



Avalon 2

Homeowner Manual

WESGROUP

Unit 910, Four Bentall Centre
1055 Dunsmuir Street,
Vancouver, BC, 7X 1L3

T: 604-648-1800 | F: 604-632-173

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INTRODUCTION

Welcome to your new home at AVALON 2 and the River District neighbourhood!

We hope you take the time to read through each section now as you may find it to be useful in the future. As such, we recommend that you keep this manual in an easy-to-find location in your home for easy referencing.

Warmest Wishes,
Wesgroup Properties



BUILDING OVERVIEW

The architectural firm of IBI Architects has designed AVALON 2, located in River District Vancouver. Avalon 2 is enhanced by the adjacent park and proximity to everyday urban essentials at Town Centre.

This development consists of one 16-storey (East Tower) and one 16-storey (West Tower) with four 2-storey townhouse buildings for a total of 359 residential suites. The following is a brief orientation to help you locate the various facilities in your complex.

MAIN FLOOR

The building lobby and mailboxes are located on the main level of your building.

RESIDENTIAL PARKADE (via Rivergrass Drive entrance)

Level 1: Visitor parking, garbage/recycling rooms, loading space, and bike storage rooms.

P1: Residential parking, storage, and bike storage rooms.

AMENITIES IN AVALON 1 AND AVALON 2

	Avalon 1		Avalon 2	
	West	East	West	East
Parcel	21		20	
Building/Tower	1	2	1	2
Number of Storeys	5	6	16	16
Number of Homes	55	74	114	116

Amenity	L1 fitness room	L9 Sky Lounge L1 fitness room	L11 Sky Bar
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Shared Amenities	L2 Outdoor Kids Play Area Indoor Amenity Space with Dining Area Lounge and Children's Play Room Two Guest Suites
Number of Visitor Parking	35 (L1)
Number of Car Share Parking	2 (L1)
L1 Parking Capacity	69
P1 Parking Capacity	219
P2 Parking Capacity	230

ADDRESSES OF AVALON 2

Tower Address

West Tower: 8570 Rivergrass Drive, Vancouver, BC, V5S 0H4

East Tower: 3581 E Kent Avenue North, Vancouver, BC, V5S 0H6

Townhouse Address

TH1: 3555 Kent Avenue North, Vancouver, BC, V5S 0H6

TH2: 3557 Kent Avenue North, Vancouver, BC, V5S 0H6

TH3: 3559 Kent Avenue North, Vancouver, BC, V5S 0H6

TH4: 3561 Kent Avenue North, Vancouver, BC, V5S 0H6

Ground Floor Unit Address_ West Tower

101 to 104: 8570 Rivergrass Drive, Vancouver, BC, V5S 0H6

Ground Floor Unit Address _ East Tower

101 to 103: 3581 E Kent Avenue North, Vancouver, BC, V5S 0H6

STRATA PROPERTY MANAGEMENT

AWM Alliance Real Estate Ltd. is assigned to AVALON 2 to oversee day-to-day affairs of all common property for a strata building. The primary concern of the Property Manager is to ensure the protection of the interests of the owners including building insurance, building maintenance, and good communication within the development.

CONTACT INFORMATION

Strata Property Agent:

Email:

Phone:

Jason Scott

jason@awmalliance.com

604-638-7374

Strata Property Assistant:

Email:

Phone:

Caitlin Danyliuk

caitlin@awmalliance.com

778-945-2095

Building Manager:

Email:

Phone:

Cibele, Alliance

manager.avalon12@gmail.com

236-558-6056

Strata Property Management Company:

Mailing Address:

Company Website:

Email:

Emergency Line:

AWM Alliance Real Estate Group Ltd.

#401-958 West 8th Avenue,

Vancouver, BC, V5Z 1E5

awmalliance.com

info@awmalliance.com

604-685-3227 (24 hours)

After 5pm and on weekends,

please report common area and in-suite emergencies here

Q & A OF STRATA PROPERTY MANAGEMENT

What is the difference between Wesgroup Customer Care, Strata Property Management, and Building Manager?

Wesgroup Customer Care	Strata Property Management	Building Manager
Supports Homeowners with <ul style="list-style-type: none"> • Information events • Homeowner orientations • Key pick up • In-suite issues during the warranty period 	Manages the day-to-day for the strata building.	Is appointed by Strata Property Management.
	They ensure the building is properly managed for the enjoyment of all strata lot owners and tenants. This includes: <ul style="list-style-type: none"> • Conducting of AGM and strata council meetings • Collecting strata fees • Arranging repairs and maintenance of common areas • Managing the strata's financial affairs and strata insurance 	Is usually working onsite in the building and is responsible for the daily cleaning and maintenance.
	Your Strata manager also handles issues and complaints between residents and assist with submitting to the appropriate personnel to remediate the issue.	The onsite building manager reports repairs to be addressed to the Strata Manager and is the contact for any contractors performing work on common property.
		The building manager works during normal business hours and reduced hours over the weekend.

Q & A OF STRATA COUNCILS AND STRATA PROPERTY MANAGEMENT

What is the role and responsibility of Strata Councils?¹

- 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, 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.

What are the boundaries of responsibilities of the Strata Council and Homeowners?

The Strata Council and the Property Manager will work together to keep the building in its best condition through regular maintenance.

¹ <http://www.housing.gov.bc.ca/pub/stratapdf/Guide4.pdf>

Boundaries of Strata's Responsibility

	Definition	Example
Common Property (CP)	Any part of the land and buildings that are shared or common spaces; not part of or within a Strata lot.	<ul style="list-style-type: none">• Landscaping• Parkade• Hallways• Lobby• Elevators• Exterior of Building• Plumbing• Electrical• HVAC Distribution System• Mail Room• Bike Room
Limited Common Property (LCP)	Common property that has been designated on the strata plan this is for the exclusive use of one or more strata lots.	<ul style="list-style-type: none">• Balcony• Patio• Landscaping• Driveway or garage• Storage Room

Boundary of Homeowner's Responsibility

	Definition	Example
Strata Lot (SL)	The interior area of each separate home.	<ul style="list-style-type: none">• Interior Walls• Ceiling• Flooring• Windows• Interior doors• Cabinets• Light fixtures• All other interior finishing

When is the first AGM to be held?²

For new strata corporations, the owner-developer is responsible for arranging the first AGM within six weeks of the earlier of the following dates:

- Nine months from the date of the first conveyance of a strata lot or
- The date that 50% plus one of the strata lots are conveyed to purchasers

Who do I pay my Strata Fees to?

Strata Fees are paid to the Property Management Company and are due on the first or last day of each month.
(No invoices will be issued by the Property Management Company).

If you would like to do this using a monthly pre-authorized payment plan, please log in to the AWM homeowner portal at www.awmalliance.com and fill out the PRE-AUTHORIZED PAYMENT PLAN FOR STRATA FEES form, and submit it along with a void cheque to your Property Management Company.

² <https://www2.gov.bc.ca/gov/content/housing-tenancy/strata-housing/operating-a-strata/meetings-and-voting/preparing-for-a-general-meeting>

Customer Care

Your new home has been designed to provide you with many years of comfortable living. Our Customer Care Team has been created to help ease the transition into your new home. Our representatives are available to answer your questions about your new home in AVALON 2 and the River District Community. We are also available to solve your in-suite warranty concerns.



CUSTOMER CARE SERVICE REQUEST

Access to Customer Care (On-Line Information)

You can find below resources at www.wesgroup.ca/services for trouble shooting tips.

- Homeowner manuals
- Appliance manuals

How to report an in-suite warranty item?

All in-suite service requests must come from the Owner of the suite and must be made **in writing** to Customer Care.

You can submit your issue via online and email.

To help us respond in the most efficient manner, please provide the following information.

- Include your full name, address, email, and phone numbers
- Include a brief description of the issue with the location and photo(s)

Online

Please visit www.wesgroup.ca/services to submit a Service Request or to obtain building specific information.

Email

Please send an email to customercare@wesgroup.ca

Once we have received your submission, our Service Representative will try to contact for Review Appointment within three days.

Contact Information

Wesgroup Customer Care Office

8590 River District Crossing, Vancouver, BC

Tel: (604) 648-1800

Email: customercare@wesgroup.ca

Hours: Monday to Friday, 8:30 am to 5:00 pm

Q & A OF WESGROUP CUSTOMER CARE

What is Homeowner Orientation and what do we do?

Prior to completion of your new home, Wesgroup will establish a date and time for your Homeowner Orientation.

Day of Orientation Appointment	During Orientation Appointment	What You Should Do	What You Should Do
On the scheduled appointment date, a representative from Wesgroup will meet with you to conduct the orientation of your home.	The representative will tour your home with you and note those items which you believe are unsatisfactory or incomplete on the orientation form. An overview of the important building components such as water shut offs, gas shut offs will be demonstrated	During your Orientation appointment, you should inspect all visible surfaces, and all systems, including electrical, heating, air conditioning and plumbing.	Be sure to open and close doors, windows, blinds, drawers and cabinets, and test plumbing and lighting fixtures.

If you have any questions about any item in your new home, ask our representatives.

What is the procedure on Key Pick-Up Day?

After you have successfully completed on your home, on the next business day, you may pick up the keys to your new home from our Wesgroup Customer Care Team at the lobby of your building.

- A Wesgroup Customer Care representative will re-review items noted on your Homeowner Orientation report
- Wesgroup will make every effort to repair any remaining items listen on the Orientation Tour checklist
- However, some repairs may take longer due to, lead times of items such as parts, lack of access to your home, or other events beyond our control.

We thank you for your patience.

Items noted during Homeowner Orientation

The following items will be corrected by Wesgroup ONLY IF NOTED DURING YOUR ORIENTATION TOUR:

- Chipped, cracked, dented or scratched sinks, tubs, shower pans or bath enclosures.
- Torn, gouged, stained, loose or chipped floor tiles, vinyl, wood, marble, carpeting or other floor coverings.
- Chipped, cracked, or scratched cabinets, countertops, laminates, ceramic tile, cultured marble or fireplace bricks.
- Scratched, cracked or broken window glass, mirrors or light fixtures.
- Scratched or dented appliances.
- Missing shelves or accessories in appliances, cabinets or medicine cabinets.
- Missing or damaged windows, doors or screens or hardware attached thereto.
- Gouged or cracked baseboards, mantels or handrails.
- Chipped, cracked, scratched, smudged or gouged paint or drywall.

Why are orientation items still outstanding at the time of key pick-up?

At the time of occupancy, your home was complete in all details, except possibly:

- Exterior work, which may be seasonally dependent
- Items, as per the Home Orientation Report, which might not have been completed due to time restriction or availability of parts.

IN-SUITE SERVICE REQUEST PROCEDURE

Step 1:

Read Troubleshooting Tips from Homeowner Manual Service under Wesgroup Website.

Step 2:

Submit a written Service Request to www.wesgroup.ca/services or customercare@wesgroup.ca

Step 3:

The Office will contact you within three days to set up a review appointment.

Step 4:

If the issue is warrantable, we will arrange the original trades to fix it and will order parts from its suppliers.

Emergency Issue:

This includes

- Total loss of heat when the outside temperature is below 10 degrees Celsius.
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

During Business hours (Monday-Friday, 8:30 AM to 5:00 PM): contact Wesgroup Customer Care.

After 5:00 PM or on the weekends: please contact the local utilities or Strata Property Management emergency line (see EMERGENCY CONTACT section)

WARRANTY

Your home has been built in accordance to the standards set forth by The BC Building Code and the building standards required by the City of Vancouver.

The construction of your home was carefully supervised. However, some service work may be required. Wesgroup Customer Care is here to help you.

What is the difference between 'warranty' and 'deficiency'?

- Deficiencies are accepted prior to the key pick up or occupancy of your home only and may include such items as dents/marks on drywall, damage to tiles, countertops, appliances, etc.
- Warranty items are accepted through the first year and may include items such as doors not working/locking, some drywall issues. Warranty items must be claimed within the date of which is noted on your Travelers Warranty Certificate/Schedule D.

When does the One-Year Warranty start and who is repairing it?

- It is Wesgroup commitment to repair defects in workmanship or materials, where such defects become evident **within one (1) year from your completion date of your home.**
- Wesgroup reserves the right to revoke this warranty, or any part thereof if, in Wesgroup's opinion, the deficiency is caused by abuse or neglect by the occupant. Warranty claims are based on the date the request is received in writing.

What items are not considered under One-Year Warranty?

The following items shall not be considered defects in materials and labour:

- Defects in materials, appliances, design and workmanship supplied by the Purchaser
- Normal shrinkage and warping of materials
- Defects arising from improper maintenance by the Purchaser/occupant, including damage caused by, or resulting from, dampness or condensation, due to failure of the Purchaser/occupant, to maintain adequate heat and/or ventilation in the home.
- Defects in workmanship or materials related to alterations made by the Purchaser/occupant, and defects in workmanship or materials supplied by the builder arising from such alterations made by the Purchaser/occupant.
- Wesgroup Customer Care will complete any outstanding deficiencies within a reasonable period following the initial completion date. If the purchaser sells their home shortly after possession, he/she must inform the subsequent purchaser that the homeowner orientation has been conducted, and that only those deficiencies found during the initial orientation will be remedied.

TIMELINE OF WESGROUP CUSTOMER CARE'S ONE-YEAR WARRANTY PROCEDURE

Completion Date	1-9 Months	10-11 Months	12+ Months
One-Year Warranty begins	Warranty items repair in progress	Send out notice to homeowners to submit year end items	End of One-Year Warranty period

Please do not give in suite service requests to your sales representative, construction personnel, building manager or property manager.

All service requests must be sent online to Wesgroup Customer Care at customercare@wesgroup.ca

Important Note:

Certain service request issues may be deferred to the one-year warranty. Wesgroup Customer Care will coordinate appointments in the order year end warranty submissions are received and in priority sequence.

TRAVELERS

Your new home is protected by 2-5-10 New Home Warranty Insurance by Travelers Canada.

1-2-5-10 Year New Home Warranty

Wesgroup is committed to addressing any deficiencies within your home during the applicable warranty period. Any warrantable defects discovered within your Strata Lot should be reported directly to Wesgroup Customer Care. Any warranty concerns with Common Property or Limited Common Property should be brought to the attention of your Strata Property Management. Wesgroup is happy to be of assistance with any questions or concerns that arise and provide advice at any time while you own your home.

One-YEAR – Materials and Labour	2 YEAR – Mechanical	5 YEAR – Building Envelope
<p>Drywall & Ceiling Wall cracks and nail pops due to building shrinkage will be repaired as a one-time service at year end.</p> <p>Doors & Windows Defects in material or installation of all interior entry doors and windows are covered.</p> <p>Interior Installations & Finishes Defects in materials or installation of all other finishes such as cabinets, flooring, countertops, etc.</p> <p>Appliances Please contact the manufacturer directly to request for an appointment with a technician during the one-year warranty period.</p>	<p>Electrical Defects in materials or installation to wiring, light switches, outlets, panels and breakers.</p> <p>Plumbing Defects in materials or installation for pipes, drains, joints and shut-off valves.</p> <p>Ventilation Defects in materials and workmanship in the air distribution system.</p>	Covers building envelope for defects that cause unintended water penetration from the exterior of the building through the windows, walls or roof.
		10 YEAR - Structure
		Covers any defect in materials and labour that result in structural failure of any load bearing building component.

You can find more information about 2-5-10 New Home Warranty at <https://www.travelerscanada.ca/iw-documents/british-columbia-home-warranty-coverage-for-new-home-buyers.pdf>

Contact Information

Name: Travelers Insurance Company of Canada
Address: 650 West Georgia Street, Suite 2500
Vancouver, BC, V6B 4N7
Phone: 604-684-6574
Toll Free: 1-800-555-9431
Company Website: www.travelerscanada.ca/home

Q & A OF TRAVELERS

What if your warrant package contains incorrect information?

- We try our best to process the information we are sent to the best of our ability
- Unfortunately, sometimes documents may be illegible, incomplete or missing updated information
- These small errors will not affect your warranty or your ability to make a claim
- However, if you are unsatisfied with the package you received, a duplicate one can be issued electronically
- Please email housingregistrations@travelers.com with your address and your request will be processed

What happens when you sell your home?

- There is no transfer process required
- The home warranty always remains with the property
- Please provide the new owners the home warranty certificate for their reference upon completion of the sale.
- If you are the new owners of a home covered by warranty and would like your contact information updated, please email your details to housingregistrations@travelers.com to process your request.

LIVING IN AVALON 2



Q & A OF IN-SUITE ISSUES

How do I get general warranty services? Ex. My unit door can't be latched.

Submit your concerns to Wesgroup Customer Care, in writing. See Warranty Section and Customer Care Section.

How can I get service for my appliance, and what information do I need to supply?

Contact Trail Appliances which provides a one-year warranty service. There are several ways to report your issues.

- Email: homeownercare@trailappliances.com
- Phone: 1-888-416-2990

Please supply them with your

- appliance model number
- serial number (found on the appliance or on the appliance registration cards) and the appliance purchase date, which is your possession date
- Your full name, phone number/email and mailing address and postal code

Why are the entry light switches marked by a red dot?

The main power switch (marked by a red dot) is located at the entrance of your suite and controls the power to most of the suite's lighting. It does not control kitchen under-cabinet lighting, rangehood lights, and sensor light under Bathroom vanity, which must be turned off manually or must set to "auto" that the light will turn off automatically.

Why do I have light switches and power plugs that don't do anything and were marked by red dots?

One half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) is "switched" and is operated by the light switch (indicated by red dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is "switched" (indicated by a red dot) and the other is "live" and operates in the same manner as a regular outlet.

My bathroom/outdoor outlet is not working, and I've checked the breakers.

Your bathroom and outdoor outlets are on a "ground fault interrupter for your safety; they will disconnect if the current is interrupted. These outlets are wired together, so if one is not working, locate the one with the tripped light on and press the centre button on the front face to reset.

Why is the shower water pressure low?

The shower and sink faucets are designed low-flow plumbing fixtures for water conservation. Submit a warranty request only if you find that your water pressure has reduced dramatically.

Can I twist the kitchen sink spray nozzle?

No, please do NOT twist the kitchen sink spray nozzle – only pull down. Twisting will loosen the nozzle and may cause a leak. The damage from the leak is not warrantable and you may be charged for this remediation.

Is it an individual meter for each suite?

- Yes, the electricity for each suite is individually metered by BC Hydro
- Please contact BC Hydro automated service line at 604-224-9376 or on-line at bchydro.com/moving to set up a new account or to transfer the existing account to this new address
- You are responsible for your in-suite meter utility effective on the legal possession date [i.e. the next day after the closing date]. You should use this possession day after your suite closes as the date for commencement of your Hydro service
- If an account application is not made quickly, your power supply will be disconnected and will result in additional re-connection charges. We strongly recommend you take immediate action. Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376

Can I do a renovation/upgrade to my suite?

- Please contact the property management company before undertaking any renovation/upgrade work in your suite. You may require Strata Council's approval and must follow building by-laws/code requirements

EMERGENCY SERVICE

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Emergency services generally tend to be of the following nature:

- Electrical
- Heating system
- Plumbing/Leaks

Details on these items, as well as maintenance instructions can be found in the Care and Maintenance section. Individual categories may have troubleshooting tips as well. Please review these tips, which can be found at the end of the corresponding sections (ex. Electrical Outlet). Often the appropriate actions taken by you can solve a problem immediately or minimize the situation until a technician arrives.

If you are unable to solve the problem with the troubleshooting tips, please email Wesgroup Customer Service Monday to Friday, 8:30 am to 5:00 pm at customercare@wesgroup.ca

After hours, or on a weekend or holiday, call your Property Management Company at 604-685-3227 (24 hours) or see Strata Property Management Section.

Strata Property Management Company or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 10 degrees Celsius
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Wesgroup Customer Care and Strata Property Management Company are unable to help with such outages.

Examples of conditions which are NOT considered emergencies are listed below:

- Toilet is plugged
- Dripping faucet
- Leak under sink or lavatory
- Inoperative appliances

The examples listed above will not result in property or personal damage if left until the next working day and is therefore considered non-emergency service items.

Q & A OF COMMON AREA ISSUES

How many keys will I get for my new home?

All suites will receive a minimum of 2 suite keys, 2 key fobs and 2 mailbox keys. You may have additional suite keys cut at your expense by any locksmith.

Additional key fobs can be purchased from your Property Management Company, AWM Alliance Real Estate Group Ltd.

Who should I contact for Entry Phone Programming?

Please confirm the name you would like displayed and the phone number you would like linked to the entry phone system. The online form is found on the AWM homeowner portal.

Who should I report the common area issues to?

Problems within the common areas of Avalon 2, such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of your property management company, AWM Alliance Real Estate Group Ltd. Please follow the reporting procedures indicated by the property management company.

To report a natural gas emergency, call the 24-hour Fortis Gas emergency line at 1-800-663-9911. An emergency is generally considered to be a gas leak that requires immediate attention.

How to operate enter-phones, proximity readers and key fobs?

- To operate the key fob, simply present it at the proximity reader located at the door, gate or elevator you are entering
- Your key fob will unlock the door or gate for only a few seconds to allow you to enter
- Your key fob also activates the elevator to stop only at the floor you live on
- When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor
- Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only
- If you own more than one suite, you cannot interchange the key fobs
- If any of your key fobs are lost or stolen, notify your property management company immediately
- procedures indicated by the property management company

Who should I report to if I have enter-phones, proximity readers, and key fob issues?

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company

- In addition, problems with proximity readers and Enter-phones in your building within the business hours please contact Building Manager at manager.avalon12@gmail.com/
- 236-558-6056. After 5pm or on weekends, please contact AWM Alliance company, your property management company emergency line at 604-685-3227 (24 hours)

How visitors can enter the building to access your home?

The building is equipped with a enter-phone system that allows you to control access to the building from within your suite by use of your cell phone or landline.

The enter-phone system utilizes a “phone-line” system that enables visitors to connect to your phone whether you are using standard landline, or cell phone as your main device. Currently the enter-phone can only have one phone number programmed in the system.

When a visitor calls you from the enter-phone system 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 enter-phone system 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.

What are the security features in the building?

- Secure parking for residents in the underground Parkade
- An enhanced Enter-phone system;
- Key fobs replacing keys for entry to the building and parkade
 - These fobs can be deactivated if lost or stolen
- Restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity
 - Your key fob activates the elevator to stop only at the floor you live on and your visitors are given a credit time to enter the elevator and press your floor only
 - When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor

NOTE: Please ensure that the Garage door is fully closed every time you enter or exit the Parkade. Building security is the responsibility of every “AVALON 2” resident.

How to apply for a storage for bikes?

Storage for bikes has been provided in the designated section in the Parkade of AVALON 2. Arrangement for use of these storage rooms can be made through your Property Management Company.

Where is the location of Garbage/Recycling Room?

The designated Garbage/Recycling room for each tower is located in the Parkade on the Ground level. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

What is our building insurance amount?

The building insurance arranged by your strata corporation is through:

BFL Canada Insurance Services

Phone: 604-669-9600 Fax: 604-683-9316

In addition to this, you must have your own homeowner's insurance policy. Please ensure that this includes adequate insurance coverage for your personal contents, personal liability and any betterments made to your strata lot.

Q & A OF MOVE IN/OUT?**What is the procedure of move in/out?**

- Prior to move in or out of the building, you **MUST** contact your property management to schedule a date and time.
- They will reserve an elevator for your use and hang protective padding in the elevator cab.
- The move in reservation is made by logging in to the AWM homeowner portal at www.awmalliance.com and clicking the "LOGIN" button at the top right corner of the page.
- If you have not registered for the website, simply follow the instructions.

Does my big couch fit in the elevator?

The measurement of elevator is W: 51", H: 102", and L80".

What is the maximum clearance height for the building garage gate?

The maximum clearance height is 2.31m/7'-7".

Internet access is available, and Telus provides all new homeowners of Avalon 2 a promotion package based on a 2 year term.

Why choose TELUS?

Keep life simple with all of your home services under one roof.

TELUS PureFibre™

The fastest, most reliable internet technology¹

- Stream without buffering and watch shows with no interruption
- Share photos and videos easily with equally fast upload and download speeds²
- Power through peak hours with a consistent connection all day
- Experience the peace of mind that comes with endless data³

Optik TV

The best keeps getting better

- Build your ultimate TV package and add premium entertainment options like Netflix and Crave+ Movies+ HBO
- Tuning in late? Restart live TV in progress or from the past 30 hours⁴
- Get the most 4K entertainment with live channels, On Demand and more⁵
- Record shows and watch later with the largest PVR capacity

SmartHome Security

Manage your home from anywhere

- Get up to \$1000 worth of rental equipment with affordable monthly plans on a 3 year term⁶
- See who's at the door or monitor your home with live mobile video
- Enjoy energy savings with devices like smart thermostat⁷
- Stay secure with 24/7 monitoring for fires, floods, carbon monoxide and break-ins
- Enjoy savings of up to 20% on home insurance⁸

TELUS Mobility

Ask about our special offers and learn how you can save even more when bundling all services together.

TELUS Rewards

Earn points that you can turn into rewards you'll love, just for being a TELUS customer⁹.

Call 1-855-277-0619

Special code: **EDGE-NEWHOME**

TELUS

the future is friendly[®]

[illegible]

EMERGENCY & IMPORTANT CONTACTS

Emergency

Ambulance	911
Police	911
Fire Department	911
BC Hydro- Power Outages & Electrical	1-888-224-9376
Fortis BC, Gas	1-800-663-9911
AWM Alliance Real Estate Group LTD.	604-685-3227 (24 hours)
Strata Property Management (After 5 pm & weekends)	

Non-Emergency

Ambulance	1-855-660-2757
Police	604-717-3321
Fire Department	604-215-4843
City of Vancouver	311
Canada Post	1-800-267-1177

Product Information

Product	Brand	Model #
Electric Floor Heating Thermostat	NUHEAT	HOME
Heat Pump	The Whalen Company	Cabinet: VP-C-0504-BGB Chassis: WC0504BLYB
Smoke & Carbon Monoxide Alarm	BRK	Wire-in with 9V Battery Backup Model: SC9126BTCA
Thermostat	NEST	3 rd Generation Nest Learning Thermostat Model: Backplate-5.4

Homeowner Responsible – Not Warrantable

Product	Brand	Model #	Description
Kitchen Pot Light Bulb	STANDARD	66306-GU10/6, SW30K/40/CHOICECE/STD	6.5W 120VAC 60Hz 69mA 3000K 40" 500Lumens
Bathroom Shower Light Bulb	STANDARD	66306-GU10/6, SW30K/40/CHOICECE/STD	6.5W 120VAC 60Hz 69mA 3000K 40" 500Lumens
Smoke & Carbon Monoxide Alarm Change Battery	KIDDE	Wire-in with 9V Battery Backup Model: SC9126BTCA	

Paint Schedule (All Suites) - All Paint is from Benjamin Moore

Area	Colour	Product	Description
Walls	CC-30 - Oxford White	B24W04651	ProMar® 400 Zero VOC Interior Latex Low Sheen Extra White
Doors & Trims	CC-30 - Oxford White	A76W00051	SOLO Interior/Exterior 100% Acrylic, Semi- Gloss Extra White
Ceilings	CC-30 - Oxford White	B30W04651	ProMar® 400 Zero VOC Interior Latex Flat Extra White

Appliances

STANDARD PACKAGE				
Appliance	Brand	Model #	Service	Contact Info
Refrigerator- French Door	JENN-AIR	JFFCC72EHL	Trail Appliance (provide one-year warranty)	Email homeownercare@trailappliances.com Phone 1.888.416.2990
Refrigerator - Swing Door	Whirlpool	URB55WNGZ		
Wall Oven	JENN-AIR	JJW3430IL		
Cook Top	JENN-AIR	JGC3530GS		
Dishwasher	JENN-AIR	JDTSS244GL		
Ventilations/ Hood Fans	AEG	PERFEKTGLIDE-30		
Front Load Dishwasher	Whirlpool	WFW560CHW		
Front Load Dryer	Whirlpool	YWED5620HW		

Appliances

Penthouse Package				
Appliance	Brand	Model #	Service	Contact Info
Refrigerator- French Door	JENN-AIR	JF36NFXDE	Trail Appliance (provide one-year warranty)	Email homeownercare@trailappliances.com Phone 1.888.416.2290
Range	JENN-AIR	JDRP436HL		
Dishwasher	JENN-AIR	JDTSS243GX		
Ventilations/ Hood Fans	JENN-AIR	JXU9136HP		
Front Load Dishwasher	Whirlpool	WFW560CHW		
Front Load Dryer	Whirlpool	YWED5620HW		

To report a Natural Gas Emergency, call the 24-hour FORTIS BC Emergency Line* at 1-800-663-9911.

*An emergency is generally considered to be a gas leak which requires immediate attention. Please note that FORTIS BC, as well as other companies, charge for service calls that do not constitute an emergency.

The rest of product information is available upon request.

CARE AND MAINTENANCE



Appliances

The appliances of your new home have been checked and tested to ensure that they are operating properly.

All 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.

A hard copy of all Appliance Manuals was left in your kitchen drawer during your suite Walk-Through. A digital copy of all Appliance Manual located under Maintenance and User Manuals of Service section of the wesgroup.ca website as well as the homeowner portal.

All appliances are covered under warranty for one (1) year after the occupancy date of the home. The warranty on all appliances is proudly offered through our partner and supplier, Trail Appliances.

****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.**

Bathroom Sinks and Tubs (Acrylic)

With proper care and maintenance, your Acrylic bathtubs & sinks will give you many years of enjoyment.

Cleaning and Maintenance Instructions:

- To clean the surface, it is recommended that you use common household cleaners such as mild detergent. Rinse well and dry with a clean cloth.
- Never use abrasive cleaners

Appliances

Veneer / Laminate Cabinets

Dust veneer / laminate cabinets frequently with a soft, lint-free cloth. You may dampen the cloth slightly with water. Clean up spills, splatters and water spots as they occur. Pay special attention to the areas near the sink and dishwasher as they are more likely to meet moisture. To clean cabinets, use a clean microfiber cloth and mild soap diluted in water if necessary. Ensure you wipe the cabinet surface dry with a soft, clean cloth.

Do not use abrasive cleaners, scouring pads, steel wool or powdered cleaners. Do not use aerosol sprays containing silicones or paste waxes, ammonia or ammonia-based cleaners. Do not leave wet cloths on or near cabinets. Do not allow oven cleaners to contact the cabinets.

Chrome Fittings and Faucets

Finishes are very durable. However, special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners or chemical sprays as they may cause de-plating of the finishes or damage to the plastics. It is recommended to remove any soiling by buffing with a soft clean cloth.

Closet Shelves

The shelves of your closet systems are designed to support light items such as clothing. Care should be taken not to place luggage, wines, and other heavy objects on the shelves. Excessive weight may collapse the shelves. Please note there is a 20lb weight capacity per 3ft shelf.

Countertops

Engineered Stone:

- Do not sit, stand or place heavy objects on countertops.
- Do not place hot items directly on the stone surface.
- Always wipe up spills immediately to prevent staining.
- Always use a cutting board; DO NOT cut any items directly on the countertop.

Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.

Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

Drains

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner.

Clearing clogged drains is not a warranty issue.

Electrical Breakers

The electrical breakers, located in the breaker panel box, measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labeled. Locate the tripped breaker and flip it “Off”, then back to the “On” position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

NOTE: Breakers usually trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes before contacting Customer Care.

Electrical Outlets

Kitchen Counter Electrical Outlets:

Each electrical outlet is located underside of kitchen cabinetry and is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

Dedicated Switch Outlets:

Dedicated switch outlets are indicated by a red dot in your bedroom and living room. A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is “switched” (indicated by a red dot) and the other is “live” and operates in the same manner as a regular outlet. It's recommended not to plug in alarm clocks or phone charges at these dedicated switches.

Main Power Switch:

The main power switch (marked by a red dot) is located at the entrance of your suite and controls the power to most of the suite’s lighting. It does not control kitchen under-cabinet lighting, rangehood lights, and sensor light under Bathroom vanity, which must be turned off manually or must set to “auto” that the light will turn off automatically.

Flooring

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces. High quality flooring materials have been installed in your home, and their life will be prolonged with regular cleaning. For preventative maintenance, an entrance mat is the most basic requirement.

Please note that rubber, foam back or plastic mats may discolour some flooring materials.

Porcelain Tile Flooring:

Wash with water and a pH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills immediately.

NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Laminate Flooring:

A few moments of care and a little common sense can go a long way in keeping your new laminate floor looking its best.

Routine Maintenance:

- Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.
- Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.
- Periodically clean the floor with cleaning products made specifically for laminate floor care.
- **DO NOT** wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.

Environmental Protection:

- Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use floor protectors and wide load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- Remember, preferable temperature should be approximately 17-23C (62-73F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30% as this may cause gapping. (Proper humidity levels should be maintained by using your exhaust fan.)
- Avoid excess exposure to water during periods of inclement weather.
- Keep your pet's nails trimmed to prevent them from scratching your floor

Ground Fault Circuit Interrupter (GFCI)

All the outlets in the bathrooms and kitchen are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, simply press the test button while operating an appliance (e.g. razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet.

Heating and Cooling

IMPORTANT - A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

What is a Heat Pump?

An electrically powered heating and cooling system that transfers heat between your house and the earth using fluid circulated through long loops of underground pipes.

How it works?

An indoor heat pump uses a basic refrigeration cycle—evaporation, compression, condensation, and expansion—to capture and disburse heat from and to the ground to warm the house in winter and cool it in summer.

Kitchen Backsplash

Tile: Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wash with water and a pH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills/splashes immediately to prevent staining of the grout.

NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Light Fixtures

The box cover in the ceiling has been wired for a ceiling fixture. Please use a licensed electrician when installing your decorative fixture.

***Please note that light bulbs are homeowner maintenance items. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb or tube in your fixture**

Mirrors and Mirror Frames

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can cause scratches to the glass. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning. On the mirrors frosted frame, please use a clean cloth which has been lightly dampened with water, no harsh cleaners or ammonia should be used on the frame.

Nest Thermostat

Setup and Nest Account

The Nest Thermostat will turn on and walk you through setup. Just turn the ring and press to select. During setup, you can connect the thermostat to Wi-Fi. Go to nest.com/account or download the Nest app and create a Nest Account. Your thermostat will connect to your account automatically. Questions about adding a thermostat to your Nest Account? Visit nest.com/pairing.

Features and Setting

If you have more questions regarding features and setting, please go to https://support.google.com/googlenest/topic/9361969?hl=en&ref_topic=9361189.

Paint Surface

The colours of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. See Product Section.

Plumbing Fixtures

Plumbing Pipes: Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

Shower: The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

Toilets: Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels, diapers will not break down sufficiently and may cause blockage if flushed.

Note: DO NOT use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty

Smoke Alarm

If the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. Vacuum smoke alarms every six months to ensure reliable performance. Replace your smoke alarm batteries once a year, even if they still work. Do not disconnect smoke alarms or remove the batteries. Renew smoke alarms as the manufacturer directs. E.g. 2029

Stainless Steel Sinks

Clean with a soft cloth, mild detergent and water. To restore the original deep lustre, use a liquid or paste metal polish such as Vim. Do not use abrasives or scouring pads - they will take away the special finish.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.

Taps

Clean faucets with clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating of the finishes or damage to the plastics.

Water Pressure

Your building has been designed to Metro Vancouver energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

Water Shut-Off Valves

The domestic suite water shut off valves are located behind the access panel with the “Hot/Cold Water Shut Off” label affixed to it. It is always important to familiarize yourself with this location and to maintain clear access to it .

Wall Tiles

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

NOTE: It is the homeowner’s responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Window Blinds (Roller)

Roller blinds offer privacy in your new home. To lower or raise the blinds use the attached chains. Note that there is a larger portion of chain that acts as a “roller stop”. Do not pull the blind past this “roller stop” as it will damage the mechanism. To avoid potential damage, it is recommended to leave each blind rolled down a minimum of 30cm.

Regular dusting with a feather duster, a blind duster, or vacuuming will extend the life and beauty of this product. **DO NOT** use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

Windows

Double glazed thermal windows have been installed in your home. Rainwater should drain out at the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

Window Restrictors

In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the windows from opening more than mm (4").

Disclaimer

This manual has been prepared on behalf of the Developers of Avalon2 project for general reference and convenience of the owners in Avalon2. The information in this manual was compiled in January 2020 and is generally believed to be accurate at the time of completion.

The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the “Legal Documents”), the provisions of the Legal Documents govern.