



AMBERHILL
AT KETTLE VALLEY

HOME OWNER MANUAL





It is our pleasure to be of the first to welcome you to your new home at Amberhill in the esteemed community of Kettle Valley! We sincerely hope that your new home continues to be a place of comfort and well-being for years to come.

AMBERHILL

AT KETTLE VALLEY

The Mission Group

We are a Kelowna company who has become known for an avant-garde approach to building communities. Examples like Verve, Mission Shores, Sheerwater and Mode demonstrate our eagerness to be uncommon.

Our Values:

Whatever the objective, we would like to accomplish it better than it has been done before. This can happen when we dare to *dream* beyond our comfort zones, *design* with care and create 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, love with purity 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.

As a part of our ongoing effort to provide you with the best home buying experience, we present to you the following homeowner's manual. Inside you will find comprehensive information on everything from strata, to the different systems and finishes of your new home, as well as tips and recommendations on how to best use and protect them. We hope that by passing on this information, you will be able to enjoy your home to the fullest - today, and for many years to come.



1. Welcome To The Mission Group Family	
a) Our Past, Present and Future Communities	1 – 1
b) Amberhill Legal and Civic Information	1 – 4
c) Builder Information	1 – 4
d) Property Management Company Information	1 – 4
e) Insurance Information	1 – 4
2. Your Community and Surrounding Area	
a) A guide to businesses in your neighbourhood	2 – 1
b) A guide to businesses and attractions in your city	2 – 2
3. Strata Community Living	
a) Strata lot	3 – 1
b) Common Property	3 – 1
c) Limited Common Property	3 – 2
d) Strata Corporation	3 – 2
e) Strata Council	3 – 2
f) Property Management	3 – 3
g) By-laws	3 – 6
h) Rentals	3 – 7
i) Maintenance Fees	3 – 7
j) Contingency Funds	3 – 7
k) Special Levies	3 – 7
l) Insurance	3 – 8
4. General Info – Your Amberhill Community	
a) Customer Service	4 – 1
b) Repairs	4 – 1
c) Contact Property Management	4 – 2
d) Insurance	4 – 2
e) Central Village Green	4 – 2
f) Visitor Parking	4 – 2
g) Garbage Disposal	4 – 3
h) Mail Delivery	4 – 3
i) Telus TV	4 – 3
j) Security	4 – 3
k) Paint Colours	4 – 4
l) Built Green™	4 – 4
m) Useful Telephone Numbers	4 – 5

5. Home Repair, Maintenance and Warranties

a) Emergency Repairs	5 – 1
b) Immediate / Non-Emergency Repairs	5 – 3
c) One Year Repairs	5 – 4
d) Common Area	5 – 5
e) Appliance Maintenance and Warranties	5 – 5
f) Cabinet Maintenance and Warranty	5 – 10
g) Countertop Maintenance and Warranty	5 – 10
h) Flooring Maintenance and Warranty	5 – 12
i) Window Maintenance and Warranty	5 – 15
j) Heating and Air Conditioning Maintenance and Warranty	5 – 15
k) Programmable Bathroom Fan Maintenance and Warranty	5 – 16
l) Smoke Detector Maintenance and Warranty	5 – 16
m) Plumbing Maintenance and Warranty	5 – 17
n) Bathtub Maintenance and Warranty	5 – 18
o) Central Vacuum	5 – 18
p) Hose Bib Maintenance and Warranty	5 – 19
q) Landscaping	5 – 19
r) Home Specifications and Finishes Information	5 – 20

6. Home Warranty – Travelers Guarantee Company of Canada

a) Home Warranty	6 – 1
b) Travelers Guarantee Company of Canada	6 – 1
c) Warranty Program	6 – 2
d) Dispute Resolution	6 – 4
e) Contact Travelers Guarantee Company of Canada	6 – 5

DISCLAIMER

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

We warmly welcome you to The Mission Group family!

We would like to take this opportunity to give you a short insight into The Mission Group's communities; where we've been, and where we are going.

~ WELCOME TO THE MISSION GROUP FAMILY ~



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.

Mission Shores has been awarded numerous accolades, locally, provincially and even on a National level. In 2003 and 2004, Mission Shores was awarded 5 Gold Tommie awards for various categories in marketing and design, *Creating Resort Development* and *Project Landscape Design*.

Built in 2004, Mission Shores is located at 3880 Truswell Road in Kelowna, BC.



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.

Built in 2004, Ocean Bay Villas is located at 16th Avenue and 154th Street, just one block from the heart of White Rock's shopping district at 15350 – 16 A Avenue in South Surrey, BC.



get a life

Set in Kelowna's Glenmore district, Verve's 441 homes, comprised of 8 unique 4-story phases, compliment modern living and embrace the youth in us all. With its fully equipped outdoor BBQ facilities, extensive dog parks and pool with sand volleyball court, it is no surprise that Verve has quickly become a community recognized throughout the Okanagan Valley.

Verve has won numerous awards from design to customer care. Among our most valued recognitions are our 2006 Gold Tommie awards for *Community of The Year*, *Building Company of The Year* and *Outstanding Customer Service Company of the Year*.

Verve's final phase completed in August of 2008, and is located on Yates Road in Kelowna.



AT AUGUSTON

where new traditions begin

Situated in the neo-traditional community of Auguston in Abbotsford, these 3 bedroom, two car garage town homes combine traditional facades and contemporary design to create a most charming and serene living space for today's family.

Completed in June 2008, Sage at Auguston is located at 4401 Blauson Boulevard in Abbotsford, BC.



S H E E R W A T E R

Situated on what has been described as the “last unspoiled waterfront” in Kelowna, are twenty four estate lots, offering an exceptional lifestyle and living environment for the elite few who call it home. Complete with access to private moorage, these 70 acres of mountainside splendour are a true definition of nature’s masterpiece.

Sheerwater is located on Clifton road at 180 Sheerwater Court in Kelowna, BC.

www.sheerwater.ca



The answer for the technologically savvy home owner, Mode is the ultra-modern, four story community located in the Landmark Technology centre of Kelowna. From its sleek, ultra-modern flat paneled and square-edged interior design to its oversized deck areas, Mode is the perfect example of the ‘Green Inspired’ approach to modern living. In fact, Mode won the award for *Kelowna’s Most Sustainable Development 2008*.

Mode is located at 1550 Dickson Avenue in Kelowna, BC.

www.modeliving.ca



A Q U A

With its three exquisitely planned residential rises situated behind 400 feet of sandy Okanagan beach and fore-fronted by a boardwalk promenade, public pier and water front restaurant on Cook Road, Aqua is destined to become a Kelowna landmark. Designed to redefine and crystallize what is most beloved about waterfront living, and still infused with a profound respect for its environment, Aqua is sure to become one of the Okanagan Valley’s most magnificent achievements.

www.aquaresort.ca



DEVELOPMENT INFORMATION

Legal Description: Lot 49, Section 23 Township 28
Similkameen Division, Yale District
Phase I: Plan KAS3552
Phase II: Plan KAP84295

When Amberhill is complete, there will be 44 homes located within the community

www.amberhill.ca

Builder Information: Winsome Green Properties Limited
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250.448.8810 phone
250.762.4236 fax
www.themissiongroup.ca

Property Management Info: Baywest Management Corporation
David Parsons
#100 – 1100 Lawrence Avenue
Kelowna, BC V1Y 6M4
250.448.0044 phone
250.448.0046 fax
www.Baywest.ca

Insurance: Capri Insurance
Paula Garrecht
#100 – 1500 Hardy Street
Kelowna, BC V1Y 8H2
250.860.2426
pgarrecht@capri.ca

We hope that you find the following community and business information helpful when deciding where to shop, what to do or simply, what is available to you.

~ YOUR COMMUNITY AND SURROUNDING AREA ~

YOUR NEIGHBOURHOOD

Kettle Valley...

Kettle Valley Fitness
5309 Main Street #100  250.764.0476

The Bronze Age Tanning Co.
#103 – 5309 Main Street  250.764.4955
<http://www.bronzeagetan.com>

Kettle Valley Massage Therapy
414 Okaview Road  250.764.7089

Kettle Valley Tapas Bar & Grill
#100 – 5305 Main Street  250.764.0833

Papito's Pizza Kettle Valley
#102 – 5309 Main Street  250.764.1990

Just Down The Road...

Laughing Moon Gift Gallery
4600 Lakeshore Road  250.764.0664

Mission Merchants Liquor Store
#2 – 4600 Lakeshore Road  250.764.1599

Nature's Fare Markets
4624 Lakeshore Road  250.764.9010

Seven Six Four Restaurant
#12 – 4600 Lakeshore Road  250.764.7645

Sunshine Market
#105 – 4600 Lakeshore Road  250.764.7344

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 1380 Ellis Street	☎ 250.762.2800
Mission Branch #5 – 3818 Gordon Drive	☎ 250.868.3391
Rutland Branch #32 – 301 Highway 33	☎ 250.765.8165

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 http://www.kelowna.ca/CM/Page91.aspx	☎ 250.862.5580
Parkinson Recreation Centre 1800 Parkinson Way http://www.city.kelowna.bc.ca/CM/Page636.aspx	☎ 250.860.3938
Kelowna Family YMCA-YWCA 375 Hartman Road www.ymca-ywca.com	☎ 250.765.4191
Capital News Centre 4105 Gordon Drive www.capitalnewscentre.com	☎ 250.764.6288
Prospera Place 1223 Water Street www.prosperaplace.com	☎ 250.979.0888
Kelowna Yacht Club 1414 Water Street www.kelownayachtclub.com	☎ 250.762.3310

Parks & Recreation Continued...

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  250.862.3103
2725 KLO Road
www.harvestgolf.com

Kelowna Golf & Country Club  250.762.2531
1297 Glenmore Drive
www.kgcc.bc.ca

Kelowna Springs Golf Club  250.765.4653
480 Penno Road
www.kelownasprings.com

Golf Continued...

McCullough Orchards Greens Golf Club 2777 KLO Road,	☎ 250.763.2447
Michaelbrook Ranch Golf Course 1085 Lexington	☎ 250.763.7888
Mission Creek Golf Club 1959 KLO Road www.missioncreekgolfclub.com	☎ 250.860.3210
The Okanagan Golf Club (The Bear & The Quail) 3200 Via Centrale	☎ 250.765.5955
Shadow Ridge Golf Club 3770 Bulman www.shadowridgekelowna.com	☎ 250.765.7777
Shannon Lake Golf Course 2649 Shannon Lake Road (Westbank) www.shannonlakegolf.com	☎ 250.768.4577
Sunset Ranch Golf & Country Club 4001 Anderson Road www.sunsetranchbc.com	☎ 250.765.7700

Arts & Live Theatre

Kelowna Art Gallery 1315 Water Street www.kelownaartgallery.com	☎ 250.762.2226
Kelowna Community Theatre 1375 Water Street www.kctlive.ca	☎ 250.763.9018
Okanagan Symphony Society 1633 Bertram Street www.okanagansymphony.com	☎ 250.763.7544
Rotary Centre for the Arts 421 Cawston Avenue www.rotarycentreforthearts.com	☎ 250.717.5304
Sunshine Theatre Society 1304 Ellis Street	☎ 250.763.4025

Cinemas

Orchard Plaza 5 Cinema
1876 Cooper Road
http://www.cinemaslock.com/aw/ctha.aw/bri/Kelowna/e/Orchard_Plaza_5.html

☎ 250.860.1611

The Grand 10 Cinema
948 McCurdy Road
http://www.cinemaslock.com/aw/ctha.aw/bri/Kelowna/e/Grand_10.html

☎ 250.491.4178

Paramount Theatre
261 Bernard Avenue
http://www.landmarkcinemas.com/index.asp?pageID=18&thid=PARAMOUNT_KE

☎ 250.762.9066

Capitol Theatre
3645 Gosset Road (Westbank)
<http://www3.telus.net/capitol2>

☎ 250.869.3939

Museums

For detailed information about Kelowna museums visit:

www.kelownamuseum.ca

BC Orchard Industry Museum
1304 Ellis Street

☎ 250.763.0433

Kelowna Centennial Museum
470 Queensway Avenue

☎ 250.763.2417

Military Museum
1424 Ellis Street
www.okmilmuseum.ca

☎ 250.763.9292

VQA Wine Museum & Shop
1304 Ellis Street

☎ 250.868.0441

Shopping Centers

Capri Centre Mall
1835 Gordon Drive
www.capricentremall.com

☎ 250.860.2524

Mission Park Shopping Centre
3155 Lakeshore Road

☎ 250.861.1651

Orchard Park
2271 Harvey Avenue
www.orchardparkshopping.com

☎ 250.860.3742

Orchard Plaza
1980 Cooper Road

☎ 250.763.7787

Shopping Centers Continued...

Towne Centre Mall
565 Bernard Avenue

☎ 250.762.8600

Wineries

For detailed information about Okanagan wineries visit:

www.okanaganwines.ca

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

☎ 250.762.3332

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

☎ 250.764.8866

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

☎ 250.766.3168

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

☎ 250.767.2525

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

☎ 250.768.7611

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

☎ 250.769.4451

Slamka Cellars
2742 Cordova Way

☎ 250.769.0404

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

☎ 250.764.7888

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

☎ 250.764.8000

Schools

For detailed Kelowna Schools information visit:

www.sd23.bc.ca/Schools

Anne McClymont Elementary 4489 Lakeshore Road	☎ 250.764.4122
Bankhead Elementary 1280 Wilson Avenue	☎ 250.763.2603
Belgo Elementary 125 Adventure Road	☎ 250.765.8900
Black Mountain Elementary 1650 Gallagher Road	☎ 250.765.1955
Casorso Elementary 3675 Casorso Road	☎ 250.763.8088
Constable Neil Bruce Middle 2010 Daimler Road	☎ 250769.7343
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	☎ 250762.2841
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
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



One of the many benefits of living in communities like Amberhill 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 Amberhill homeowners and aided by a property management company. The following information will help to further your understanding of Strata community living.

~ STRATA COMMUNITY LIVING ~

STRATA AND PROPERTY MANAGEMENT

STRATA LOT

Strata lot refers to a lot 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. However, exterior doors and windows also remain the responsibility of the homeowner.

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:

- ◆ Driveways
- ◆ Decks, balconies and patios
- ◆ Fenced-in green spaces

As outlined on page 9 of the Amberhill Disclosure Statement dated July 4, 2008, 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 Amberhill homeowners. However, 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. As an Amberhill homeowner, The Mission Group is pleased to announce to you that it has appointed ***Baywest Management Corporation*** as your Property Management Company.

PROPERTY MANAGEMENT

Please take a moment to read Baywest Management's introductory letter below. This letter contains information on the function of a Property Manager and his or her Property Management team.

BAYWEST MANAGEMENT is the leader in the management of strata properties in British Columbia. With proven ability, consistent performance, and experienced long term staff, we provide first class strata management services.

Section 3 of the Strata Property Act states that the Strata Corporation (all owners) is responsible for managing and maintaining the common property and common assets of the Strata Corporation for the benefit of the owners. Section 4 states that, in most instances, the powers and duties of the Strata Corporation must be exercised and performed by the Strata Council. And Section 38 states that the Strata Corporation may contract out some of its powers and duties. In this regard, one of the most important contracts a Strata Corporation lets is that to a strata management company. As elected Strata Council members are volunteers who have expertise in areas other than the management of Strata Corporations, strata management companies are hired to assist the Strata Council in carrying out its duties on behalf of the Strata Corporation.

A typical Baywest Strata Manager manages between 8 and 15 properties, depending upon the size, meeting schedule, and workload of the properties. Baywest Strata Managers are more than administrators. While the ability to administer a complex portfolio of properties is an important requirement of the job, Strata Managers must also be well rounded individuals with knowledge in a variety of disciplines such as:

- ◆ Finance and accounting
- ◆ Insurance
- ◆ Computer technology
- ◆ Construction
- ◆ Interpersonal communication
- ◆ Negotiation
- ◆ Real estate law, including the Strata Property Act and the Real Estate Services Act
- ◆ Civic law, such as the Personal Information Protection Act
- ◆ Labor law
- ◆ Conflict resolution
- ◆ Industry specific subjects such as building envelope restoration and earthquake preparedness
- ◆ Public speaking

A Strata Manager is not a specialist in any one discipline. He/she must be able to move between the disciplines according to the issue at hand. A Strata Manager must be resourceful, ethical, a confident decision maker, possess a great deal of common sense, and think strategically.

A Strata Manager must always act under the governance of his/her license under the Real Estate Services Act (RESA). Professionalism is the key component in our duties as Licensed Strata Managers. A professional is deemed to be a trusted advisor with special

expertise. RESA and the provincial government expect every Licensee to live up to this definition. As professionals stand in the place of their principals (the Strata Corporation) a Strata Manager is obligated to always act in the best interests of the Strata Corporation as a whole.

Required levels of professional conduct include items such as disclosing everything we know about an issue to our clients, acting in accordance with the lawful instructions of our clients, advising our clients to seek independent professional advice on matters outside of our expertise, and maintaining the confidentiality of all client information. We will require that Council meetings be conducted in a professional businesslike manner, that the Strata Council give clear instructions (and from time to time may request such instructions in writing), and that the Strata Council not expect us to operate outside of the Agency Agreement.

When hiring Strata Managers we do not necessarily look for years of experience in the industry. Far too often 'experienced' managers have 10 years of poor experience in the industry and simply do not meet Baywest's standards of education, customer service, and general disposition of personality. Therefore, we do not hesitate to bring individuals into our company who have transferable skills from related industries.

Baywest clients receive a businesslike approach to operations, a skilled and responsible Strata Manager, a clear understanding of exactly what their Strata Manager does, the confidence that the Strata Corporation is being managed according to provincial regulations, and assurance that the Strata Manager is working 100% in the best interests of the strata corporation.

Specifically, the services which Baywest provides include:

PERSONNEL

We provide a Strata Manager and an Accountant for your Strata Corporation. Working behind these two individuals is the Baywest support team performing the functions of reception, word processing, data input, record keeping and administration. In addition, Strata Managers regularly confer with each other as well as with our in house Certified General Accountants, General Managers and Vice Presidents.

OPERATIONAL

We work with the Strata Council

- ✓ to administrator the common property and common assets
- ✓ to enter the Strata Corporation into contracts, at the direction of the Strata Council, for common services such as janitorial services, landscaping, garbage disposal, and pest control
- ✓ to monitor service contracts in order to renew the contracts in a timely manner or replace the contractor if necessary
- ✓ to ensure that contractors working on the property are covered by WCB and maintain adequate liability insurance
- ✓ to hold meetings with the Strata Council according to the agreed to schedule
- ✓ to prepare and distribute Council meeting agendas and other documentation required for a successful meeting
- ✓ to oversee the execution of Council meeting directives
- ✓ to prepare notices of general meetings and provide ballots, sign in sheets and other items required for the meetings

- ✓ to advise the Strata Council with respect to various issues in order that Council may make informed decisions
- ✓ to be familiar with the Strata Property Act and the Bylaws and Rules of the Strata Corporation
- ✓ to enforce the Bylaws and Rules through the processes outlined in the Strata Property Act
- ✓ to levy fines and perform follow up work when Bylaws and Rules have been breached
- ✓ to register liens against strata lots through the processes outlined in the Strata Property Act
- ✓ to ensure the Strata Corporation is insured to at least the minimums required by the Strata Property Act
- ✓ to deal with emergencies and the resulting insurance claims
- ✓ to organize and appraisal for the purpose of placing insurance in the buildings
- ✓ to coordinate the work of contractors and trades working for the Strata Corp.
- ✓ to set up an annual maintenance plan for the property
- ✓ to provide 24 emergency service
- ✓ to provide documentation to realtors, lawyers, purchasers and sellers when a strata lot is sold
- ✓ to provide legal documentation when a strata lot sells as required by the Strata Property Act
- ✓ to review the performance of employees such as Resident Managers and direct such employees as per the Strata Council's wishes
- ✓ to forward Welcome Packages to new owners of the Strata Corporation

ACCOUNTING AND FINANCIAL STATEMENT PREPARATION

We work with the Strata Council

- ✓ to collect monthly strata fees, special levies, penalties, user fees such as guest suite rental fees, and any other revenues to which the Strata Corp. is entitled
- ✓ to keep a detailed account and financial history of each strata lot
- ✓ to collect the accounts of delinquent owners
- ✓ to take legal action when necessary and at the direction of the Strata Council in the collection of monies owed to the Strata Corporation
- ✓ to provide a budget proposal annually to the Strata Council
- ✓ to provide a monthly accounting of the financial status of the Strata Corporation including a balance sheet, statement of receipts and disbursements, detailed general ledger, bank statement reconciliation, bank statement, detailed rent roll (listing of each strata lot's financial status), 30, 60, 90 day accounts receivable report, accounts payable report, list of accruals, and copies of all invoices
- ✓ to pay the Strata Corporation's invoices once they have been approved
- ✓ to provide payroll accounting for site staff
- ✓ to keep the Strata Corporation's funds in a trust account separate from all other clients of the company and separate from funds belonging to the company
- ✓ to deal with the Land Title Office on issues pertaining to bylaw registration, title searches, and lien registration

RECORDS MANAGEMENT

We work with the Strata Council

- ✓ to keep complete records of the Strata Corporation as required by the Strata Property Act and to make such records available to the owners

- ✓ to keep an updated register of owners and tenants
- ✓ to keep minutes of Council meetings and General meetings of the Strata Corporation
- ✓ to receive and respond to Strata Corporation correspondence as directed by the Strata Council

WORKING WITH THE STRATA COUNCIL

At Baywest we like to work in partnership with our clients. We see ourselves as the 'eighth member' of the Strata Council where each member has specific responsibilities. It is essential to our performance that our clients are willing to participate in this type of relationship – a relationship of openness, respect and equality.

The Strata Council is the decision making team at a Strata Corporation and our role is to assist that team in the decision making process. Decisions are made at duly convened Strata Council meetings. Acting as an informed resource, we provide Council with the information it requires to make prudent decisions and then we carry out those decisions which fall within our mandate.

It is important to understand that Baywest Strata Managers are not Resident Managers. Our mandate is to provide professional oversight to the Strata Council. We do not perform site manager duties such as supervising move ins and other such day to day operational tasks, however we can organize a Council member, Resident Manager, Site Manager or outside contractor to perform these tasks. Such tasks are extremely important to the smooth operation of the strata's daily activities.

In conclusion, we work with our clients in an organized, efficient and businesslike manner. Your Strata Corporation is a small to medium sized business as well as a home and investment to many individuals. We therefore wish to work with your Strata Council in an open atmosphere where we are all working for the benefit of the majority of owners.

Sincerely,
Baywest Management Corporation
David Parsons
#100 – 1100 Lawrence Avenue
Kelowna, BC V1Y 6M4

STRATA BYLAWS AND FINANCE

BYLAWS

By-laws 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

There are, as of the Amberhill Disclosure Statement dated July 4, 2008, no bylaws prohibiting or limiting rentals at Amberhill. For rentals, please complete the form linked to the attachment below and submit to Baywest Property Management Corporation.

Form K

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 Baywest 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 Baywest Management at 250.448.0044, or dparsons@baywest.ca, to obtain a copy of the Baywest PACform to fill out and submit to Baywest Property Management Corporation before the 24th of the month to be effective the 1st day of the following month.

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.

The Strata Corporation's insurance in respect of the Development is as follows:

Insurance company details are not yet available.

- | | |
|--|--|
| I. Fire and liability insurance | \$10,000,000.00 |
| II. Directors and Officers Liability of Strata Corp. | To be arranged after 1 st
Annual General Meeting |

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.



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.

~ GENERAL INFO - YOUR AMBERHILL COMMUNITY ~

CUSTOMER SERVICE

The Mission Group is committed to providing you with an exceptional customer experience! For your convenience, we have an on-site Manager of Customer Experience, as well as a Homeowner Liaison in our head office: Julia Hansum. Julia 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 jhansum@themissiongroup.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: The Mission Group
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Attn: Julia Hansum
250-448-8810
Jhansum@themissiongroup.ca

After Hours: Baywest Management Corporation
#100 – 1100 Lawrence Avenue
Kelowna, BC V1Y 6M4
Attn: David Parsons
250.448.0044

To report any non-emergency issues related to your home, please log on to www.themissiongroup.ca to submit a *request form* found under the 'Homeowner Care' and 'Homeowner Service' icon at the top of the page. Your requests will then be processed by The Mission Group and you will be contacted shortly to make further arrangements.

To report any non-emergency issues related to common areas, please contact David Parsons at Baywest Management within business hours at 250.448.0044 or email your request to dparsons@baywest.ca

CONTACT PROPERTY MANAGEMENT

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

Property Management Company: Baywest Management Corporation
Property Manager: David Parsons
Address: #100 – 1100 Lawrence Avenue
Kelowna, BC V1Y 6M4
Phone: 250.448.0044
Fax: 250.448.0046

INSURANCE

The Strata Property Act requires that the Strata Corporation maintain replacement value insurance on the buildings comprising the development.

Your home is insured by:

This information is not yet available

The Strata Corporation pays for the building insurance. However, it is your responsibility to have your contents protected and you should arrange your own insurance coverage at the earliest opportunity.

CENTRAL VILLAGE GREEN

Located centrally within your community is the central village green with gathering plaza and children play area.

VISITOR PARKING

Most Amberhill homes have been provided with extra parking space on the garage apron. However, should your guests require additional parking, there are visitor parking stalls located north of the central village green, parallel to South Perimeter Way. Please remember that Kelowna City by-law states that:

'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 Farron Place, Hillside Road and Mountainside Drive. Restrictions to parking may be added in the future.

GARBAGE DISPOSAL

Weekly garbage and bi-weekly recycling pick-up is from the lane and there is a 2 bag/ container limit per week. For collection schedules and other important waste collection information, please log on to the City of Kelowna's Waste Management website at www.city.kelowna.bc.ca/CM/Page966.aspx. Please recycle waste as much as possible because recycling will help keep your environment clean!

MAIL DELIVERY

If you live on South Perimeter Way or Mountainside Drive, your new postal code is:

V1W 5H9

If you live on Farron Place or Hillside Avenue, your new postal code is:

V1W 5H1

Mail can be retrieved from the mail kiosk located at the Mountainside Drive 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:

#28 – 3155 Lakeshore Road
Kelowna, BC V1W 3S9
250-763-9542

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

TELUS TV

To help make the most of your new home, we have partnered with Telus to make it future friendly for you. We have added Telus Multimedia TV connections in your living room, kitchen/family room and master bedroom which will provide you with the option to subscribe to high definition Telus TV. This is expected to be available in your area in the near future.

SECURITY

All Amberhill homes have been pre-wired for a security system. This means that the wire has been run in the wall behind the drywall and is surface accessed in specific locations. If you wish to have your security system installed, you may contact Signature Alarms at 250.980.8888. Signature Alarms will then come to your home and hook up an insurance industry approved alarm system from the Hayden Security Group which features:

- ◆ 24 hour a day monitoring
- ◆ an easy to use control panel
- ◆ technology driven security
- ◆ one-touch crisis buttons for fire, ambulance and police

To further reduce the possibility of a break-in, please remember to follow these simple precautions:

- ✓ Do not prop doors open
- ✓ Ensure that doors and windows at ground floor level are capable of being properly locked
- ✓ Be sure your vehicle is locked when left unattended and that all valuables are out of sight

PAINT COLOURS

All paint in your Amberhill home is low VOC emitting wall paint selected to meet Built Green standards, and to provide you with a healthier indoor environment. All colors have been purchased from Benjamin Moore Paint located at 1768 Springfield Road in Kelowna, BC. For small paint touch-ups, we have provided a welcome kit with a small sample of paint, which can be found under your kitchen sink. If you would like to purchase more paint, Benjamin Moore will have the paint colour on file. For your convenience, we have also listed the paint specifications below:

Painted Area	Colour	Manufacturer	Product Design	Paint Code
All Walls	Ashwood	Benjamin Moore	Low VOC Paint: Eggshell	OC-47
Door trim & Stair Rails	Ashwood	Benjamin Moore	Low VOC Paint: Semi-Gloss	OC-47

NOTE: If your home has been painted as part of a customizing option package, those specifications are not included in the above information. To obtain more information regarding customized paint colour specifications, please call your Homeowner Liaison at The Mission Group for more information.

BUILT GREEN™

You will be pleased to know that your new Amberhill home is Built Green™. 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™ Amberhill 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 electric furnace with an air-source heat-pump
- ◆ 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
- ◆ 2 inch horizontal blinds on windows and sliding doors to help reduce solar heat gain
- ◆ CRI approved green label carpet
- ◆ Improved ventilation
- ◆ 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 The 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 http://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 The Mission Group

USEFUL TELEPHONE NUMBERS

Appliance Service:	Coast Wholesale Appliances	800.665.1142
Cable Company:	Shaw Cable	250.979.6565
Canada Postal Outlet:	Canada Post	250.763.9542
Julia Hansum	The Mission Group	250.448.8810
Fire Department		250.469.8801
Hospital:	Kelowna General Hospital	250.862.4000
Insurance Company:	This information is not yet available	
Phone Company:	Telus	877.688.9276
	Shaw	250.979.6565
Power Company:	Fortis BC	250.310.9473
Property Manager:	David Parsons @ Baywest	250.448.0044
RCMP (non-emergency)		250.762.3300
Security Alarm:	Signature Alarms	250.980.8888



AMBERHILL AT KETTLE VALLEY

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 4 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.

~ HOME REPAIR, MAINTENANCE AND WARRANTIES ~

The Mission Group is committed to providing you with an exceptional new home buying experience! For your convenience, we have an on-site Manager of Customer Experience, as well as a Homeowner Liaison in our head office who is available to answer any questions you may have, and can be reached at:

The Mission Group

Hours: 8:30am – 5:00pm, Monday through Friday

Contact: Julia Hansum

Phone: 250.448.8810

Email: Jhansum@themissiongroup.ca

Website: www.themissiongroup.ca

HOME REPAIR

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.

1) 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:

Within Business Hours: The Mission Group
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Attn: Julia Hansum
250-448-8810
jhansum@themissiongroup.ca

After Hours: Baywest Management Corporation
#100 – 1100 Lawrence Avenue
Kelowna, BC V1Y 6M4
Attn: David Parsons
250.448.0044
dparsons@baywest.ca

Plumbing

Water Line Burst

A water line can burst due to any 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 Baywest Management, otherwise, contact The Mission Group immediately.

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 Baywest Management after hours and The 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 The Mission Group within business hours, and Baywest Management 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 The Mission Group within business hours and Baywest Management 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 The 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 furnace and 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 The Mission Group if it is within the warranty period.

2) 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 cabinetry 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) 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 The Mission Group.

- 2) Please submit your requests directly to our Homeowner Liaison. Please list all of your concerns. This will allow us to allocate enough time for the appointment and be prepared with the correct materials. Any concerns not noted on the list will require a second appointment.
 - a. Online – Please log on to our website at www.themissiongroup.ca and click the 'Homeowner Care' tab, then go to 'Homeowner Service' and use the **Request Form** to submit requests directly to the Homeowner Liaison. Once processed, you will be contacted 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 to make further arrangements.
- 3) 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.

3) ONE YEAR REPAIRS

Your home has been constructed in accordance with the National Building Code and Municipal 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 Green Properties Ltd. arising from such 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 Green 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 manual.

4) 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 Baywest Management Corporation.

HOME MAINTENANCE & 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.

APPLIANCE WARRANTIES

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

All appliances are covered by their own warranties. Please ensure that 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) An 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

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/stove includes:

- a) electronic oven control
- b) ceramic smooth top cooking surface
- c) 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

Ceran Top Stove

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

White or Black

- a) Easy Set™ 300 electronic oven control
- b) Electronic clock & countdown timer
- c) Vitroceramic glass cook top
- d) Dual Radiant™ baking system
- e) Vari-Broil™ temperature control – 2 positions (hi / lo)
- f) Storage drawers with exclusive 'push to open' mechanism
- g) Extra-large, clear glass Visualite® window

Stainless Steel

- a) SpeedBake ® convection system
- b) EasysSet™ 350 electronic oven control
- c) Automatic oven (delay, cook & 12 hour shut-off)
- d) Ceramic smooth top cooking surface
- e) Dual Radiant™ baking system
- f) Vari-Broil™ temperature control – 2 positions (hi / lo)
- g) Hot-surface indicator light
- h) A 6" to 9" expandable element
- i) Smudge-resistant Easy Care™ genuine stainless steel
- j) Extra-large, clear 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

1. 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 Frigidaire® refrigerator/freezer features the following items:

White or Black

- a) 2 full-width glide out adjustable tempered glass shelves
- b) 3 fixed door racks (1 with gallon storage)
- c) Clear dairy door
- d) Clear deli drawer
- e) 2 clear crispers (2 humidity control)
- f) Never Clean™ condenser
- g) 2 fixed freezer door racks
- h) 2 ice trays and ice cube caddy

Stainless Steel

- a) 2 sliding full-width SpillSafe™ glass shelves
- b) 3 fixed white door bins (2 with gallon storage)
- c) Clear dairy door
- d) Clear deli drawer
- e) 2 clear crispers (2 humidity control)
- f) Never Clean™ condenser
- g) Energy Star® rated

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

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

Washer and 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 Green Properties Ltd., it will have the following features:

Frigidaire® Energy Star® Washer

- a) 12 cycles
- b) Short wash cycle
- c) Extra rinse auto option
- d) 2 agitate/spin speed combinations
- e) Final spin speed selector
- f) 4 wash/rinse temperature combinations
- g) On/off end of cycle signal
- h) Sound silencer

Frigidaire® Dryer

- a) 4 auto dry cycles and timed dry
- b) Precision dry moisture sensor
- c) Cool down setting
- d) 3 temperature options
- e) On/off end of cycle signal
- f) On/off press saver option
- g) Interior drum light
- h) Reversible door

Or

Maytag® Energy Star® Washer

- a) 8 automatic wash cycles
- b) Up to 1,100 max spin speed
- c) 4 temperatures
- d) QuietSeries™ 300 sound package
- e) Smooth Balance™ suspension system
- f) Commercial-duty stainless steel wash basket
- g) IntelliTemp™ automatic temperature control
- h) Delay start option up to 8 hours

Maytag® Dryer

- a) Time dry up to 80 minutes
- b) 4 temperature settings
- c) 90 minute wrinkle prevent
- d) 5-rib, commercial grade dryer belt

- e) Estimated time remaining
- f) Adjustable end of cycle signal
- g) 4 way venting option
- h) Interior light

Saxon 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: The Mission Group **Extended Warranty:** Norelco Cabinets Ltd.
(When applicable) 205 Adams Road
Kelowna, BC V1X 7R1
250.765.2121
www.norelco-cabinets.ca

COUNTERTOPS

Laminate Countertops

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: The Mission Group **Extended Warranty:** Norelco Cabinets Ltd.
(When applicable) 205 Adams Road
Kelowna, BC V1X 7R1
250.765.2121
www.norelco-cabinets.ca

Granite Countertops

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

Water spots and rings occur because of minerals in water, and can be removed by buffing the spots gently with 00 steel wool.

Small Nicks & Scratches

Small nicks and scratches can often be removed by buffing the spots gently with 00 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: The Mission Group

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

FLOORING

Wood 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.

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: The Mission Group Extended Warranty: Torly's Inc.
(When applicable) www.torlys.com

Provided & installed by:
Ploutos Enterprises Ltd.
#107 – 1889 Spall Road
Kelowna, BC V1Y 4R2
250.860.7740
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.

Berber Carpet

The Berber carpets in your home are part of Beaulieu Canada's line of Class Act carpets. These carpets are a high styled, BCF nylon Berber, practical for everyday living. BCF nylon is easy to clean and offers a 'no fuzzing' feature. Beaulieu® uses an in-house stain resister called Stain Control, which offers stain-resistant qualities similar to those of Scotchguard™.

For helpful stain removal tips from Beaulieu Canada please see their **Carpet Stain Removal Guide**

1 year Warranty: The Mission Group Extended Warranty: Beaulieu Canada
(When applicable) www.beaulieucanada.com

Provided & installed by:
Plutos Enterprises Ltd.
#107 – 1889 Spall Road
Kelowna, BC V1Y 4R2
250.860.7740
www.plutos.ca

Shag Carpet

Your carpet is a part of the Aladdin Collection by Mohawk® and is protected by Stainmaster®. The technologically advanced SmartStrand fiber is naturally stain resistant, inherently soft and incredibly durable. Your carpet is also future friendly. By recycling over three billion bottles each year for its production, Mohawk® has redesigned polyester, creating its line of EverStrand fiber carpets.

All Stainmaster® carpets are made using Type 6.6 nylon fiber, the strongest carpet fiber available. This strength protects against fiber loss from high foot traffic and contributes to superior appearance retention. Stainmaster® carpets are also manufactured using a combination of protectants which actually 'push away' soil, reducing its ability to stick to

carpet fibres, which is one of the leading causes of carpet wear. There is also a durable stain resistant technology found in Stainmaster® carpets that prevents most common food and beverage spills from becoming permanent stains. And as one last additional comfort, all Stainmaster® carpets have a built in anti-static system made up of microscopic carbon-filled fibers that reduce the generation of static electricity. This protection will never wear off or diminish over the life of the carpet.

For helpful stain removal tips from Beaulieu Canada please see their **Carpet Stain Removal Guide**

1 year Warranty: The Mission Group Extended Warranty: Mohawk Industries
(When applicable) www.mohawkcarpet.com

Provided & installed by:
Ploutos Enterprises Ltd.
#107 – 1889 Spall Road
Kelowna, BC V1Y 4R2
250.860.7740
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: The Mission Group Extended Warranty: Ploutos Enterprises Ltd.
(When applicable) #107 – 1889 Spall Road
Kelowna, BC V1Y 4R2
250.860.7740
www.ploutos.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: The Mission Group Extended Warranty: All Weather Windows Ltd.
(When applicable) #121 – 190 Mills Road
Kelowna, BC V1X 4G7
250.860.5666
www.allweatherwindows.com

HEATING AND AIR CONDITIONING

Your home has been designed and built with a forced air heating system which uses an electric furnace, located in the utility room, and strategically placed vents to heat or condition your home. An Energy Star® rated programmable thermostat has been installed in the living area of home. Please refer to **Programmable Thermostat Installation Guide** to program this thermostat. In an effort to keep your home as future friendly as possible, Energy Star® program requirements recommended the following temperature settings:

Table 1: Programmable Thermostat Set Point Temperatures		
Setting	Set Point Temperature (Heat)	Set Point Temperature (Cool)
Wake	≤ 21°C	≤ 25°C
Day	Set back at least 4°C	Set up at least 7°C
Evening	≤ 21°C	≤ 25°C
Sleep	Set back at least 4°C	Set up at least 7°C

Table 2: Acceptable Set Point Times and Temperature Settings			
Setting	Time	Set Point Temperature (Heat)	Set Point Temperature (Cool)
Wake	6:00 am	21°C	25°C
Day	8:00 am	17°C	29°C
Evening	6:00 pm	21°C	25°C
Sleep	10:00 pm	17°C	27°C

For product information, specifications and extended warranty on the Puron™ expansion fan coil unit please refer to the **Heating and Air Conditioning Guide**. For information on the Carrier® heat pump with Puron™ refrigerant, please refer to the **Heat Pump Guide**. Please also take the time to go over Saxon Mechanical's **Furnace Maintenance Schedule** for important inspection and maintenance information.

2 year Warranty: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
 (When applicable) #4 – 2236 W. Railway Street
 Abbotsford, BC V2S 2E2
 604.853.4790
www.saxonmechanical.com

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**.

1 year Warranty: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(When applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.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.

1 year Warranty: The Mission Group Extended Warranty: Howell Electric
(When applicable) #23 – 2670 Enterprise Way
Kelowna, BC V1X 7J6
250.860.7511
www.howellelectric.ca

PLUMBING

The plumbing in your home is warranted for two years by Winsome Green Properties Limited, through Travelers Guarantee Company of Canada.

2 year Warranty: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(When applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.com

Hot Water Tank

Your home has been equipped with a 50 gallon 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: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(When applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.com

Sinks, Baths and Toilets

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

Sterling® Windham™ Low Consumption Toilet
Sterling® Sacramento™ Pedestal Lavatory
Sterling® Modesto™ and Sanibel™ Self-Rimming Lavatories
Kindred® Stainless Steel Double Basin Kitchen Sink (laminare countertops)
Sterling® Stainless Steel Double Basin Kitchen Sink (granite countertops)
Maxx® Professional Apex 96™ Bathtub and Shower (master bedroom)
Sterling® Performa™ Bathtub (main bath and basement bath – when applicable)

1 year Warranty: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(When applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.com

Kitchen Faucet

For a detailed diagram of your Culinaire™ single control kitchen faucet with pull out spray by American Standard, please refer to the **Faucet Shop Drawing**.

1 year Warranty: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(When applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.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: The Mission Group

CENTRAL VACUUM

Central vacuum has been roughed-in to your home, giving you the option to have a system installed. Central vac 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.

If completing the system is an option which you are considering, we can recommend Vacu-Maid of BC, who is offering all Amberhill Homeowners a special price. Please see their **Vacu-Maid of BC Brochure** for more details and contact information.

1 year Warranty: The Mission Group Extended Warranty: Vacu-Maid of BC
(When applicable) 1695F Burtch Road
Kelowna, BC V1Y 4A9
250.762.9702
www.vacumaidofbc.com

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: The Mission Group Extended Warranty: Saxon Mechanical Ltd.
(when applicable) #4 – 2236 W. Railway Street
Abbotsford, BC V2S 2E2
604.853.4790
www.saxonmechanical.com

LANDSCAPING

The landscaping chosen for Amberhill was done so with resource-efficiency in mind. By choosing to use drought tolerant landscaping and native plants, we've helped to reduce water consumption. We are also pleased to say that the landscaping of your new home has been designed and provided by Sierra Landscaping Limited. Sierra has been in business in the Kelowna area since 1989 and, have proven themselves to be a leader in landscape design and maintenance. Please see below for an introduction by Sierra Landscaping Ltd.

"Our landscape and irrigation division has done a significant number of major projects throughout the Central Okanagan as well as further afield. A few recent landscaping and irrigation projects in Kelowna have been the new WRB Bridge, the new Dr. Knox School, Wal-Mart and the Highway 33 Extension. We have worked with The Mission Group on a number of their projects: Mission Shores, Sheerwater, Verve & Amberhill as well as Mode coming up next year.

We provided both the construction and the landscaping for a number of parks in Kelowna, Penticton & Vernon areas such as: Davie, Mill Creek, Blair Pond, Capistrano, Gellatly Nut Farm, Okanagan and Coldstream Centennial Parks.

We install complete landscapes inclusive of all plant material, irrigation systems, and hard landscape features such as pavers, wall systems, stone, and much more. Our maintenance division is a relatively new addition to our business; we have been doing maintenance on commercial sites & high-end residential sites for the past three years.

We take a great deal of pride in providing a quality product that we can point to and say with pride "**We did that landscaping!**"."

15 Month Warranty: The Mission Group Extended Warranty: Sierra Landscaping Ltd.
(When applicable) 11190 Deldor Road
Winfield, BC V4V 1V8
250.212.4700
www.sierralandscaping.ca

HOME SPECIFICATIONS AND FINISHES

The product specifications for your home may vary depending on the colour scheme that was selected. Please refer to the appropriate colour scheme section for manufacturer and supplier production information. If you are not familiar with the colour scheme of your home, contact your Homeowner Liaison at The Mission Group, Julia Hansum, at 250.448.8810 or email to jhansum@themissiongroup.ca and she will be happy to provide you with this information.

BOLD

PAINT

STANDARD PAINT THROUGH OUT WALLS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, eggshell

STANDARD PAINT FOR DOORS, TRIM & STAIR RAILINGS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, semi-gloss

KITCHEN

KITCHEN CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	#136 Olive Shaker
Style:	Wood Maple Shaker

KITCHEN LAMINATE COUNTERTOP	
Manufacturer:	Formica Corp.
Colour:	Labrador Granite
Code:	#3692-77
Finish:	Honed

KITCHEN GRANITE COUNTERTOP (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Labrador Green
Finish:	Gloss

KITCHEN BACKSPLASH TILE	
Manufacturer:	Tierra Sol Ceramics
Series:	Claypad
Colour:	Grunge #W-IN-WC-SW 7007
Size:	3" x 6"
Grout:	Mapei #11 Sahara Beige

FLOORING

WOOD LAMINATE FLOORING	
Manufacturer:	Torly's
Product:	Uptown 3 Collection
Colour:	#QS-UF 2946, White Washed Oak

MAIN & BASEMENT BATH FLOORING	
Manufacturer:	Euro Ceramic Tile
Colour:	NeoStile – Ash Taupe
Size:	12" x 12"
Grout:	Mapei #11 Sahara Beige

ENSUITE & POWDER ROOM FLOORING	
Manufacturer:	Tierra Sol Ceramics
Colour:	Urban Series Moka FG-HI-U-MO13
Size:	13" x 13"
Grout:	Mapei #11 Sahara Beige

SHEET VINYL FLOORING	
Manufacturer:	Mannington
Product:	Aurora
Colour:	41191 Sundance

BERBER CARPET	
Manufacturer:	Beaulieu Canada
Style:	5612 Class Act
Colour:	Bistre Grey # 74299

OR

SHAG CARPET	
Manufacturer:	Mohawk Carpets
Product:	Aladdin
Style:	SP 444
Colour:	#34

MAIN BATH & BASEMENT BATH

MAIN & BASEMENT BATH LAMINATE COUNTERTOPS	
Manufacturer:	Formica Corp
Code:	#7698-58
Colour:	Ashen Ceramic
Finish:	Matte

MAIN & BASEMENT BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Black; one coat on Maple
Style:	Wood Maple Shaker

MAIN & BASEMENT BATH TUB SURROUND FIELD TILE	
Manufacturer:	Euro Ceramic Tile
Size:	8" x 12"
Colour:	Forma White
Finish:	Matte
Grout:	Mapei #38 Avalanche

MAIN BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	Plaquettes
Size:	4" x 12"
Colour:	ED-PLA-412-OL-V
Grout:	Mapei #38 Avalanche

BASEMENT BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	NeoStile
Size:	1" x 1" on mesh
Colour:	Chocolate
Grout:	Mapei #38 Avalanche

ENSUITE BATH

ENSUITE BATH LAMINATE COUNTERTOP	
Manufacturer:	Pionite
Code:	AV-674 Suede
Colour:	Olive Organix

ENSUITE GRANITE COUNTERTOP (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Labrador Green
Finish:	Gloss

ENSUITE BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Black; one coat on Maple
Style:	Wood Maple Shaker

ENSUITE WALL TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	8" x 12"
Colour:	Urban Series Moka-W-HI-U-MO812
Finish:	Gloss
Grout:	Mapei #11 Sahara Beige

ENSUITE ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	2" x 8"
Colour:	Urban Series Patina-B-IN-GS-PT28
Grout:	Mapei #11 Sahara Beige

CALM

PAINT

STANDARD PAINT THROUGH OUT WALLS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, eggshell

STANDARD PAINT FOR DOORS, TRIM & STAIR RAILINGS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, semi-gloss

KITCHEN

KITCHEN CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Antique White
Style:	Foil Shaker V-Groove

KITCHEN LAMINATE COUNTERTOP SL #1 – 20	
Manufacturer:	Nevamar
Colour:	Aged Elements
Code:	EM-6001T
Finish:	Textured

KITCHEN LAMINATE COUNTERTOP SL #21 – 44	
Manufacturer:	Formica
Colour:	3456-77
Code:	Mocha Travertine
Finish:	Textured

KITCHEN GRANITE COUNTERTOP (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Nordic Café
Finish:	Gloss

OR

KITCHEN GRANITE COUNTERTOP (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Labrador Green
Finish:	Gloss

KITCHEN BACKSPLASH TILE (Customizing Option)	
Manufacturer:	Tierra Sol Ceramics
Series:	Claypad
Colour:	Bali Brown #W-IN-WC-SW-7013
Size:	3" x 6"
Grout:	Mapei #11 Sahara Beige

FLOORING

WOOD LAMINATE FLOORING	
Manufacturer:	Torly's
Product:	Uptown 3 Collection
Colour:	# QS-UF 1033 Wenge

BATHROOM & LAUNDRY ROOM VINYL FLOORING	
Manufacturer:	Mannington
Product:	Aurora
Color:	41223 Canyon Ridge

MAIN & BASEMENT BATH CERAMIC TILE FLOORING (Customizing Option)	
Manufacturer:	Euro Ceramic Tile
Colour:	NeoStile – Chocolate
Size:	12" x 12"
Grout:	Mapei #11 Sahara Beige

ENSUITE, POWDER & LAUNDRY ROOM CERAMIC TILE FLOORING (Customizing Option)	
Manufacturer:	Tierra Sol Ceramics
Colour:	Urban Series Beige FG-HI-U-BE13
Size:	13" x 13"
Grout:	Mapei #06 Harvest

BERBER CARPET	
Manufacturer:	Beaulieu Canada
Style:	5612 Class Act
Colour:	Breath of Spring #14273

OR

SHAG CARPET SL #1 – 20	
Manufacturer:	Mohawk Carpets
Product:	Aladdin
Style:	SP 444
Colour:	#36

SHAG CARPET SL #21 – 44	
Manufacturer:	Mohawk Carpets
Product:	Hadleigh House
Style:	Elite
Colour:	#748 Cancun

MAIN BATH & BASEMENT BATH

MAIN & BASEMENT BATH LAMINATE COUNTERTOPS	
Manufacturer:	Pionite
Code:	AT181-V
Colour:	Agatha
Finish:	StoneX

MAIN & BASEMENT BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Antique White
Style:	Foil Shaker V-Groove

MAIN & BASEMENT BATH TUB SURROUND FIELD TILE	
Manufacturer:	Euro Ceramic Tile
Size:	8" x 12"
Colour:	Forma White
Finish:	Matte
Grout:	Mapei #38 Avalanche

MAIN BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	Plaquetas
Size:	4" x 12"
Colour:	ED-PLA412-CHA
Grout:	GT-2A

BASEMENT BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	NeoStile
Size:	1" x 1" on mesh
Colour:	Ash Taupe
Grout:	GT-2A

ENSUITE & POWDER ROOM BATH

ENSUITE BATH LAMINATE COUNTERTOPS	
Manufacturer:	Formica
Code:	Tatami Mat
Colour:	3508-58

ENSUITE BATH GRANITE COUNTERTOPS (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Nordic Café
Finish:	Gloss

OR

ENSUITE BATH GRANITE COUNTERTOPS (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Labrador Green
Finish:	Gloss

ENSUITE BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Antique White
Style:	Foil Shaker V-Groove

ENSUITE WALL TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	8" x 12"
Colour:	Urban Series Beige W-HI-U-BE 812
Finish:	Gloss
Grout:	Mapei #06 Harvest

ENSUITE ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	2" x 8"
Colour:	Urban Series Brown Sugar B-IN-GS-BS28
Grout:	Mapei #06 Harvest

FRESH

PAINT

STANDARD PAINT THROUGH OUT WALLS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, eggshell

STANDARD PAINT FOR DOORS, TRIM & STAIR RAILINGS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, semi-gloss

KITCHEN

KITCHEN CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Espresso #6901
Style:	Wood Maple Shaker

KITCHEN LAMINATE COUNTERTOP SL #1 – 20	
Manufacturer:	Formica
Colour:	Giallo Granite
Code:	3523-46
Finish:	Etchings

KITCHEN LAMINATE COUNTERTOP SL #21 – 44	
Manufacturer:	Formica
Colour:	Giallo Granite
Code:	3453-77
Finish:	Parquet Latte

KITCHEN GRANITE COUNTERTOP (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Giallo Imperiale
Finish:	Gloss

KITCHEN BACKSPLASH TILE (Customizing Option)	
Manufacturer:	Tierra Sol Ceramics
Series:	Claypad
Colour:	Suede W-IN-WC SW 4045
Size:	3" x 6"
Grout:	Mapei #94 Straw

FLOORING

WOOD LAMINATE FLOORING	
Manufacturer:	Torly's
Product:	Uptown 3 Collection
Colour:	QS-UF 948 Dark Varnished Oak

BATHROOM AND LAUNDRY ROOM VINYL FLOORING	
Manufacturer:	Mannington
Product:	Aurora
Colour:	41225 Canyon Ridge

MAIN & BASEMENT BATH CERAMIC TILE FLOORING (Customizing Option)	
Manufacturer:	Euro Ceramic Tile
Colour:	Neostile – Ekru Beige
Size:	12" x 12"
Grout:	Mapei #94 Straw

ENSUITE, POWDER & LAUNDRY ROOM CERAMIC TILE FLOORING (Customizing Option)	
Manufacturer:	Tierra Sol Ceramics
Colour:	Urban Series Cream FG-HI-U-CR13
Size:	13" x 13"
Grout:	Mapei #94 Straw

BERBER CARPET	
Manufacturer:	Beaulieu Canada
Style:	5612 Class Act
Colour:	Marshall Brown #76657

OR

SHAG CARPET SL #1 – 20	
Manufacturer:	Mohawk Carpets
Product:	Aladdin
Style:	SP 444
Colour:	#35

SHAG CARPET SL #21 – 44	
Manufacturer:	Mohawk Carpets
Product:	Hadleigh House
Style:	Elite
Colour:	#823 Autumn Ground

MAIN BATH & BASEMENT BATH

MAIN & BASEMENT BATH LAMINATE COUNTERTOPS	
Manufacturer:	Formica
Code:	7708-58
Colour:	Flax Gauze
Finish:	Matte

MAIN & BASEMENT BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Espresso #6901
Style:	Wood Maple Shaker

MAIN & BASEMENT BATH TUB SURROUND FIELD TILE	
Manufacturer:	Euro Ceramic Tile
Size:	8" x 12"
Colour:	Forma White
Finish:	Matte
Grout:	Mapei #38 Avalanche

MAIN BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	Plaquettes
Size:	4" x 12"
Colour:	ED-PLA412-CHOC
Grout:	Mapei #38 Avalanche

BASEMENT BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	NeoStile
Size:	1" x 1" on mesh
Colour:	Ekru Beige
Grout:	Mapei #38 Avalanche

ENSUITE & POWDER ROOM BATH

ENSUITE BATH LAMINATE COUNTERTOPS	
Manufacturer:	Arborite
Code:	P-332 CA
Colour:	Natural Chamois

ENSUITE BATH GRANITE COUNTERTOPS (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Giallo Imperiale
Finish:	Gloss

ENSUITE BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Espresso #6901
Style:	Wood Maple Shaker

ENSUITE WALL TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	8" x 12"
Colour:	Urban Series Cream W-HI-U-CR812
Finish:	Gloss
Grout:	Mapei #94 Straw

ENSUITE ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	2" x 8"
Colour:	Urban Series Butter Cream B-IN-GS-BC28
Grout:	Mapei #94 Straw

CLASSIC

PAINT

STANDARD PAINT THROUGH OUT WALLS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, eggshell

STANDARD PAINT FOR DOORS, TRIM & STAIR RAILINGS	
Manufacturer:	Benjamin Moore
Colour:	Ashwood
Code:	OC-47
Finish:	Low VOC, semi-gloss

KITCHEN

KITCHEN CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Canadian Walnut # 7012
Style:	Wood Maple Shaker

KITCHEN LAMINATE COUNTERTOP	
Manufacturer:	Formica
Colour:	Jamocho Granite
Code:	#7734-46
Finish:	Etchings

KITCHEN GRANITE COUNTERTOP (Customizing Options)	
Supplier:	Tubello Stone Works
Colour:	Tropic Brown
Finish:	Gloss

KITCHEN BACKSPLASH TILE	
Manufacturer:	Tierra Sol Ceramics
Series:	Claypad
Colour:	Sepia W-IN-WC SW4506
Size:	3" x 6"
Grout:	Mapei #39 Ivory

FLOORING

WOOD LAMINATE FLOORING	
Manufacturer:	Torly's
Product:	Uptown 3 Collection
Colour:	#QS-UF 1034 Vintage Oak Nat. Var.

MAIN & BASEMENT BATH FLOORING	
Manufacturer:	Euro Ceramic Tile
Colour:	Neostile – Ekru Beige
Size:	12" x 12"
Grout:	Mapei #94 Straw

ENSUITE & POWDER ROOM FLOORING	
Manufacturer:	Tierra Sol Ceramics
Colour:	Urban Series-Beige FG-HI-U-BE13
Size:	13" x 13"
Grout:	Mapei #06 Harvest

SHEET VINYL FLOORING	
Manufacturer:	Mannington
Product:	Aurora
Colour:	41191 Sundance

BERBER CARPET	
Manufacturer:	Beaulieu Canada
Style:	5612 Class Act
Colour:	Penelope Brown #76330

OR

SHAG CARPET	
Manufacturer:	Mohawk Carpets
Product:	Aladdin
Style:	SP 444
Colour:	#28

MAIN BATH & BASEMENT BATH

MAIN & BASEMENT BATH LAMINATE COUNTERTOPS	
Manufacturer:	Formica
Code:	7709-58
Colour:	Jute Gauze
Finish:	Matte

MAIN & BASEMENT BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Canadian Walnut # 7012
Style:	Wood Maple Shaker

MAIN & BASEMENT BATH TUB SURROUND FIELD TILE	
Manufacturer:	Euro Ceramic Tile
Size:	8" x 12"
Colour:	Forma White
Finish:	Matte
Grout:	Mapei #38 Avalanche

MAIN BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	Plaquettes
Size:	4" x 12"
Colour:	ED-PLA412 Bone
Grout:	Mapei #38 Avalanche

BASEMENT BATH ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Euro Ceramic Tile
Series:	NeoStile
Size:	1" x 1" on mesh
Colour:	Ekru Beige
Grout:	Mapei #38 Avalanche

ENSUITE & POWDER ROOM BATH

ENSUITE BATH LAMINATE COUNTERTOPS	
Manufacturer:	Pionite
Code:	MT280 Suede
Colour:	Rocky Road

ENSUITE BATH GRANITE COUNTERTOPS (Customizing Option)	
Supplier:	Tubello Stone Works
Colour:	Tropic Brown
Finish:	Gloss

ENSUITE BATH CABINETS	
Manufacturer:	Norelco Cabinets Ltd.
Colour:	Canadian Walnut # 7012
Style:	Wood Maple Shaker

ENSUITE WALL TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	8" x 12"
Colour:	Urban Series Beige W-HI-U-BE 812
Finish:	Gloss
Grout:	Mapei #06 Harvest

ENSUITE ACCENT TUB SURROUND FEATURE TILE	
Manufacturer:	Tierra Sol Ceramics
Size:	2" x 8"
Colour:	Urban Series Brown Sugar B-IN-GS-BS28
Grout:	Mapei #06 Harvest



As an Amberhill homeowner you have the peace of mind of knowing that your home has been designed and constructed to the highest of industry standard by an award winning builder. What this means to you is that not only are you backed by our personal commitment to you through exceptional customer service, your home is also covered by developer warranty, and backed by Travelers Guarantee Company of Canada. Please take the time to help further your understanding of this guarantee by reading below.

~ HOME WARRANTY – TRAVELERS GUARANTEE ~

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 might be required.

Winsome Green Properties Ltd., a subsidiary of The 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 Green 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 Green Properties Ltd. reserves the right to revoke this warranty or any part thereof, if in Winsome Green 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.

TRAVELERS 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

If you have a problem in your new home during the first five years based on the coverage outlined below and in the Home Warranty Guide, contact Winsome Green Properties Ltd. in writing via fax or email as described in ***Home Repair*** section of the Amberhill Homeowner Manual. 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 an Amberhill 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:	<ol style="list-style-type: none">I. coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation, and air conditioning delivery and distribution systems;II. coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home

- III. coverage for any defect in materials or labour which renders the new home unfit to live in
- IV. 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:

- I. any Defect in Materials and Labour that results in the failure of a Load Bearing part of the New Home, and;
- II. 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:

- a) weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- b) normal shrinkage of materials caused by drying after construction;
- c) any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
- d) materials, labour, or design supplied by an Owner;
- e) any damage to the extent that it is caused or made worse by an Owner or Third Party, including:
 - I. negligent or improper maintenance or improper operation by anyone other than the Builder or its employees, agents, or sub-contractors,
 - II. 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,
 - III. 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,
 - IV. changes to the grading of the ground by anyone other than the Builder or its employees, agents, or sub-contractors;
- f) 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;
- g) 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;

- h) 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;
- i) bodily injury or damage to personal property or real property which is not part of the New Home;
- j) any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;
- k) 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;
- l) 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 Amberhill Properties Ltd. on the date of Possession;
- m) 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;
- n) contaminated soil;
- o) 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;
- p) diminution in the value of the New Home;
- q) landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- r) 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;
- s) any commercial use area and any construction associated with a commercial use area;
- t) roads, curbs, and lanes;
- u) site grading and surface drainage, except as required by the Building Code;
- v) the operation of municipal services, including sanitary and storm sewer;
- w) septic tanks or septic fields;
- x) the quality or quantity of water, either from a piped municipal water supply or from a well;
- y) 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;
- z) 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 Green 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 Green Properties Ltd. when conducting the evaluation. Following this on-site claims evaluation, correspondence will be sent to both the Homeowner and to Winsome Green Properties Ltd. outlining their decisions. Winsome Green 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 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
650 W Georgia Street Suite 2500
P.O. Box 11542
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
Kerry Nagy: Manager, Home Warranty Underwriting