

Winsome Hill

Homeowner Guide



Welcome Home!

Congratulations on the purchase of your new home. As part of our commitment to provide you with an exceptional home ownership experience, we present this homeowner guide, which will help you enjoy your home to the fullest and to protect your investment.

We hope you and your family enjoy your new home and that this guide helps provide you with an exceptional home ownership experience.

For quick access to the list of products used in your home, you can download a PDF of the Home Specifications lists below for each colour scheme.

[Home Specs \(consistent throughout\)](#)

[Interior Specs: Marin Scheme](#)

[Interior Specs: Carmel Scheme](#)

For further information you can also visit the Homeowner Care section of our website.



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Welcome to the Mission Group Family

We are a company dedicated to providing our customers with an outstanding home ownership experience. We understand that well-planned, well-built homes in great places will provide settings where our customers can write their own stories of success and happiness. All Mission Group staff understand the role we play in our customers' lives; when we do our part well, we get to serve people by providing settings where their stories are exceptional.

Our Commitment:

We commit to serve our customers by doing things better than they have been done before. Examples like Verve, Mission Shores, Sheerwater, Amberhill, Mode and Dwell demonstrate our eagerness to be uncommon.

Our Values:

We put **forward our best effort in everything we do**. We will dream beyond the conventional; design with care; and build with a keen eye for detail. We will treat nature with respect through our 'Inspired Green' approach. We will conduct our business honestly, relate with loyalty, speak with sincerity, and uphold truth.

Our Business:

Originality and innovation in our communities is how we will distinguish our business. We will endeavour to treat our customers better than they have been treated before.



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Our past and present communities.



Verve's 441 homes, comprised of 8 unique 4-story buildings, compliment modern living and embrace the youth in us all. With its fully equipped outdoor BBQ facilities, extensive dog parks, pool and sand volleyball court, Verve has quickly become a community recognized throughout the Okanagan Valley.

Situated in the neo-traditional Auguston community in Abbotsford, these 3 bedroom townhomes combine traditional facades and contemporary design to create a charming and serene living space for today's young families.



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Mode is an ultra-modern, four storey community located in the Landmark Technology centre of Kelowna. Having won many awards including the Mayor's Award for Kelowna's Most Sustainable Development 2008, Mode is the perfect example of our 'Inspired Green' approach.

Set against the backdrop of Kelowna's beautiful Lake Okanagan, Mission Shores' 54 graceful and whimsical lakeshore cottages are a true testament to what can be achieved when no detail is spared.



Situated on what has been described as the "last unspoiled waterfront" in Kelowna, are twenty four estate homesites, offering an exceptional lifestyle and living environment. Sheerwater is located on Clifton road at 180 Sheerwater Court in Kelowna, BC.

Winsome Hill



Amberhill is a charming collection of 3 and 4 bedroom townhomes located in the neo-traditional community of Kettle Valley. Designed with young families in mind, the homes at Amberhill are much wider than a traditional townhome, and feel more like single-family homes.

Dwell is a unique community of 50 townhomes located in mid-town Kelowna. The brownstone inspired homes all feature private rooftop sundecks.



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Ocean Bay Villas' 157 exclusive designer suites and penthouse residences bring resort living to an every-day lifestyle in the quaint seaside village of White Rock, BC.



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Future Communities

Aqua is a master planned resort residential community, currently in the planning stages. Located next to the boat launch in Kelowna's Lower Mission, the vision for Aqua includes a mix of public and private amenities.



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Your Community and Surrounding Area

Glenmore

Brandt's Creek Pub 435 Glenmore Road	250.763.9686
Aroma Pizza 113-1940 Kane Road	250.717.5772
Pharmasave 105-437 Glenmore Road	250.861.4443
Bon Appelit 111-1940 Kane Road	250.862.2663

Downtown

Jimmy Ho's Takeout Express 1166 High Road	250.868.0096
Mirror Mirror Spa and Salon 2-1131 Lawson Ave	250.860.8727
Posh 1393 Ellis Street	250.862.9409
Bean Scene 1289 Ellis Street	250.763.4022
Nesters Market 1111 Lawson Ave	250.717.8263

Your City

For helpful links to your community and events, please visit:

www.ilovekelowna.ca

www.castanet.net



Libraries

To visit the Okanagan Regional Library on-line go to:
www.orl.bc.ca

Kelowna Branch 250.762.2800
1380 Ellis Street

Mission Branch 250.868.3391
#5 – 3818 Gordon Drive

Rutland Branch 250.765.8165
#32 – 301 Highway 33

Parks and Recreation

For detailed Kelowna Beach and Parks information visit:
www.city.kelowna.bc.ca/CM/Page596.aspx

For detailed BC Parks information visit:
www.env.gov.bc.ca/bcparks

Kelowna Parks Department 250.862.5580
www.kelowna.ca/CM/Page91.aspx

Parkinson Recreation Centre 250.860.3938
1800 Parkinson Way
www.city.kelowna.bc.ca/CM/Page636.aspx

Kelowna Family YMCA-YWCA 250.765.4191
375 Hartman Road
www.ymca-ywca.com

Capital News Centre 250.764.6288
4105 Gordon Drive
www.capitalnewscentre.com

Prospera Place 250.979.0888
1223 Water Street
www.prosperaplace.com

Kelowna Yacht Club 250.762.3310
1414 Water Street
www.kelownayachtclub.com

Kelowna City Park
1600 Abbott Street

Mission Creek Park
2363 Springfield Road



Myra Canyon / Kettle Valley
Chute Lake Road

www.trailsbc.ca/okanagan_region/myra-canyon.html

Okanagan Mountain Park
5883 Lakeshore Road

Ski Resorts

Big White Ski Resort

250.765.8888

www.bigwhite.com

Crystal Mountain Resort

250.768.5189

www.crystalresort.com

Silver Star Mountain Resort

250.542.0224

www.skisilverstar.com

Apex Mountain Resort

250.292.8222

www.apexresort.com

Golf Courses

For detailed information about Okanagan golf courses, visit the website:

www.golfokanagan.com

Gallagher's Canyon Golf & Country Club 250.861.4240

4320 Gallagher's Drive West

www.gallagherscanyon.com

Harvest Golf Club

2725 KLO Road

250.862.3103

www.harvestgolf.com

Kelowna Golf & Country Club

1297 Glenmore Drive

250.762.2531

www.kgcc.bc.ca

Kelowna Springs Golf Club

480 Penno Road

250.765.4653

www.kelownasprings.com

Tower Ranch

1855 Tower ranch Blvd

250.491-8211

www.towerranch.com

Black Mountain

575 Black Mountain Dr

250.765-6890

www.blackmountain.ca



Michaelbrook Ranch Golf Course
1085 Lexington

250.763.7888
www.michaelbrookranch.com

Mission Creek Golf Club
1959 KLO Road

250.860.3210
www.missioncreekgolfclub.com

The Okanagan Golf Club
(The Bear & The Quail)
3200 Via Centrale

250.765.5955
www.golfbc.com

Shadow Ridge Golf Club
3770 Bulman

250.765.7777
www.shadowridgekelowna.com

Shannon Lake Golf Course
2649 Shannon Lake Road (Westbank)

250.768.4577
www.shannonlakegolf.com

Sunset Ranch Golf & Country Club
4001 Anderson Road

250.765.7700
www.sunsetranchbc.com

Arts & Live Theatre

Kelowna Art Gallery
1315 Water Street

250.762.2226
www.kelownaartgallery.com

Kelowna Community Theatre
1375 Water Street

250.763.9018
www.kctlive.ca

Okanagan Symphony Society
1633 Bertram Street

250.763.7544
www.okanagansymphony.com

Rotary Centre for the Arts
421 Cawston Avenue

250.717.5304
www.rotarycentreforthearts.com

Sunshine Theatre Society
1304 Ellis Street

250.763.4025

Cinemas

Orchard Plaza 5 Cinema
1876 Cooper Road

250.860.1611

The Grand 10 Cinema
948 McCurdy Road

250.491.4178



Paramount Theatre 250.762.9066
261 Bernard Avenue

Capitol Theatre 250.869.3939
3645 Gosset Road (Westbank)

Museums

For detailed information about Kelowna museums visit:
www.kelownamuseum.ca

BC Orchard Industry Museum 250.763.0433
1304 Ellis Street

Kelowna Centennial Museum 250.763.2417
470 Queensway Avenue

Military Museum 250.763.9292
1424 Ellis Street www.okmilmuseum.ca

VQA Wine Museum & Shop 250.868.0441
1304 Ellis Street

Shopping Centers

Capri Centre Mall 250.860.2524
1835 Gordon Drive www.capricentremall.com

Mission Park Shopping Centre 250.861.1651
3155 Lakeshore Road

Orchard Park 250.860.3742
2271 Harvey Avenue www.orchardparkshopping.com

Orchard Plaza 250.763.7787
1980 Cooper Road

Towne Centre Mall 250.762.8600
565 Bernard Avenue

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Wineries

For detailed information about Okanagan wineries visit:

www.okanaganwines.ca

Calona Wines Ltd. 250.762.3332
1125 Richter Street www.calonavineyards.ca

Cedar Creek Estate Winery 250.764.8866
5445 Lakeshore Road www.cedarcreek.bc.ca

Gray Monk Estate Winery 250.766.3168
1055 Camp Road (OK Centre) www.graymonk.com

Hainle Vineyard Estate Winery 250.767.2525
5355 Trepanier Bench Road (Peachland) www.hainle.com

Mission Hill Winery 250.768.7611
1730 Mission Hill Road (Westbank) www.missionhillwinery.com

Quails' Gate Estate Winery 250.769.4451
3303 Boucherie Road www.quailsgate.com

Slamka Cellars 250.769.0404
2742 Cordova Way

St. Hubertus Estate Winery 250.764.7888
5225 Lakeshore Road www.st-hubertus.bc.ca

Summerhill Estate Winery 250.764.8000
#1 - 14870 Chute Lake Road www.summerhill.bc.ca

Schools

For detailed Kelowna Schools information visit:

www.sd23.bc.ca/Schools

Anne McClymont Elementary 250.764.4122
4489 Lakeshore Road

Bankhead Elementary 250.763.2603
1280 Wilson Avenue

Belgo Elementary 250.765.8900
125 Adventure Road



Black Mountain Elementary 1650 Gallagher Road	250.765.1955
Casorso Elementary 3675 Casorso Road	250.763.8088
Constable Neil Bruce Middle School 2010 Daimler Road	250.769.7343
Dorothea Walker Elementary 4346 Gordon Drive	250.764.8181
Dr. Knox Middle School 1555 Burtch Road	250.762.8177
Glenmore Elementary 960 Glenmore Drive	250.762.3209
Kelowna Christian Elementary 3285 Gordon Drive	250.861.5432
Kelowna Christian School 2870 Benvoulin Road	250.861.3238
Kelowna Secondary 1079 Raymer Avenue	250.762.2805
KLO Middle School 3130 Gordon Drive	250.762.2841
Mount Boucherie Senior 2751 Cameron Road	250.712.7040
North Glenmore Elementary 125 Glenmore Road North	250.762.3535
Okanagan College 1000 KLO Road	250.762.5445
Okanagan Mission Secondary 4544 Gordon Drive	250.764.4185
Pearson Road Elementary 700 Pearson Road	250.765.8855
Quigley Elementary 1040 Hollywood Road	250.860.5783



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Raymer Elementary 657 Raymer Avenue	250.762.4823
Rutland Elementary 620 Webster Road	250.765.9771
Rutland Middle 715 Rutland Road	250.765.2988
Rutland Senior 705 Rutland Road	250.765.1407
South Kelowna Elementary 4176 Spiers Road	250.861.1122
South Rutland Elementary 200 Mallach Road	250.765.7785
Springvalley Elementary 470 Ziprick Road	250.860.4526
Springvalley Middle 350 Ziprick Road	250.862.3274
UBC Okanagan 3333 University Way	250.807.8000
Watson Road Elementary 475 Yates Road	250.762.6633



Strata Community Living

One of the many benefits of living in communities like Winsome Hill is that homeowners are not required to maintain the exterior of their homes or green space. Common property and most limited common property maintenance is organized by an elected strata council comprised of Winsome Hill homeowners and aided by a property management company. The following information will help to further your understanding of Strata community living.

Strata Lot

Strata lot refers to an area as defined in a plan filed in the Land Title office, lodged under any strata scheme legislation. This includes lots wholly or partially inside buildings, external lots that may be wholly or partially covered or external open space lots. The boundary of this area with another strata lot, or with common property is the centre of the floor, wall or ceiling between. Each homeowner is individually responsible for everything inside of these boundaries.

Common Property

Common property is defined by The Strata Property Act as being that part of the lands and building shown on a strata plan that is not part of a strata lot and is of undivided interest to homeowners. Examples of areas deemed to be common property include:

- Exterior landscaping and lighting
- Exterior walkways
- Internal roadways and driveways
- Irrigation
- Visitor parking
- Playground

Common areas, or common property, are governed and maintained by the Strata Corporation.



Limited Common Property

Although common property is defined to be the land and buildings of a strata plan which are not part of a strata lot, there are exceptions called limited common property. Limited common property (LCP) is the common property that is designated on the strata plan and filed at the Land Titles Office to be for the exclusive use of one or more homeowners. Examples of limited common property are:

- Decks
- Balconies

The Strata Corporation has an obligation to repair and maintain LCP, however, by-laws can be passed by the Strata Corporation obligating a homeowner to repair and maintain LCP that is designated for that homeowner's use.

Strata Corporation

The Strata Corporation of your community is the body made up of all Winsome Hill homeowners. This excludes tenants and is limited to strata title owners only. The role of a Strata Corporation is to administer and maintain the property for the benefit of all homeowners, and to enforce the articles of the Strata Corporation. To simplify the responsibility of each homeowner, the Strata Corporation will elect a small 'Executive' out of its members to form a Strata Council. This organization is responsible for the care and maintenance of the common, and most often the limited common, property in your community.

Strata Council

As an elected group of representatives of the Strata Corporation, it is the responsibility of the Strata Council to ensure that all aspects of the care and maintenance of any common, or limited common, properties within your community are enforced. Some of the powers and functions of the Strata Council are:

- To enforce the articles of association
- Borrow money, maintain bank accounts and invest surplus funds
- Enter in to contracts, maintenance and otherwise



- Levy maintenance payments against homeowners
- Insure the buildings, and take out public risk insurance
- Require an owner to carry out necessary work such as internal plumbing repairs
- Do other things that are necessary as required by the Act

The skill needed to carry out these powers and functions often require the aid of a professional organization experienced in property management. These organizations are called Property Management companies and are commonly appointed by the developer.

Property Management

Mission Group has appointed Okanagan Strata Management Ltd. as your Property Management Company.

Okanagan Strata Management
201-1475 Ellis Street
Kelowna, BC V1Y 2A3
PHONE: (250) 868-3383
FAX: (250) 861-4586
info@okstrata.com



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Strata Bylaws & Finance

Bylaws

Bylaws are made to facilitate the administration and harmony of the strata scheme. They cover the use of common property and the behaviour of residents. There are already the existence of standard by-laws as set out by The Strata Property Act, but the Strata Council hold the power to add, repeal or amend these by-laws at any General Meeting, or GM. Bylaws cover such things as:

- Keeping of pets
- Use of facilities
- Behaviour of residents – noise, etc.
- Parking

All residents (tenants and owners) must adhere to the by-laws which are set in place for the benefit and continued enjoyment of your community by all of its residents.

Rentals

For rentals, please contact the Winsome Hill Property Manager to obtain up to date information in regards to rental allowances. They will provide you with a Form to be completed and submitted to Okanagan Strata Management Ltd.

Maintenance Fees

In order to cover operating costs, the Strata Corporation must collect funds from each homeowner on a monthly basis. These monthly fees, commonly referred to as strata fees or maintenance fees, are due in advance on the 1st of each month, made payable to your strata number and mailed to Okanagan Strata Management. Maintenance fees cover costs such as:

- Water and sewer
- Insurance (in respect of the common property and assets of the Strata Corporation, including the structure of your home, but not including contents)



- Landscaping
- Snow removal
- Property Management fees

Monthly fees were first estimated prior to the completion of your new community and can be adjusted at a later General Meeting to reflect a more accurate amount. As time goes on and your community matures, these fees will likely continue to be adjusted to reflect any changes in operating costs. To set up your maintenance fee payments for automatic account withdrawal, please contact Okanagan Strata Management Ltd. at 250.868.3383, ext 123, or info@okstrata.com.

Contingency Funds

Through maintenance fees your strata corporation must establish a contingency reserve fund for common expenses that usually occur less often than once a year, or for any expenses which are unforeseen. This reserve is set in place to protect homeowners from having to cover extra costs through special levies which may arise as a result of unexpected expenses such as roof repair, major storm repair, etc.

Special Levies

Occasionally the Strata Corporation will determine that maintenance fees and contingency funds alone will not cover the annual operating costs of the strata community, or the cost of any unexpected expenses which may have arisen. In this case, the Strata Corporation will put forth a special levy. The amount of these levies must be supported by a budget tabled at a General Meeting and the budget must take into account actual and expected expenditure, and the existing financial situation of the Strata Corporation.

The amount of levies is payable by owners based on the unit entitlement of the lot, and are due and payable as determined by the resolution authorizing it. Levy notices are issued by the treasurer of the Strata Corporation or the Property Manager and unpaid levies are subject to up to a 10% interest penalty if standard bylaws are amended to allow so.



Insurance

Part of the responsibility of the Strata Corporation is to ensure that the common property, common assets, all original fixtures in strata lots (with the exception of appliances) as well as general liability, are covered by an insurance policy. Claims may be made by any named insured, for example, all owners, tenants and normal occupants. However, it is common practice for claims to be made by the strata agent on behalf of the strata council.

To obtain up to date information on the Strata Corporation's insurance in respect of the community, please contact Okanagan Strata Management Ltd.

It is important for you as a homeowner to remember that you must carry insurance coverage on chattels (personal content), as this is not covered by the insurance which is paid for by the Strata Corporation. Obtaining individual insurance coverage is strongly recommended, and often a requirement by lenders and/or strata.

Some often overlooked aspects of home insurance are:

1. Owners are responsible for improvements made to their home, and should obtain "betterment" insurance in this regard.
2. Residents, owners and tenants are also urged to ensure they maintain a "secondary living expense fund" in the event that an incident within the building keeps them from living in their residences for an extended period of time. The Strata Corporation's insurance is not responsible for these costs.
3. Owners should be aware that if, in the course of a fire, flood or some other unforeseen circumstance, a resident's possessions are damaged, that person must make a claim for compensation through their own insurance company as this is NOT covered under the building's insurance policy. Owners who rent out their home should also ensure their tenants clearly understand this.
4. Individual owner are responsible for actions caused within a strata lot which damage the rest of the building, such as a leaking dishwasher or a overfilled bath tub. The homeowner may have to pay for these costs out of their own pocket if they don't have proper insurance in place.



Your Winsome Hill Community

Moving in to your new home is an exciting transition; one that can, at times, leave you with many questions. Therefore, we have provided the following information to help answer some of the questions you may have regarding your new Community.

Customer Service

Mission Group is committed to providing you with an exceptional customer experience! For your convenience, we have a Manager of Customer Experience, as well as a Homeowner Liaison in our head office. The Homeowner Liaison is available to answer any question you may have relating to your new home purchase and your new community, and can be reached by calling 250-448-8810 or by email to:

homeownerliaison@missiongroup.ca
between the hours of 8:30am to 5:00pm,
Monday through Friday.

Repairs

To report an emergency repair, please contact the following:

Within Business Hours:

Winsome Hill – Mission Group Properties Ltd.
C/O Mission Group
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Attn: Homeowner Liaison
250-448-8810
homeownerliaison@missiongroup.ca

After Hours:

Okanagan Strata Management Ltd.
#201 – 1475 Ellis Street
Kelowna, BC V1Y 2A3
250.868.3383



To report any non-emergency issues related to your home, please visit the customer care section of our website at www.missiongroup.ca/homeowner-care/ to submit a request form found on the right side of the page. Your requests will then be processed by Mission Group and you will be contacted shortly to make further arrangements.

To report any non-emergency issues related to common areas, please contact Okanagan Strata Management within business hours at 250.868.3383 or email your request to info@okstrata.com.

Contact Property Management

As the owner of a new home at Winsome Hill, you can have the peace of mind knowing your property is being managed by the exceptional strata management company:

Okanagan Strata Management Ltd.
#201 – 1475 Ellis Street
Kelowna, BC V1Y 2A3
Phone: 250.868.3383
Fax: 250.861.4586
Email: info@okstrata.com

Playground & Community Garden

Located between Buildings #5 and #6 will be the toddler playground and community gardens. To find out more information regarding renting a community garden plot, please contact the property manager.

Visitor Parking

Visitor parking is placed throughout the community. It is important the visitors use these parking spaces and keep the main common roads clear for emergency access purposes.

‘No person shall stop, stand or park a vehicle in any lane except an attended commercial vehicle...’ Leaving your vehicle in an area within your community that is not designated for parking could result in having your vehicle towed. Street parking is currently permitted on Boynton Place.



Garbage Disposal

Garbage collection for Winsome Hill has been arranged through a private garbage collection firm. They are contracted to collect the garbage on each week and recycling every other week. Please leave your garbage or recycling in the interior lane by your garage door by 7am on collection day.

Garbage: weekly service, 2 bag per home per week, each bag not to exceed 25kg.
Mixed recycling: bi-weekly service, unlimited quantity, each clear or blue bag not to exceed 25 kg, cardboard flattened and bundled.

Mail Delivery

Your new postal code at Winsome Hill is: V1V 3B5

Mail can be retrieved from the community mail boxes located near the entrance. Be sure to let Canada Post know that you are moving. The change of address service may be purchased online at <https://ssl.postescanada-canadapost.ca/smartmoves/default-e.aspx> or can also be done by simply visiting your local post office outlet located at:

#102 – 1940 Kane Road
Kelowna, BC V1V 1Y0
1-866-607-6301

The Change of Address service fee is approximately \$40.00 if you are moving from within the Province.

TV, Phone & Internet

Homeowners at Winsome Hill have a choice of using TELUS or Shaw, and both providers have promotional offers in place for new homeowners. TELUS offer all residents one year of FREE Optik TV and Internet Services, when bundling phone. Shaw offers Basic TV, Internet and Phone for \$29.85 per month for the first 12 months.



The homes have fibre optics brought to your home through Telus and a media panel is located in your mechanical room.

TELUS can be reached at 310-3343.

Shaw can be reached at 310-SHAW (7429)

Paint Colours

The walls, doors, and wood trim have been painted with latex paint. This paint is used for its compatibility with other paints, such as oil base or wallpaper, and requires less preparation by the homeowners to apply new finishes.

For your convenience, we have also listed the paint specifications below:

Painted Area	Colour	Manufacturer	Product Design	Paint Code
White Walls	Chantilly Lace	Benjamin Moore	Low VOC Paint: Eggshell	OC-65
Carmel Walls (Taupe)	Ashwood	Benjamin Moore	Low VOC Paint: Eggshell	OC-47
Marin Walls (Light Grey)	Collingwood	Benjamin Moore	Low VOC Paint: Eggshell	OC-28
All Door trim & Stair Rails	Chantilly Lace	Benjamin Moore	Low VOC Paint: Semi-Gloss	OC-65

Built Green™

You will be pleased to know that your new Winsome Hill home is Certified Built Green™ by the Canadian Home Builder's Association. The Built Green™ program promotes building technologies, practices and products that are resource-efficient and environmentally friendly. By choosing to adopt these green initiatives, we are able to lessen our footprint on the environment, and to create homes that are better for your family's well being.



Your Built Green™ Winsome Hill home is recognized as a superior product. The indoor air quality is healthier for your family, and has been designed and built to reduce energy consumption and lower your energy costs through:

- A high efficiency air-source heat-pump, with electric furnace for back-up heat
- Energy Star®, sealed combustion appliances
- Water saving, low-flush Windham™ toilets
- Low VOC-emitting wall paint
- Low-e, energy efficient, double glazed and thermally broken vinyl windows
- CRI approved green label carpet
- Fibre cement siding & shingles made from 30% recycled material to enhance durability and reduce maintenance and replacement costs
- Drought tolerant landscaping and native plants

In addition to providing homeowners with immediate tangible benefits, adherence to the Built Green™ program will have a lasting positive impact on both the surrounding community and the global environment.

If you have already received your Built Green™ certificate from Mission Group, and you have a CMHC (Canadian Mortgage & Housing Corporation) insured mortgage, you can apply for a 10% rebate on the insurance premium. Visit www.cmhc.ca/en/co/moloin/moloin_008.cfm for more information and to download application forms. If you do not yet have a certificate, it will be mailed to you as soon as it has been received by Mission Group.



Winsome Hill

Useful Telephone Numbers

Appliance Service	Coast Wholesale Appliances	250.765.2421
Canada Postal Outlet	Canada Post	250.763.9542
Homeowner Liaison	Mission Group	250.448.8810
Fire Department		250.469.8801
Hospital	Kelowna General Hospital	250.862.4000
Insurance Company	Contact Property Manager for Information	
Phone/ Cable/ Internet	Telus	250.310.3343
	Shaw	250.310.7429
Power Company	Fortis BC	250.310.9473
Property Manager:	OK Strata	250.868.3383
RCMP (non-emergency)		250.762.3300



Winsome Hill

Home Repair

One of the best ways to ensure that you can enjoy your home to its fullest potential for years to come is through preventative maintenance and care. The following information walks you through the four types of service requests, and offers examples of possible emergency situations. It will also provide you with specifications for finishes in your home, helpful tips on caring for these finishes as well as offers a range of beneficial care information.

Mission Group is committed to providing you with an exceptional new home buying experience! For your convenience, we have a Manager of Customer Experience, as well as a Homeowner Liaison in our head office who is available to answer any questions you may have.

Hours:	8:30am– 5:00pm, Monday through Friday
Contact:	Homeowner Liaison
Phone:	250.448.8810
Email:	homeownerliaison@missiongroup.ca
Website:	missiongroup.ca

Please remember that there are 4 types of service requests:

1. Emergency: water line burst, circuit board overload, etc.
2. Immediate/Non-Emergency: cabinet door falling off or light switch not working, etc.
3. One Year: crack in drywall, nail pop, other items caused by settling, etc.
4. Common Area: landscaping, paving, roofing etc.

Emergency Repairs

Emergency services are considered when electrical, heating or water supply requires immediate attention. Below are a list of emergency situations, possible causes and methods of repair.



Emergency Repair Contact:

Okanagan Strata Management Ltd.

Phone: 250.868.3383 or 1-877-797-0010 (emergency pager #)

Plumbing

Water Line Burst

Water lines can burst due to a number of reasons and should be dealt with immediately. If the burst occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut off valve exists, locate the main water in the utility room and turn it off until the problem can be rectified. If the burst occurs outside of regular business hours, contact your property manager at Okanagan Strata Management.

Plugged Fixture or Sewer Line

This generally occurs because of inappropriate materials being flushed down a toilet or drain. Do not continue use of toilets or sinks once a major blockage has occurred. Attempt to unclog the line using a plunger. If a larger blockage occurs, the service of a plumber may be required. Clogged plumbing lines are not covered by your new home warranty.

Minor Plumbing Leak in the Line

If a minor plumbing leak occurs, place a container under the leak, turn the water valve off in your home and contact your Property Manager at Okanagan Strata Management Ltd. after hours and Mission Group during regular business hours.

Electrical

Circuit Overload (Breaker Tripping)

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



the breaker. If tripping reoccurs, contact Mission Group within business hours, and Okanagan Strata Management Ltd. after hours.

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

Plugs and Outlets

If a plug or outlet sparks excessively, immediately turn off the breaker and contact Mission Group within business hours and Okanagan Strata Management Ltd. after hours. A small spark when an appliance is unplugged is not uncommon.

All Power to Your New Home is Out

If for any reason all of the power in your home goes out, check to see if there is a power blackout in your neighbourhood. If the power is out in the neighbourhood, please call Fortis BC at 1-866-4-FORTIS (1-866-436-7847). If the power is only out in your home, check your main breaker (in the electrical panel) and reset it after checking for current overload. If this still does not rectify the problem, please contact the Property Manager after hours and Mission Group during regular business hours.

Heating

If your vents do not appear to be producing warm air, ensure that the breaker has not tripped and refer to your owner's manual for the heat pump found towards the end of this section. Also, check the thermostat setting to ensure that it has not been turned down.

Roof Leak

If a roof leak occurs, have the roof checked for the following:



- Plugged gutters or downspouts
- Debris on the roof
- Ice damage
- Missing roof shingles

Until the leak is repaired, place a container under the leak to protect the affected area(s) and contact Mission Group if it is within the warranty period.

Immediate/ Non-Emergency Repairs

Although we strive to deliver immaculate homes to each of our Homeowners, due to a number of occurrences, certain issues with your new home may arise from time to time. Examples of immediate but non-emergency repairs would be:

- Loose cabinet doors
- Unravelling carpet seam
- Certain lights throughout the home do not work

To obtain service for your home, please follow the procedures outlined below:

1. Please submit your requests directly to our Homeowner Liaison. In order to service you better, please list all of your concerns. This will allow us to allocate enough time for the appointment and be prepared with the correct tools and materials. Any concerns that are not noted on the list will require a second appointment:
 - a. Online – Visit the Homeowner Care page at missiongroup.ca/homeowner-care/ and fill out the Request Form on the right side of the page to submit requests directly to the Homeowner Liaison. Once processed, you will be contacted by your Homeowner Liaison to make further arrangements.
 - b. Fax – Print a Service Request Form, fill in all required information, list service requests and fax to attention Homeowner Liaison at 250-762-4236. Once your fax has been processed you will be contacted by your Homeowner Liaison to make further arrangements.
2. Do not give service requests to your sales representative, construction personnel or even the Manager of Customer Experience. These requests may go astray. We will be able to serve you better if all service requests go through the Homeowner Liaison at Mission Group.



If you are experiencing any issues with an appliance and require a service repair, please contact Coast Wholesale Appliances in Kelowna at 1-800-665-1142 and they will be happy to assist you.

One Year Repairs

Your home has been constructed in accordance with National, Provincial and Municipal Building Codes. Certain materials used in the construction of your new home (e.g., wood and concrete) have certain inherent qualities which may require service, or that may cause your home to move or settle slightly during the first year or so. This is completely normal and repairs to shrinkage, cracks, and nail pops that occur within the first 12 months will be completed towards the expiry date of the one-year warranty period. This will allow for the majority of the shrinkage or settling to occur, and in turn be repaired. Please keep in mind that re-painting is not covered under your warranty.

In order to serve you properly, we ask that you save all of your 1 year items until the end of the 1 year warranty period. At that time, please follow the request submission guidelines above to submit your concerns approximately one month before your warranty expires.

Examples of items not considered defect in workmanship or materials are as follows:

- Defects in materials, appliances, design and workmanship supplied by the Purchaser
- Normal shrinkage or warping of materials
- Defects arising from improper maintenance by the homeowner, including damage caused by, or resulting from, dampness or condensation due to failure of the homeowner to maintain adequate heat and/or ventilation in the home
- Defects in workmanship or materials related to alterations by the homeowner, and defects in workmanship or materials supplied by Winsome Hill-Mission Group Properties Ltd arising from alterations made by the homeowner
- Surface defects in workmanship and materials approved by the homeowner at the date of possession, such as defects in countertops, floor coverings, floor and wall tile, etc. Any such apparent or patent defects should be identified to Winsome Hill-Mission Group Properties Ltd. on the date of possession



For a more comprehensive list of warranty exclusions, please refer to the Home Warranty Material and Labour Standards Guide or the Home Warranty section of this guide.

Common Area

The common areas of your community are generally of shared interest to homeowners, and therefore, repairs are handled differently than those to your home. Whereas Homeowners are responsible for any post-warranty in-home repairs, common area repairs are addressed by Strata through the Property Management Company.

To report a common area concern such as plant material which may require replacement, roof leaks or faulty irrigation, please contact Okanagan Strata Management Ltd.



Winsome Hill

Home Maintenance & Product Warranties

A home is one of the biggest investments you are likely to make, and it is important to know how to take proper care of your investment to ensure lasting value well into the future. Although quality materials and workmanship have been used in your home, this doesn't mean that it will not require care or maintenance. Like most any purchase, a home requires care and attention from day one.

The Homeowner Protection Office (HPO) has developed a series of bulletins on maintaining your new home. These bulletins contain a wealth of practical information and are intended to help you get the best value from your new home and from your home warranty insurance. These bulletins are available from the HPO website www.hpo.bc.ca in the 'Research and Education' section under 'Maintenance Matters'. It would be a good idea to check the website periodically for new maintenance bulletins and information updates.

As per Section G of your Travelers Guarantee 2-5-10 year home warranty certificate, you are required to maintain your new home and to mitigate any damage to your new home, including damage caused by defect or water penetration.

We recognize that it is impossible to anticipate and describe every scenario where your attention to detail is needed for good home care. The following section has been designed to assist you in the routine maintenance of your home to minimize wear and maximize your enjoyment. Please take time to read and follow these helpful hints carefully. Your home will appreciate your efforts.

Appliances

**PLEASE READ ALL MANUFACTURER'S INSTRUCTION
MANUALS PRIOR TO USING APPLIANCES**

All appliances are covered by their own warranties. Please ensure you have received all applicable appliance warranties when you take possession of your home. Be sure to mail in any warranty documentation to activate warranties and keep all warranty information in a place where they can easily be referenced.



Appliance warranty contact within first year:

Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com

Dishwasher

Your Energy Star® model Frigidaire® dishwasher includes many features, such as:

- a. 10 easy-clean touch pads
- b. 5-level precision direct wash system
- c. Active vent drying system
- d. 100% filtered wash water
- e. Self-cleaning filter
- f. Stainless steel food disposer
- g. NSF certified sanitize rinse option
- h. Variable (2-4-6 hour) delay start
- i. High-temp wash option
- j. UltraQuiet 1 Sound insulation package

Please refer to the manufacturer's instruction manual for care and maintenance of your dishwasher.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com

Electric Range/ Stove

The self-cleaning feature on your Frigidaire® oven works by heating the oven to extreme temperatures for several hours. This burns all food particles to a fine ash that can be easily wiped out with a damp cloth after cooling. During this operation the oven door cannot be opened until the temperature has dropped to protect against



scalding. Your range includes:

- a. 5.3 Cubic Ft, 30" Electric Range
- b. Self Clean, ES 300 Timer
- c. Ceramic smooth top cooking surface
- d. Extra-large, clear glass Visualite® window

Please refer to the manufacturer's instruction manual for care and maintenance of your range/stove.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com

Slide-In Range (Upgrade)

The Frigidaire® self-cleaning oven also works by heating the oven to extreme temperatures for several hours, and includes the following features:

- a. 4.2 Cubic Feet
- b. Black ceramic glass smooth top cooking surface
- c. Self clean oven, CC ES 300 Timer
- d. Quick bake convection
- e. Dual Radiant baking and roasting
- f. Extra-large, black glass Visualite® window

Because the glass-ceramic cook top differs from other cooking surfaces, the following information is important for the use and the care of your appliance.

It's normal to see the element glow red then darken while cooking at settings below High. This cycling on and off is used to maintain your selected control setting. Cycling when the selector is set on High is due to poor transfer of heat to cookware that is not flat.

Frequent cleaning leaves a protective coating which is essential in preventing scratches and abrasions. Use only recommended cleaning creams; other cleaners contain



chemicals that may damage the cook top. Please follow these instructions for easy maintenance:

Normal, light soil

Clean cool surface by rubbing a small amount of recommended Ceran top cleaning cream onto the soiled area using a damp paper towel. Wipe until all soil and cream are removed.

Heavy, burned-on soil

1. Clean cool surface by rubbing a small amount of recommended Ceran top cleaning cream onto the soiled area using a damp paper towel.
2. Carefully scrape remaining soil with a Ceran top recommended razor scraper. Hold scraper at a 30° angle against the ceramic surface.
3. If any soil remains, repeat steps listed above.

Testing shows that proper cookware affects the cooking performance and the cleaning of the glass-ceramic surface. Choose pots and pans that are flat on the bottom and large enough to cover the entire cooking zone used. Also, if you are cooking high sugar mixtures such as jelly or fudge and have a spill over, permanent damage to the cook top surface may occur unless spill-over is immediately removed.

Please refer to the manufacturer's instruction manual for care and maintenance of your range/stove.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com



Refrigerator

Your Stainless Steel Samsung™ refrigerator/freezer features the following items:

- a. 18.7 cubic feet
- b. User friendly digital controls & digital temperature display
- c. Reversible door
- d. 2 independent evaporators
- e. Multiple air flow
- f. Quick Freezing
- g. Door alarm
- h. Energy Star® Model

French Door Refrigerator (upgrade)

Your Stainless Steel Samsung™ refrigerator/freezer features the following items:

- a. 18 cubic feet
- b. LED interior lighting
- c. 2 independent evaporators
- d. Multiple air flow
- e. Humidity control
- f. Pull out freezer door
- g. Door alarm
- h. Energy Star® Model

Please refer to the manufacturer's instruction manual for care and maintenance of your refrigerator.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com



Range Hood Fan (phase 1)

Use this every time you use your range to reduce condensation and cooking odours. The filter on the fan catches grease and dust, can be removed easily, and should be cleaned at least twice a year. Soak the filter in a strong detergent or commercial degreaser and dry it thoroughly before reinstalling.

Please refer to the instruction manual for further cleaning instructions.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com

Microwave (phase 1)

Homes in phase 1 included a Panasonic Microwave oven with the following features:

- a. New half mirror door finish
- b. Genius sensor reheat
- c. Inverter Turbo Defrost
- d. Popcorn Key
- e. Child safety lock

Over the Range Microwave (phase 2)

Homes built after phase 1 included an over the range Samsung Microwave oven with the following features:

- a. 180 CFM ventilation system
- b. 1000 watts of cooking power
- c. Auto cook presets
- d. Charcoal vent filter
- e. Child safety lock
- f. Vent fan control



Washer & Dryer

To increase the efficiency of your dryer, please remember to clean the lint trap after each load. If you purchased your washer/dryer from Winsome Hill – Mission Group Properties Ltd, it will have the following features:

Samsung® Washer

- a. Energy Star model
- b. 6 cycles
- c. 1000 RPM spin cycle
- d. Vibration reduction technology
- e. Direct drive
- f. 4 temperature combinations
- g. Electronic jog dial

Samsung® Dryer

- a. Energy Star model
- b. 7.3 cubic feet capacity
- c. 7 drying cycles
- d. 4 way ventingCool down setting
- e. Electronic jog dial

Radian Mechanical Limited's dryer vent maintenance schedule suggests that lint should be cleaned from insect screens at roof and wall terminations quarterly (every three months).

Please refer to the manufacturer's instruction manual for care and maintenance of your washer and dryer.

1 year Warranty:
Coast Wholesale Appliances
#101 – 2600 Acland Road
Kelowna, BC V1X 7J3
800.665.1142
www.coastappliances.com



Cabinets

Your cabinets have been designed and manufactured by Norelco Cabinets Limited, who warrants to original purchasers that all products manufactured and sold by Norelco Cabinets Ltd are free from defects in material and workmanship for the life of the product. For care and maintenance tips, as well as warranty guidelines, please see Norelco Cabinets' Lifetime Limited Warranty Guide.

1 year Warranty: Mission Group
Extended Warranty: Norelco Cabinets Ltd (When applicable)
205 Adams Road
Kelowna, BC V1X 7R1
250.765.2121
www.norelcocabinets.ca

Countertops

Laminate

Your laminate countertops have been supplied and installed by Norelco Cabinets Ltd. and carry the same Limited Lifetime Guarantee as their cabinetry. It is recommended that you keep your countertops clean with soap and water. Use a product called Countertop Magic (available at most hardware stores) to protect your countertops.

1 year Warranty: Mission Group
Extended Warranty: Norelco Cabinets Ltd. (When applicable)
205 Adams Road
Kelowna, BC V1X 7R1
250.765.2121
www.norelcocabinets.ca

Granite

Granite is a relatively hard, non-porous, natural stone. Granite is a coarse grained crystalline igneous rock composed primarily of quartz and feldspar. Synthetic solid surface materials are no match for the richness, depth, and stellar performance of real granite. The diamond-like hardness of granite makes it virtually impervious to abrasions, stains, and extreme heat. Unlike laminates and solid-surface materials, a



hot frying pan has no effect on granite's mirror-like finish.

One of the best ways to care for your natural stone countertop is through preventative maintenance. Preventing stains and scratches before they occur is far easier than getting rid of them after the fact.

To prevent staining, do not let liquid sit on the countertop for an extended period of time, or overnight. Granite is most prone to staining by oil and acid so blot these spills up soon after they happen, then clean with mild soap and water. In bathrooms it is a good idea to keep a sponge handy to regularly wipe up water and soap run-off.

However, should stains or scratches occur, you can try the following to remove of them yourself:

- Oil-based Stains – Remove oil based stains with acetone, mineral spirits, bleach or ammonia diluted with water. (NEVER mix ammonia & bleach!
- Food Stains – Remove food stains like coffee, tea or fruit juices with hydrogen peroxide combined with a few drops of ammonia.
- Soap Scum – To clean stubborn soap scum, use sparing amounts of ammonia.
- Water Spots – Rings occur because of minerals in water, and can be removed by buffing the spots gently with OO steel wool.
- Small Nicks & Scratches – Can often be removed by buffing the spots gently with OO steel wool. Larger scratches, nicks and pesky stains may require professional attention to remove.

By choosing a granite countertop, you not only give your home timeless performance and beauty, but you also increase its value.

1 year warranty: Mission Group
Extended Warranty: Tubello Stone Works (When applicable)
2714 Highway 97 N.
Kelowna, BC V1X 4J7
250.860.4280
www.tubello.net



Flooring

Laminate

Laminate flooring is one of the toughest, most resilient flooring options available. But like most flooring types, to ensure that it lasts for many more years, regular sweeping, vacuuming and dry mopping is strongly recommended.

Care for Laminate & Hardwood

Wet mopping should be avoided if possible, as should the use of soap and abrasive cleaners. Instead, cleaning agents that have been specifically formulated for laminate floors should be used. Typically, these are 'spray-on' agents and can be used by spraying on to a suitable soft cloth or dry mop to wipe the surface clean. Laminate approved cleaners can be purchased at most flooring stores or supermarkets.

Although a tough coating is applied to all laminate floors to help protect against scratching and gouging, damage can still occur and certain steps should be taken to prevent against this.

- Avoid tracking in dirt from shoes. One way to do this is to place a mat in the entrance of your home and to invoke a 'no shoes' indoor rule
- Dry mop and/or vacuum regularly to prevent dirt and grit accumulation
- Wipe up spills IMMEDIATELY, blot with paper towels and wipe clean with a damp cloth. Spills can quickly find their way between joints and may cause warping and de-lamination which is NOT covered by your new home, or extended manufacturers warranty
- Do not use ammonia, pine soap, spray dust cleaners, cider vinegar, chlorine bleach or abrasive cleaners on your floor
- Furniture legs should have felt pads to avoid scratches
- Use caution when moving heavy objects. Protect your floors when moving furniture and appliances. Never drag or push anything across your floor without first placing the item onto a large piece of thick carpet, placed facedown on the floor
- Maintain a relative humidity of about 40% – 60% to help prevent excessive expansion and contraction of the floor which, at its worst, may cause buckling or unattractive gaps between the planks



Minor damage, such as small gouge marks or scratches, can be repaired by using touch up kits that consist of silicone filler and coloured wax sticks.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Beaulieu Canada
Provided & installed by:
Ploutos Enterprises Ltd.
#107 – 1889 Spall Road
www.ploutos.ca

Hardwood (upgrade)

Engineered hardwood floors offer the elegant appearance of a traditional solid wood floor with the superior stability of engineered construction.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Kentwood Oak
Provided & installed by:
Ploutos Enterprises Ltd.
#107 – 1889 Spall Road
www.ploutos.ca

Ceramic Tile Flooring

Ceramic tile is very durable. For routine cleaning use a mild detergent; do not use waxes or sealers. 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 is recommended.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Euro Ceramic Tile
Provided & installed by:
Ploutos Enterprises Ltd.
#107 – 1889 Spall Road
www.ploutos.ca



Carpet

To keep your carpet looking new, please follow the recommended tips:

Avoid soil accumulation

- Take your shoes off at the entry door and use an entry mat
- Carpet can be crushed under the weight of furniture. The best way to promote even wear is to rearrange your furniture to change traffic distribution in the room

Regular Vacuuming

- Dirt particles wear down the fibres like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum frequently. Vacuuming daily helps keep the carpet clean and maintains the upright position of the nap
- A carpet can never be over vacuumed

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

Carpet Types

All of the Tuftex carpets at Winsome Hill are 4-star products from Shaw and come with an extended warranty.

- Berber - Tuftex Inspiring Berber, by Shaw
- Shag - Tuftex Positive Touch & Mystic Dream, by Shaw

1 year Warranty: Mission Group
Extended Warranty (When applicable): Shaw
Provided & installed by:
Plutos Enterprises Ltd.
#107 - 1889 Spall Road
www.plutos.ca



Windows

Low-e, energy efficient, double glazed and thermally broken vinyl windows have been installed in your home as part of our effort to reduce energy consumption and to lower your energy costs. All Weather Windows' Maintenance and Warranty Guide will outline operation procedures, extended warranty, specifications and other helpful information on the windows in your home.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Starline Windows
635 Adams Court
Kelowna, B.C. Canada V1X 7S2
Phone: 250.765.6334
Fax: 250.765.6345
Toll Free: 1.888.679.3399
Email: kelowna@starlinewindows.com

Heating & Cooling

Your home has been designed and built with a high-efficiency air-source heat pump, with an electric furnace for back-up heat. The heat pump warms your home in the winter and cools your home in the summer. The electric furnace will supplement the heating in the winter as required.

There are three sizes of heat pumps used at Winsome Hill.

1. B Homes - CU3 (29 mca)
2. A Homes (Interior) - CU2 (15 mca)
3. A Homes (End) - (20 mca)

The following PDFs provide additional information on your Heat Pump and Electric Furnace.

- [Air Source Heat Pump Product Specs](#)
- [Electric Furnace Product Specs](#)



2 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Programmable Thermostat

You can program your thermostat to control your heating and cooling. By setting times and temperatures you can provide the comfort you need while using the lowest amount of energy. The simple and logical menu is enhanced with audio confirmation of touchscreen entries. Features like variable touchscreen security to prevent tampering, temporary and vacation overrides, and filter change reminders add convenience.

2 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Product specs

Programmable Bathroom Fan

To improve the circulation of air throughout your home, your home has been equipped with a programmable bathroom fan located on the second floor, in the main bath. This fan is pre-programmed to circulate air for a length of time at intervals. To adjust the circulation timer, please refer to the Bathroom Wall Timer Manual.

2 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Smoke Detectors

The smoke and carbon monoxide detectors in your home are located on all floors, as well as in the utility room.



The detector located in the utility room is a carbon monoxide alarm only, and has been installed to indicate if there are toxic levels of carbon monoxide left from vehicle exhaust.

The detector located in the hallway of the garage level is both a carbon monoxide and smoke alarm, and if triggered, will activate the two other alarms in the home. Should all three alarms sound when there is no visible sign of smoke or fire, this may be an indication of higher than normal levels of carbon monoxide – possibly from vehicle exhaust – and you should proceed to evacuate your home immediately.

The detectors on the main and the second level are smoke alarms only, and like the smoke and carbon monoxide alarm, the activation of either of these will cause all three to sound.

These alarms are electrically operated with battery back-up, and are sensitive to the early signs of smoke in the event of fire. Smoke from cooking or moisture from showers can sometimes set off a smoke detector. In the event of an inadvertent alarm, clear the area of smoke or steam to turn off the alarm. NEVER disconnect the alarm or remove the back-up batteries. Once a month, test the alarm by pressing the test button located at the bottom of the smoke detector. Also, vacuum dust off the contacts of the detector periodically by holding the vacuum nozzle up to the grill. This will help prevent a premature alarm.

For more information, please refer to the BRK Brands Inc. First Alert® User's Manual for the smoke and carbon monoxide detector, and BRK Brands Inc. First Alert® User's Manual – Smoke Only for the smoke detector.

2 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com



Plumbing

The plumbing in your home is warranted for two years by Winsome Hill–Mission Group Properties Ltd, through Travelers Guarantee Company of Canada.

2 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Hot Water Tank

Your home has been equipped with a 50 gallon (US) hot water tank located in the utility room. The hot water tank has been factory pre-set to 49°C. Before adjusting this temperature, it is recommended that you first turn off the power supply to the hot water tank. For more information on this, and for other installation and usage information please refer to the Hot Water Tank Owner's Manual and the Saxon Mechanical Hot Water Tank Maintenance Schedule.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Sinks, Baths and Toilets

See below for specifications on the following products in your home:

- Sterling (R) Windham (TM) Low Consumption Toilet
- Sterling (R) Sacramento (TM) Pedestal Lavatory
- Acri-tec Rectangular Drop in Basin
- Kindred (R) Stainless Steel Double Basin Kitchen Sink
- Hytec (R) Chrystalis Bathtub and Shower (Master Bedroom Ensuite)
- Sterling (R) Ensemble Bathtub (Main Bathroom)
- Moen (R) Integra Single Control Kitchen Faucet



1 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Bathtub

Regular disinfection provides an effective defense against various types of bacteria that can develop in the deposits building up over time in all bathtubs and showers. For daily maintenance cleaning, use a moist cloth and gentle liquid detergent. On acrylic surfaces, occasional use of a special acrylic surface cleaner, such as Lumashine or Lumacream, will add luster and protect the finish.

Certain types of therapeutic products when added to bath water, or if applied non-diluted directly in the bath, may damage its finish. Treat the product on a small inconspicuous surface prior to use.

Do not use abrasive cleaners, scrapers, metal brushes, or any items or products that could scratch or dull the surface.

1 year Warranty: Mission Group

Central Vacuum

Central vacuum has been roughed-in to your home, giving you the option to have a system installed. Central vacuum is one of the most convenient methods of vacuum cleaning available. The system collects dirt through outlets connected to piping which then send the dirt to a central collection unit which can hold a substantially larger amount of waste than traditional vacuums.

Hose Bibs

Hose bibs (garden hose connections) are “frost free” which means that the valve is connected to a long stem that allows the water to be shut off inside the wall in the warm environment. The outer portion of the piping then drains freely.



Garden hoses should not be left connected to the hose bib during freezing weather as neither can drain. Ice forming in the hose due to un-drained water can break the hose or the hose bib and cause the supply pipe to freeze. This scenario is NOT covered by warranty.

1 year Warranty: Mission Group
Extended Warranty (When applicable): Radian Mechanical Ltd.
961 Laurel Ave. Kelowna BC, V1Y 7G4
250-861-4636
www.radianmechanical.com

Interior Specifications

The product specifications in your home vary, depending on the colour scheme that was selected and the Villa which your home is located in. Please select the appropriate Villa to view your home specifications and finishes. If you are not familiar with the colour scheme of your home or Villa number, please contact your Homeowner Liaison at Mission Group, at 250.448.8810 or email to homeownerliaison@themissiongroup.ca and she will be happy to provide you with this information.

[Home Specifications & Finishes: Carmel \(Brown\) Scheme](#)

[Home Specifications & Finishes: Marin \(Gray\) Scheme](#)



Winsome Hill

Home Warranty

As a Winsome Hill homeowner you have the peace of mind of knowing that your home has been designed and constructed to the highest industry standards by an award winning builder. Not only are you backed by our personal commitment to provide an exceptional customer service, your home is also covered by a developer warranty backed by Travelers Guarantee Company of Canada. Please read the section below to help you understand this new home warranty.

Your home has been built in accordance and to the standards described by the National Building Code of Canada, the BC Building Code and the building standards required by municipal authorities. Although the construction of your home was carefully supervised, we know that because of the very nature of wood, concrete, and other building materials, some service work may be required.

Winsome Hill–Mission Group Properties Ltd., a subsidiary of Mission Group, is committed to repair defects in the workmanship and to repair or replace defective materials, where such defects become evident within 1 year from the date of delivery of your home. Winsome Hill – Mission Group Properties Ltd., to the extent permitted by manufacturers or suppliers, has assigned to you the benefits of any guarantee or warranty provided by such manufacturers or suppliers that exceed 1 year from the date of delivery of your home. In other words, if the suppliers warrantee is greater than 1 year, the excess is extended to you.

Winsome Hill – Mission Group Properties Ltd. reserves the right to revoke this warranty or any part thereof, if in Winsome Hill – Mission Group Properties Ltd.' opinion; the deficiency is caused by abuse or neglect of the occupant.

At the time of occupancy your home was complete in all details with the possible exception of:

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



Travellers Guarantee Company of Canada

To back up our home warranty, we have registered your home with Travelers Guarantee Company of Canada.

Travelers Guarantee is a leading provider of safety products for the residential home building and development industry in Canada. As a London Guarantee Insurance Company, they were the first insurer to enter the home warranty market in British Columbia following the introduction of legislation under the Homeowner Protection Act and its Regulations 'Act' effective July 1, 1999. Utilizing the experience and knowledge of a dedicated group of underwriters and field staff, they focus on the risk evaluation process while working to develop and maintain strong relationships with the building community.

Your coverage under Travelers Guarantee Insurance Company begins on the legal completion date of your contract of purchase and sale and provides you with a 2, 5, 10 year limited warranty on your home.

Warranty Program

The Warranty Program will issue a limited warranty certificate to you, which is a legal document stating your home warranty number, and outlining your warranty commencement. Please review the Home Warranty Materials and Labour Standards Guide for more information on your new home warranty coverage.

Years 1 – 5

Warranty claims during the first five years should be directed Winsome Hill-Mission Group Properties Ltd. The Home Warranty Guide and the coverage outlined in the following section provide an overview of your coverage. Claims must be submitted in writing and sent via fax or email as described in Home Repair section of this guide. We promise to respond quickly to your concerns. Your warranty program coverage serves to back up this promise.



Years 6 – 10

Travelers Guarantee assumes responsibility for structural defects in years 6 through 10. Upon receipt of proper written notification from a Winsome Hill Homeowner, Travelers Guarantee will conduct an on-site claim evaluation. If it is determined that a valid structural defect exists, Travelers Guarantee will complete the required repairs.

Travelers' 2-5-10 Home Warranty Coverage Summary

First 12 months: coverage for any defect in materials and labour

First 15 months: coverage for any defects in materials and labour in the common property of a multi-unit building

First 24 months:

1. Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation, and air conditioning delivery and distribution systems;
2. 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
3. Coverage for any defect in materials or labour which renders the new home unfit to live in
4. Non-compliance with, or a violation of the Building Code if the non-compliance or violation:
 - a. Constitutes an unreasonable health or safety risk, or
 - b. Has resulted in, or is likely to result in, Material Damage to the New Home

First Five (5) Years: Coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a New Home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the New Home.

First Ten (10) Years:

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



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

1. Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
2. Normal shrinkage of materials caused by drying after construction;
3. Any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
4. Materials, labour, or design supplied by an Owner;
5. Any damage to the extent that it is caused or made worse by an Owner or Third Party, including:
 - a. Negligent or improper maintenance or improper operation by anyone other than the Builder or its employees, agents, or sub-contractors,
 - b. Failure of anyone, other than the Builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
 - c. Alterations to the New Home, including the conversion of the non-living space into living space or the conversion of the New Home into two (2) or more units, by anyone other than the Builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and,
 - d. Changes to the grading of the ground by anyone other than the Builder or its employees, agents, or sub-contractors;
6. Failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Guarantee Company of Canada of a Defect or discovered loss or a potential Defect or loss;
7. Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
8. Accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
9. Bodily injury or damage to personal property or real property which is not part of the New Home;
10. Any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;



11. Changes, alterations, or additions made to the New Home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by Travelers Guarantee Company of Canada;
- a. Surface defects in workmanship and materials approved by the Purchaser at the Date of Possession, such as defects in countertops, floor coverings, floor and wall tile, etc. Any such apparent or patent defects should be identified to Winsome Hill Properties Ltd. on the date of Possession;
 - b. Defects arising from improper maintenance by the Purchaser, including damage caused by, or resulting from, dampness or condensation due to failure of the Purchaser to maintain adequate heat and/or ventilation in the home;
 - c. Contaminated soil;
 - d. 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;
 - e. Diminution in the value of the New Home;
 - f. Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
 - g. Non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the New Home;
 - h. Any commercial use area and any construction associated with a commercial use area;
 - i. Roads, curbs, and lanes;
 - j. Site grading and surface drainage, except as required by the Building Code;
 - k. The operation of municipal services, including sanitary and storm sewer;
 - l. Septic tanks or septic fields;
 - m. The quality or quantity of water, either from a piped municipal water supply or from a well;
 - n. A water well, but excluding equipment installed for the operation of a water well used exclusively for the New Home, which equipment is considered to be part of the plumbing system for the New Home;
 - o. Damage caused or made worse by the failure of an Owner to take reasonable steps to mitigate any damage.



Dispute Resolution

After extinguishing all other options, if Winsome Hill–Mission Group Properties Ltd and the homeowner cannot resolve a matter, the Homeowner has two options through Travelers Guarantee:

1. Travelers Guarantee’s Claims Adjustment Process
2. Mediation

Travelers Guarantee Claims Adjustment

If the owner chooses Travelers Guarantee’s claims adjustment process, Traveler’s Guarantee will appoint a Technical Representative to visit the new home and complete a claims evaluation. Travelers Guarantee will also invite the comments of Winsome Hill – Mission Group Properties Ltd. when conducting the evaluation. Following this on-site claims evaluation, correspondence will be sent to both the Homeowner and to Winsome Hill – Mission Group Properties Ltd. outlining their decisions. Winsome Hill – Mission Group Properties Ltd. will be given a present time limit in which to complete the necessary repairs (more time will be given, if it is required, due to weather, availability of material, etc.) If upon expiry of the deadline the repair has not been completed to satisfaction, Travelers Guarantee must proceed with the claim under the requirements of the Homeowner Protection Act and complete the necessary repairs.

Mediation

If the Homeowner chooses to proceed directly to mediation, they will be advised of all of the mandatory conditions as laid out in the Home Warranty Certificate. A homeowner may also proceed to mediation after Travelers Guarantee’s claims adjustment process if they are not satisfied. Mediation is conducted between the homeowners and Travelers Guarantee by an agreed upon third party mediator as required by the Act.



**Contact Information:
Travelers Guarantee Company of Canada**

For more information on these conditions and guidelines, please visit Travelers Guarantee Company of Canada at:

www.travelersguarantee.com

Travelers Guarantee Company of Canada
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Vancouver, BC V6B 4N7

Vancouver:	604-682-2663
Toll Free:	800-555-9431
Fax:	604-682-2664
Warranty Tel:	604-682-3095
Warranty Fax:	604-682-3096

Ron Fraser: Manager, Contract and Commercial
Surety: Manager, Home Warranty Under

Winsome Hill