the Builder for construction of the New Home.

## Warranty Exclusions

### The warranty does not cover the following:

1. Weathering, normal wear and tear, deterioration consistent with normal industry standards;
2. Any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
3. Materials, labour, or design supplied by an Owner;
4. Any damage to the extent it is caused or made worse by an Owner or Third Party;
5. Failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give Onni prompt notice of a Defect or discovered loss or a potential Defect or loss;
6. Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
7. 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;
8. Bodily injury or damage to personal property or real property which is not part of the New Home;
9. Any defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;
10. Changes, alterations, or additions made to the New Home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by National Home Warranty.
11. Contaminated soil;
12. 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;
13. Diminution in value of the New Home;
14. Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
15. Non-residential structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the New Home;

16. Commercial use area and any construction associated with a commercial use area;
17. Roads, curbs, and lanes;
18. Site grading and surface drainage, except as required by the Building Code;
19. The operation of municipal services, including sanitary and storm sewer;
20. The quality or quantity of water, either piped municipal water supply or from a well;
21. Damage caused or made worse by the failure of an Owner to take reasonable steps to mitigate any damage.

**For complete warranty information on coverage, exclusions, terms, etc., please refer National Home Warranty 2-5-10 Home Warranty Certificate.**



## Owners' Duty to Mitigate Damage and Maintain

As per your National Home Warranty 2-5-10 home warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration. You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention i.e. turn off water system in the event of a burst pipe.

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

An owner's duty to mitigate survives even if;

- the new home is unoccupied,
- the new home is occupied by someone else other than the homeowner,
- water penetration does not appear to be causing damage, or
- the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

## Emergency Situations

An emergency is a situation that requires immediate attention – a situation that cannot wait until the following day.

**Emergency request(s)** should be made by emailing [customercare@onni.com](mailto:customercare@onni.com) or faxing the Onni (604)-688-7907 **and** contacting the property manager, Rancho Management Corp. (604)-684-4508

### Situations that require emergency service may include:

- Fire
- Flood
- Total stoppage of plumbing drains where all sinks, toilets or tubs will not drain
- Heating system failure during cold weather
- Gas leak
- Water leakage (Note: the homeowner/tenant is responsible to turn off the water in the suite at the first sign of a water leak)
- No water service
- Major damage to the building
- Other serious incidences that require immediate attention.

# Classification of Problems

## What to Look For, What to Report, When and Who to Report to....

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code and the Homeowner Protection Act. In addition Onni takes great pride in the quality of its homes and the satisfaction of our customers.

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

For your own piece of mind and convenience it is important to report problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention, but can wait until normal working hours. Lastly there are those items to be noted for the six month or year-end review. Below are examples of each type of problem and the appropriate response.

## Building or In-Suite Emergencies

An emergency is a problem that will affect the wellbeing of the resident(s) and requires immediate skilled attention to the defect. Examples might include:

### • Gas Smell:

If at any time you smell gas contact your gas utility supplier immediately. They will check your system and advise you of any problems.

### • Water Leak:

If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off exists locate the main water shut-off (usually located where the water line enters your home) and turn it off until the problem can be rectified.

### • Plugged Sewer Line or Fixture:

A plugged fixture or sewer line generally occurs because users of the facility are flushing inappropriate materials down a toilet or drain. **DO NOT** continue to use the facility once a blockage has occurred. Attempt to unclog the line by using a plunger. If a larger blockage has occurred the services of a plumber may be required. If the blockage is the result of a proven builder defect then Onni will take full responsibility for the repair.

- **Electrical:**

Sparking - If a plug or outlet sparks excessively, immediately turn off the breaker and contact the electrical contractor listed in your Trades List or Onni. A small spark when an appliance is unplugged is not uncommon.

Circuit tripping - Appliances plugged into the same circuit that is tripping should be unplugged one at a time until an overload is alleviated. This will stop the breaker from tripping.

Power outage - If all power is out to your home, check to see if there is power to your neighbour's home. If there is power, check the main breaker on your electrical panel and reset it after checking for an overload. This may require the assistance of the building manager to open the electrical room closet.

- **No Heat:**

If the heating system does not appear to be operational ensure the thermostat has not been turned down. For electric heat check to ensure that the breaker is in the on position by tripping it off and resetting it.

- **Building Entrance Systems:**

Please contact the resident manager or property manager i.e. A malfunction of the front or garage doors

## **Items Requiring Attention**

Items falling into this category are those that could pose a safety hazard or which, if left unattended until the year-end review; can do greater harm to your home or the building. In our experience, these items are rare, but might include such things as:

- **Frozen Water Line:**

If garden hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This becomes a problem once the water thaws, as a leak will occur. If accessible, heating the pipe with a hair dryer may thaw it out. If the frozen pipe is the result of a proven builder defect then Onni will take responsibility for the repair.

- 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 stucco,

- 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 tile in the shower not due to accidents.

## Service Procedures

If you feel a defect exists and is covered under the warranty, please provide written correspondence to Onni and your warranty provider. Upon receipt, a representative of Onni will contact you to arrange an appropriate time to review your concerns so that they may be dealt with effectively.

**Onni Group**  
300-550 Robson Street  
Vancouver, BC V6B 2B7  
Phone: 604-602-7711  
Fax: 604-688-7907  
[customercare@onni.com](mailto:customercare@onni.com)

Please ensure that you review all of your warranty documentation closely so that you are aware of all the deadlines and complaint procedures.

## Items for Year End Review

For the purpose of recording these items, Onni has provided service request forms for your convenience. By using this form, you will be able to note each item for review, giving appropriate details and date. Having a written record is important. We would appreciate your forwarding your service requests to us at approximately ELEVEN (11) MONTHS after your closing date. Some examples of items that should be repaired/ replaced at the end of the year might include:

- drywall cracks
- nail pops
- cracked floor tile

It is our intention to rectify all of the warrantable defects that you may find in your home by the end of the year.

If you are not in agreement with the proposed corrective measures or the standards for repair, National Home Warranty or the Homeowner Protection Office will assist you with your concerns.

## **Year-End Service Call**

During this final visit your customer care representative will address any items that will require repair or adjustment to as per the warranty guidelines/ standards for your home.

Although this is your final regular service call our personnel are still available to advise you with concerns about your home.

**Onni would like to thank you for allowing us to be of service!**

## Care & Maintenance of Interior Finishes

The following advice is meant as a guide for the care and maintenance of the various finishes that may have been included in your home.

Generally we do not recommend the use of abrasive cleansers nor solvents for cleaning any item in your home.

### Flooring

#### Engineered Hardwood

Engineered wood flooring is typically manufactured with multiple (2-5) thin sheets of wood that are laminated together to form one plank, with the top layer being the actual hardwood surface. These sheets of wood are laid on top of one another in opposite directions or, otherwise known as, “cross-ply construction.” This allows for a dimensionally stable floor that is less affected by moisture than a solid floor as mentioned above. This cross-ply construction allows the thin sheets to counteract each other which prevents the planks from growing or shrinking with the changes in moisture.

The appearance of engineered hardwood flooring is easy to maintain and a dry mop or a hardwood cleaner, is all that is required for cleaning. There is no need for wax on engineered hardwood floors this flooring is factory finished and has specific maintenance requirements. Refer to your builder or flooring supplier for specific instructions

- Avoid excessive wet or damp mopping of the floor.
- Sweeping the floor on a daily basis.
- The use of felt pads or a similar product should be placed under table and chair legs.
- Planted pots should be isolated from the floor surface.
- Spills should be wiped up immediately.
- Avoid high heels or stiletto shoes.

#### Carpet

Carpeting care basically consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area weekly to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the flooring products used in your home.

Carpets and rugs should be professionally cleaned every year depending on the use and appearance.

Carpets should be vacuumed regularly. They should be cleaned with steam. Avoid the use of soaps. The soaps if not removed properly can leave a residue that changes the P.H. balance of the carpet and cause the carpet to change color i.e. yellow. Avoid walking on the carpet in your bare or sock feet we recommend slippers with soles or soft soled shoes. The oil from the body will cause the carpet fibers in traffic areas to mat or stick together this is called pooling.

Carpet Drafting. In some cases a black line may be identified running along the wall. In most cases it will be an exterior wall or stairwell. This is called Carpet Drafting. The cause is from air pollutants such as diesel exhaust. The air enters the home, without being filtered, through open windows etc. The natural convection in the home causes hot air to rise and cold air to fall. Cold air will fall on exterior walls. The carpet will act as a filter and remove the pollutants. These pollutants will form a dark line along the wall. This cannot be prevented but regular cleaning may help. It will occur more rapidly in areas where there are heavy trucks or machinery operating on a regular basis. This phenomenon is becoming more apparent as our homes become more energy efficient and airtight.

**PLEASE NOTE:** Your warranty will be void if a Dyson vacuum is used. These vacuums cause excessive fluffing in wool carpets.

## **Ceramic Shower Tiles**

Ceramic tile is very durable. For routine cleaning use a mild detergent; do not use waxes or sealers. As the grout is porous and will absorb water which will lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer should be carried out.

Sealing of the grout is your decision and responsibility. It is however recommended. Applying a grout sealer will help to prevent water from penetrating through the grout and into the sub surface wall area. It is suggested that the tile surface be wiped down after each shower. An alternative that is gaining in popularity is the use of a squeegee. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

- Using a broom to sweep the tile or a damp mop to wash the surface, household detergents can leave a film on the surface and strong degreasers may actually damage the grout.
- Remove any wet spillage immediately with a damp mop.  
Not waxing the floor tile.
- The surface may become very slippery.  
Padding may be used to help avoid chipping the tile when moving a heavy object across the surface.

It is recommended that you seal the grout between tiles in your home i.e. bathroom floor and wall tiles. This is your decision and responsibility.

## **Drapes and Blinds**

Because of their nature, dust does not collect on vertical blinds as on normal window coverings. Fabric louvers are wipeable, not scrubable. Stains cannot be cleaned. Any stains to the base material are not removable, but this is rare due to the special vinyl coating used. Excessive water will cause permanent damage. This is not covered by warranty.

## **Interior Doors**

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

Regularly inspect the operation of your doors, and clean/lubricate the hardware and hinges as necessary.

## **Paint**

### **Care and Maintenance of Interior Latex Paint**

Latex paints in a lower sheen level like eggshell, satin and flat have created problems for homeowners for cleaning or washing walls.

Lower sheen products have pigment close to the surface and when cleaned improperly may burnish or become shiny. This is non-repairable other than repainting.

You could avoid this problem if you take the time to properly clean latex painted walls.

- Do not attempt to wash walls prior to latex paint curing (30 days after application)
- Always use a mild liquid detergent with no abrasives, (i.e.) dish soap
- Apply liquid detergent onto a soft sponge - not cloth, as they act like an abrasive
- Gently massage the detergent into the soiled area, allowing the detergent to attack the soiled area
- Once soiled area is clean, rinse sponge out and wipe area gently with clean moist sponge

If you use this style of cleaning you will reduce burnishing by 90 to 95%.



## Paint Codes

Scheme A + B	Colour/Type	Finish
Walls	Low VOC - 2831 Packing Nut from General Paint	Trade-Man Eggshell
Bathroom Walls	Low VOC – 1042 Mistaya from General Paint	Trade-Man Eggshell
Trim & Casing	Low VOC – Builders White CLW 1013W from General Paint	SOLO - Semi Gloss
Ceiling	Low VOC Interior Matte – Plum Black White – CW050W form Sherwin-Williams	400 – W Flat Matte

## Counter Tops and Cabinets

### Engineered Stone

Engineered stone countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning should consist of using a damp cloth and a mild soap detergent. Because they are highly resistant to stains, they cannot be affected by coffee, tea, wine, soda, fruit juice, and vinegar spills. You should simply blot spills. Avoid using very strong chemicals (such as acid, alkaline material and acetone etc.) and other solutions with unidentified ingredients to clean your engineered stone countertop.

Although engineered stone countertops can briefly tolerate moderate temperatures for a brief time, it can be damaged by high heat and prolonged exposure to heat. So it is advisable to use a dish towel or a trivet before you place a hot pan on your countertop. Do not place hot plates directly on the surface because prolonged exposure to high heat can damage your engineered stone countertop.

Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub™. For tough stains, work the area with a Scotch Brite™ pad.

**Sealing Engineered Stones:** Engineered stones are made of nonporous material; engineered stone countertops do not require regular sealing to prevent staining, however annual sealing is strongly recommended for protection and the longevity of your countertops. Compared to granite countertops, engineered stone countertops are almost indestructible. They are not easily stained by fruit juices, wine, cooking oil, coffee, tea, nail polish and remover, lotions, and other common household liquids.

Engineered stone countertops are also hygienic because they do not affect the taste of food or compromise its safety when it is prepared on their surface

## **Natural Stones**

### **Quartz**

Quartz is the most durable countertop stone, unlike granite, quartz countertops don't need to be continuously re-sealed. The infused materials results in countertops that are nearly resistant to stains, scratches and cracks, quartz surfaces are also highly heat-resistant and almost maintenance free.

Maintaining Natural Stone:

- Do clean surfaces with a stone safe cleaner.
- Do thoroughly rinse and dry the surface after washing.
- Do blot up spills immediately.
- Do protect counter top surfaces with coasters, trivets or placemats, particularly under those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the stone surface.
- Don't place hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects that can scratch the surface.
- Don't use vinegar, lemon juice or other cleaners containing acids on marble, limestone, travertine or onyx surfaces.
- Don't use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub & tile cleaners.
- Don't use abrasive cleaners such as dry cleansers or soft cleansers.
- Don't mix bleach and ammonia; this combination creates a toxic and lethal gas.
- Sealing is a better way to protect natural stone. A reapplication of sealer needs to be done periodically. You can do this by yourself or call in a professional.

For additional information on how to care for your countertop of any material, please visit the website of your stone supplier, Utopia Stone LTD. [www.UtopiaStone.com](http://www.UtopiaStone.com)

## **Cabinets**

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

Most cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Abrasive cleaners should not be used. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.

Special care should be taken when using bathroom and kitchen sinks, as wood cabinetry beneath could swell and maintain damage due to excess water. For extra precaution, make sure that you are wiping down your counters after use so that water does not potentially damage the cabinets. Keep in mind that humidity levels within your home may also affect wood cabinet drawers and doors.

Avoid:

- The use of abrasive cleaners.

*Our cabinet suppliers have advised us that when using the self-clean cycle of the oven it is recommended that the doors and drawers adjacent to the oven be opened. The temperatures inside the stove in the self-clean cycle are very high. The heat can affect the laminate finishes.*

## Plumbing

### General

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

A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

The waste lines have been provided with clean outs throughout the residence. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur. P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains, which are used infrequently, may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odor.

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

### Fixtures

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products. From paint stripper to nail polish remover, household solvents are all too common throughout every home. A solvent is a substance that dissolves another substance forming a solution. Solvents that contain carbon are known as organic solvents and can contain chemicals considered hazardous -- they can be flammable and toxic. Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners.

Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

### Toilets

A dual-flush toilet is a variation of the flush toilet that uses two buttons to flush different levels of water. It has been proven to save up to 67% of water usage in most homes.

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

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

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

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

Newer Energy efficient (low-volume or dual flush) toilets use less water to flush than older models. The operation of some new toilets is more sensitive to the effects of the:

- a. amount of waste
- b. amount and type of papers
- c. Volume of water in the tank.

### **Plugged toilets and Drains**

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet. Please note, this is not under warranty. Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

### **Faucet Repairs**

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

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

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

Taps should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

Plumbing fixtures are susceptible to damage from abrasive cleansers. Use of abrasive products and steel wool pads should be avoided, as these products will cause the finish to become dull and porous.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect. A solution of baking soda and white table vinegar will generally remove these stains. Thoroughly rinse with water after cleaning.

Stainless Steel Sinks can be cleaned with a mild abrasive such as Vim. Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show. The sink does not rust. Caution: Use of anti-bacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

Waste disposers should have cold water run through it before, during the emulsification and after. The water before and after will help to flush the main sewer lines. Avoid greases as they may build up in the trap in your drain and cause a blockage. Fibrous foods such as celery will jam under the pivots and cause them to stick. To help clean the appliance place 2 -4 ice cubes in the Disposer, every 1 - 2 months, and turn it on. If the Disposer fails to come on check to make sure that the thermal protector on the motor has not tripped. There is a small reset button located on the side or bottom of the unit - push it in. Confirm that there are no foreign objects in the unit before resetting.

### **Tub and Shower Enclosures**

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

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

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from

allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note this is a liquid product and should not be confused with silicon based caulking. Follow the manufacturer's recommendations for application.

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

## **Gas**

If, at any time, you smell gas, contact your gas utility supplier, Fortis BC immediately by calling their 24 Hour Emergency Line 1-800-663-9911. They will check your system and advise you of any problems.

## **Electrical Systems**

### **General**

The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code. The power supply is fed to the home via underground or overhead cable. With underground service cables, piping, gas lines, etc., care should be taken when digging on your property. For information on these underground services, contact your hydro, gas provider, TELUS, or your cable supplier or your local building department.

Circuit protection will be via circuit breakers located in the electrical panel(s). The main power shut-off will be located inside the electrical panel or immediately adjacent to it. This panel and the location of the main breaker should be located upon moving into your new home. Should the circuit breaker "trip", it is likely due to overloading of a specific circuit or a short circuit in an appliance cord. The start-up load of electric motors can also temporarily overload a circuit. To correct tripped breakers, isolate the cause of the overload or short and disconnect it. The circuit breaker can then be reset by turning it to the "off" position and then to the "on" position. If the breaker continually trips, contact an electrician.

### **G.F.C.I. Circuits**

A ground fault circuit interrupter (G.F.C.I.) is an additional electrical safety device installed in the electrical system. This device is a breaker that can be located in the main electrical panel or within specialty outlet receptacles and is designed to provide protection from ground faults. The G.F.C.I. is extremely sensitive and will trip if grounding of the electrical current is detected. Ground faults usually occur in older appliances and electrical equipment or inexpensive extension cords. A poorly insulated extension cord lying on wet ground will often cause a ground fault. Because water and electricity are a poor combination, protection is installed to the outlets in the bathroom and outdoors. If this breaker trips, unplug the source of the ground fault and reset the

breaker either at the panel or at the outlet itself. G.F.C.I. outlets should be tested monthly to ensure their proper operation. Please note that two outlets can be located on the same G.F.C.I. receptacle as they are connected on the same circuit.

### **Smoke and Fire Detectors**

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested monthly to ensure their proper operation, and should be cleaned twice a year with a vacuum.

Please note that these devices are connected directly to the electrical system of the home and do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.

## **Heating and Ventilation**

### **Forced Air Heating and Cooling System**

The heating and cooling in your home is supplied by a heat pump exclusive to your suite. Maintenance will be required to this heat pump on either a quarterly or semi-annual basis. The Mechanical maintenance contractor hired by your strata will help to provide reminders and information to help you maintain this major component of your home. Please ensure that you read all material distributed to keep the unit functioning as intended.

### **Ventilation**

Ventilation is often the only effective means for removing moisture. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapor can circulate through the house.

These fans need to be run often enough to remove the moisture. **Your home is equipped with a fan timer that controls the fan in your main bathroom. It is recommended that this fan is programmed to operate for four hours twice a day every day.**

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

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home.

- Use exhaust fans while cooking



- When doing laundry, please be sure to open a window and run the booster fan (if included in your laundry center).
- Close the bathroom door and open a window after baths and showers
- Use bathroom exhaust fans while having a bath or shower
- Ventilate the home at least once a day by opening a window or door
- Open the blinds and drapes throughout the day to allow for air circulation on windows
- Move furniture roughly 12-16 inches from windows and heaters

## Range Hoods and Exhaust Fans

Range hoods and exhaust fans are provided to reduce or eliminate cooking odors and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently.

## Appliances

The appliances included with the purchase of your new home have been checked to ensure that they are operating properly.

All of the appliances in your new home come with a manual, which detail the operating procedures for the specific appliance. These instructions must be followed in order to maintain the manufacturer's warranty. Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

**\*\*With dryers, check and clean the exterior vents on a monthly basis as they commonly become plugged with lint which reduces the efficiency of the dryer and can be a fire hazard.**

**\*\*Please note that it is recommended that the lint trap in the dryer itself should be cleaned after every load of dried laundry. Failure to clean this lint trap as recommended may result in condensation build up in the dryer duct and trap moisture in the ceiling or walls of your home.**

**Kitchen fan and filter** - requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well.

**Bathroom fan(s)** - installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. Some switches can be overridden by the de-humidistat controller when the humidity level in the home is higher than the setting on the controller. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.

**The Fan Timer** - will activate the bathroom fan at pre-scheduled times.

**Smoke alarm(s)** - are installed for your safety and protection. Please familiarize yourself with their function and care.

# Care & Maintenance of Exterior Building Components

## Frozen Water Line

If garden hoses are left attached to hose bibs during the winter, freezing of the water line may occur. This is a result of the water that is standing in the hose and hose bib to freezing and causing the metal in the hose bib to expand and crack. The resultant crack will create a water leak. This hose bib will need to be replaced.

## Masonry

Neither the mortar joints in the stone/brickwork nor the stone/bricks themselves are entirely waterproof. Periodically, the mortar joints should be checked for cracks. Hairline cracks are not problematic; however, if these cracks are excessive, they should be re-pointed to reduce the potential for moisture related problems. Re-pointing involves cleaning out loose mortar to a depth of at least ½” and filling the space with new mortar which is available at your local building supply store.

The bottom course of stone/brick contains intentional openings (weep holes) which allow for the drainage of moisture from the cavity located behind the stone/brick. These openings must remain unobstructed and must be a consideration when landscaping.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salts within the masonry or mortar that migrate to the surface of the stone/brick with time. It can usually be controlled with water and a light scrubbing. More persistent occurrences can be washed off with muriatic acid or baking soda. Should efflorescence continually reoccur in a localized area, it may be due to a specific water source such as a leaking gutter. If so, the problem should be identified and corrected. The type of stone/brickwork used on your home is located at the end of this document.

## Caulking

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes.

As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be removed and replaced.

## Decking and Handrails

Balconies and handrails are exposed to rain, snow and sun. Cracking, warping and splitting of wooden deck materials is normal and cannot be prevented. Painted surfaces will chip and peel and should be touched up annually before the onset of poor wet weather. Care must be taken not to damage any deck membranes and any damage must be repaired immediately. The use of a mild cleaning detergent and a brush should be adequate.

## Weather-Stripping

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

## Windows

Window glazing is typically made of glass with the exception of some skylights that may use an acrylic glazing. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated every 3 months. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

Condensation between the layers of glass within the window frame indicates that the sealed unit has failed. The glazing unit will require replacement, as there is no method of repairing sealed units. If failure of the sealed unit occurs after the expiry of the first year of warranty coverage, contact your window supplier as the cost of this repair may be partially borne by the manufacturer.

- Use plenty of clean water for washing and rinsing.
- The use of harsh detergents is not recommended.
- Do not use abrasive cleaners.
- Remove stubborn stains with alcohol or a slightly acidic solvent. Clean with clear water immediately.
- Avoid solvents on frames. Should some solvent residue be on the frame, rinse immediately with clear water.
- Do not use sharp objects such as scrapers. These will scratch the glass.

**Window seal failure** - Condensation between the layers of glass within the window frame indicates that the air seal of the glass has failed. The sealed unit will need to be replaced. If a failure occurs, please contact both the window supplier/manufacturer and Onni. The cost of the replacement may be partially borne by the manufacturer.

## Doors

Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer.

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside, which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions. Some exterior doors have restrictions imposed by the manufacturer as to the color the door may be painted. The heat absorbed by darker colors can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint color may void the manufacturer's warranty; therefore, any such restrictions should be reviewed prior to the door being painted.

## Trade List

Please contact trade directly with questions regarding their product.

Trade	Company	Phone Number	Email
Appliances	Trail Appliances	(604) 434 8711	vancouver@trailappliances.com
Aluminum / Metal Railings	Altech Aluminum	(604) 430 3377	info@altechaluminum.com
Blinds	Brite Blinds	(604) 420 8220	dave.brooks@shaw.ca
Cabinets	Wortra Enterprises Ltd.	(604) 527 2088	info@wortra.com
Counters	Utopia Stone	(604) 468 2569	wilson@utopiastone.com
Doors	Pacific Prehung Doors	(604) 524 9566	sales@pacificprehungdoors.com
Electrical	Nightingale Electric Ltd.	(604) 275 0500	<a href="mailto:info@nightelec.com">info@nightelec.com</a>
Enterphone / Security	Smart-Tek Communications	(604) 718 1882	info@smart-tek.com
Hardwood	NuFloors Ltd	(604) 533 4231	<a href="mailto:info@nufloorslangley.ca">info@nufloorslangley.ca</a>
HVAC	D.M.S Mechanical Ltd.	(604) 291 8919	info@dmsmechanical.com
Landscaping	Wilco Civil Inc	(604) 882 4753	info@wilcocivil.ca
Lighting	Brite -Lite	(604) 525 5549	salesv@brite-lite.com
Painting	Voytek Painting Ltd.	(604) 329 7645	w.b@telus.net
Roofing	JR Trory & Company	(604) 980 5074	trory@trory.ca
Shower Doors, Mirrors	Glassworld Installations	(604) 854 5757	info@glassworld.ca
Sprinkler (fire)	Titan Fire Protection	(604) 721 6594	titanfireprotection@hotmail.com
Tile	Monacor Construction Ltd.	(604) 721 7274	N/A
Balcony/Deck Coating	JR Trory & Company	(604) 980 5074	trory@trory.ca
Windows	Starline Architectural Ltd.	(604) 882 6855	architectural@starlinewindows.com
Plumbing/Gas	D.M.S Mechanical Ltd.	(604) 291 8919	info@dmsmechanical.com

### Onni Group

300-550 Robson Street  
 Vancouver, BC V6B 2B7  
 Phone: 604-602-7711  
 Fax: 604-688-7907

Email: [customercare@onni.com](mailto:customercare@onni.com)

## General – F&Q

### Home Warranty, Deficiencies and Service Requests

#### When does my home warranty expire?

All homeowners are provided with a 12 month warranty for their unit. The expiration date of your warranty is 1 year following your completion date.

For all major distribution warranties, plumbing, electrical etc you are provided with a 2 year warranty.

#### What does my home warranty cover?

Your home warranty will cover you for defects in labour and materials. You can submit any urgent deficiencies via a service request by going to [www.onni.com](http://www.onni.com) and submitting a service request form or contacting [customercare@onni.com](mailto:customercare@onni.com). All cosmetic deficiencies will be addressed upon your year-end appointment.

#### What are considered cosmetic deficiencies and when is my year end appointment?

Cosmetic deficiencies are anything from drywall cracks, nail pops, cracked tiles etc, anything cosmetic that is not an urgent deficiency or anything that, if untreated, will cause further damage. Your year-end appointment is completed 1 year following your completion date on your unit.

#### What is considered an Urgent Deficiency?

Any Urgent deficiency is anything that will cause ongoing damage or will cause damage to another unit. Examples of these are leaks, electrical problems, heating not working, ventilation fans not working or plumbing issues.

#### What is my (homeowners) responsibility?

The homeowner is responsible for items such as changing light bulbs, sealing of tile/grout, shower/tile silicone, normal wear and tear items and any damage you have caused to your unit.

#### Is there anything not under warranty I should be aware of?

Yes, the following will not be covered under your warranty

- Your garbage disposal will not be covered under warranty for blockages due to the large number of homeowner depositing the wrong foods through the disposal. The garbage disposal is for soft foods

ONLY, no bones. Please follow steps to clean blockages, under General Home Maintenance before contacting Onni.

- Any homeowner damage caused by the homeowner themselves.
- Any plumbing issues that result in drain blockage cause by homeowner. If a plumber is called out to attend under a service request and the homeowner is found at fault, this cost will be on charged to the homeowner.
- Damage to window sills caused by condensation. Please read all window condensation information and what to do to mitigate damage especially during the winter months.

### **How do I submit a service request?**

To submit a service request list your deficiencies, be specific and provide as much information as possible then submit it by one of the following means.

Email: [customercare@onni.com](mailto:customercare@onni.com)

Online: <http://www.onni.com/new-homes/customer-care/service-request/>

## **APPLIANCES – TRAIL**

### **My Appliance is not working/broken**

If you are having any issues with your appliances please contact Trail directly.

TRAIL APPLIANCES – (604) 777 3300 EXT# 2

You will require the serial number and model name of your appliance, there will be a sticker that clearly labels these on your appliance. You may also require a copy of your Certificate of Completion (COP); you will have received this from National Home Warranty 2-3 weeks following the purchase of your new home. Should you not have your COP please do not hesitate to contact Onni Customer Care for a copy.

### **How long is my warranty period on Appliances?**

Your warranty period from Trail is one year following the completion date of your unit.

### **Can I get an extended warranty on my appliances?**

Extended warranties can be purchased through Trail, the price depending on length of extended warranty and which appliance is being covered. Appliance warranties are a minimum of one year. Some products will have a 2-year warranty, and various parts of appliances (e.g. the sealed system on a fridge, or the stainless tub on a dishwasher) will often be warranted for even longer. To find out what coverage is available to you, contact Trail directly at (604) 777 3300 EXT #2



## **GENERAL HOME MAINTENANCE**

### **Garbage Disposal**

If your garbage disposal stops working, please follow these steps.

- Turn breaker off or unplug
- Remove any all containments from inside
- rotate the bottom turbine ½” by using a wooden spoon
- hit the reset button on the bottom
- plug back in or turn breaker back on

Repeat steps until it works again

Please remember, your garbage disposal is for soft foods ONLY. Do not put any hard food wastes down the disposal unit such as bones, fruit pips/stones etc.

### **Dryer – Lint Trap**

Please make sure to clean your lint trap regularly, failure to do so may result in longer drying time of clothes and/or excess condensation in your unit.

### **Noise Transmission**

Structure-borne noise is inevitable within condominium living, the noise from one unit, walking etc, creates a vibration that is transmitted through the building structure. During construction Onni endeavors to help reduce this noise by way of installing soft close catches on all cabinetry and installing foam underlay under all carpet and hardwood flooring.

Please be mindful of other units and your noise between 10pm – 8am.

## Window Condensation

Many of you may experience condensation on your windows. Newly constructed homes may temporarily exhibit a higher potential for condensation as moisture in plaster, cement and other building materials escape into the air during the first heating season. New homes are also built to be more energy efficient, the tighter seal allows for less air flow thus creating more condensation.

The first step of preventing condensation is controlling humidity. Although excessive humidity shows up as condensation on the cold surface of a window, the window is probably not the source of the condensation problem.

Condensation occurs in your home when moist air comes into contact with a surface which is at a lower temperature. Moist air contains water vapour, commonly referred to as humidity. Indoors, we can increase humidity through our activities and lifestyle. If a surface in your home is cold enough, the air in the immediate vicinity of the surface will be cooled sometimes causing the moisture in the air to condense or change into a liquid on the surface. We add to humidity levels in our home through our activities and lifestyle. Water vapour is added to the air in large quantities by our breathing and perspiration, cooking, bathing, cleaning and other daily activities.

Below are a few effective and efficient ways to reduce the condensation in your unit.

- Use exhaust fans while cooking
- When doing laundry, please be sure to open a window and run the booster fan (if included in your laundry center).
- Close the bathroom door and open a window after baths and showers
- Use bathroom exhaust fans while having a bath or shower
- Ventilate the home at least once a day by opening a window or door
- Open the blinds and drapes throughout the day to allow for air circulation on windows
- Move furniture roughly 12-16 inches from windows and heaters
- Turn heaters on, between 18-22 degrees

If window condensation is not controlled, it may create mold in your window frames. If this occurs, please clean with a mild bleach and water solution. If your home is affected by condensation please try the above tips and take all necessary steps to mitigate any damage.