



HOMEOWNER MANUAL



It is our pleasure to be of the first to welcome you to your new home at Dwell located in mid-town Kelowna!

We sincerely hope that your new home continues to be a place of comfort and well-being for years to come.



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, Mode and Amberhill 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.

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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 Mission Group's communities; where we've been, and where we are going.

1. Mission Shores



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, including *Creating Resort Development* and *Project Landscape Design*.

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

2. Ocean Bay Villas



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 – 16A Avenue in South Surrey, BC.

3. Verve



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.

While involved in Verve, Mission Group 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.

4. Sage at Auguston



AT AUGUSTON

where new traditions begin

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

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

5. Sheerwater



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.

6. Mode



The answer for the technologically savvy homeowner, 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.

7. Amberhill at Kettle Valley



Amberhill was design and built with young families in mind. The 3 & 4 bedroom townhomes are located in the Village of Kettle Valley, which is one of Kelowna's most desirable neighbourhoods. Wider than a traditional townhome and featuring side-by-side 2-car garages and an open floorplan, the townhomes at Amberhill feel more like new single family home. The community also features a central green space and children's play area, so parents can keep a close eye on their kids from the back deck.

Completed in 2010, Amberhill was awarded the 2009 Tommie Award for Town Home Community of the Year.

8. Winsome Hill



Winsome Hill is a townhome community located in the South Glenmore area of Kelowna. The homes are a mix of traditional family style townhomes on three levels and empty nester style townhomes on two levels with master bedrooms on the main floor. Winsome Hill opened in the spring of 2011 and completion is expected by 2015.

9. Secret Ridge



Secret Ridge is bringing a new style of home to the desirable Foothills of Burke Mountain community in Coquitlam. The 74 homes are a mix of paired homes and single family homes that are all part of a strata community. Ranging from 2200 to 2900 square feet, these homes are much larger than a traditional townhome.

10. Aqua



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.

Mission Group Homeowner Rewards Program

There is nothing more important to us than providing each homeowner with an exceptional experience. This starts with creating vibrant communities and building quality homes, and continues with our customer care program long after you have moved in.

We intend to earn your trust, by responding to your requests in a timely manner, living up to our commitments and following through on our promises. This is part of our value system, and it also makes good business sense. We want you to love where you live, tell your friends and consider a Mission Group community the next time you buy a new home.

Our *Mission Group Rewards Program* provides incentives for future purchases and referrals, but we know you will only buy from us again if you are completely satisfied. This is our way of acknowledging your trust and rewarding your loyalty.

Future purchase incentive

1. **Guaranteed best selection.** As a Mission Group homeowner, you will have the first opportunity to purchase in any new community in advance of the general public.
2. **Incentive offer on any future purchase.** You will receive an incentive, which will vary with each community, but will be a minimum of \$1,000 in cash or customizing options. This will be over and above any other incentives being offered at the time of purchase. Watch your email for offers on future communities, or ask your Homeowner Liaison for details.

Refer a friend

1. **Make a friend a neighbour.** If you introduce a friend to us, and they buy a new home at Dwell, you will receive \$500 each, for a total of \$1,000. (It's up to you how you want to receive it.) You and your friend can reduce the reward amount from the purchase price of your friend's home, receive a cheque directly from us, or do a combination of a credit and a cheque.
2. **Recommend a Mission Group community.** If you think another Mission Group community would better suit the needs of a friend or family member, the same offer applies. If your friend or family member buys in any Mission Group community you share \$1,000 on a 50/50 basis.

If you have a friend or family member who is interested, simply ask your Mission Group Homeowner Liaison for further details.

Both of these offers are only valid on sales that do not include an outside realtor. Because we always offer full commissions, these referral offers only work when we do not pay additional promotional fees.

DEVELOPMENT INFORMATION

Legal description:	Lot A, District Lot129, Osoyoos Division, Yale District, Plan KAP900045 Strata Plan KAS3801 When Dwell is complete, there will be 50 homes located within the community www.dwelluptop.ca
Builder information:	Ambrosi Properties Ltd. #620 – 1632 Dickson Avenue Kelowna BC V1Y 7T2 Tel: 250.448.8810 Fax: 250.762.4236 www.missiongroup.ca
Property management:	Associate Property Management (2001) Ltd. Hannah Verkerk #1– 1441 St. Paul Street Kelowna BC V1Y 2E4 Tel: 250.869.8791 Fax: 250.712.2265 www.associatedpm.ca
Insurance:	To obtain up to date information on the insurance provider, Capri Insurance for the Dwell community, please contact the property manager, Hannah Verkerk at the number listed above.

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

Kelowna Acupuncture & Herbal Centre

#103 – 1924 Ambrosi Road

Tel: 250.860.6679

Ambrosi Place Dental Care

1856 Ambrosi Road

Tel: 250.860.8686

Okanagan Natural Care

#3 – 1890 Ambrosi Road

Tel: 250.763.2914

Kelowna Sleep Clinic

#120 - 1856 Ambrosi Road

Tel: 250.862-3050

Kelowna Child Care Society

#4 - 1890 Ambrosi Road

Tel: 250.762.3536

Okaped (Orthopaedic)

1936 Ambrosi Road

Tel: 250.868.8665

Dinner Solutions

102 - 1924 Ambrosi Road

Tel: 250.860.3555

Diving Dynamics

2070 Ambrosi Road

Tel: 250.861.1848

World Financial Group

#3 – 1890 Ambrosi Road

Tel: 250.763.2914

Reach Out Youth Counselling Centre

1868 Ambrosi Road

Tel: 250.763.7892

Tom Mah School of Karate

1894 Ambrosi Road

Tel: 250.712.0268

Kelowna Manual Therapy Centre

1934 Ambrosi Road

Tel: 250.860.5152

AND just down the road...

Jammers Liquor Store

1973 Harvey Avenue

Tel: 250.861.1430

Choices Market

1937 Harvey Avenue

Tel: 250.862.4864

T-Bones Meal Market

#105 – 1889 Spall Road

Tel: 250.763.5966

Famous Players

#160 – 1876 Cooper Road

Tel: 250.860.1611

London Drugs

2007 Harvey Avenue

250.860.3331

Mabui Sushi Izakaya

#8 – 2070 Harvey Avenue

Tel: 250.868.8852

Art Knapp Plantland & Florists

1994 Springfield Road

Tel: 250.860.5633

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

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

McCullough Orchards Greens Golf Club  250.763.2447
2777 KLO Road

Michaelbrook Ranch Golf Course  250.763.7888
1085 Lexington

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 Road
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.cinmaclock.com/aw/ctha.aw/bri/Kelowna/e/Orchard_Plaza_5.html

☎ 250.860.1611

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

☎ 250.491.4178

Paramount Theatre 250.762.9066
261 Bernard Avenue
http://www.landmarkcinemas.com/index.asp?pageID=18&thid=PARAMOUNT_KE

Capitol Theatre 250.869.3939
3645 Gosset Road (Westbank)
<http://www3.telus.net/capitol2>

Museums

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

BC Orchard Industry Museum 250.763.0433
1304 Ellis Street

Kelowna Centennial Museum 250.763.2417
470 Queensway Avenue

Military Museum 250.763.9292
1424 Ellis Street
www.okmilmuseum.ca

VQA Wine Museum & Shop 250.868.0441
1304 Ellis Street

Shopping Centers

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

Mission Park Shopping Centre 250.861.1651
3155 Lakeshore Road

Orchard Park 250.860.3742
2271 Harvey Avenue
www.orchardparkshopping.com

Orchard Plaza 250.763.7787
1980 Cooper Road

Towne Centre Mall 250.762.8600
565 Bernard Avenue

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

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 Dwell is that homeowners are not required to maintain the exterior of their homes. Common property, and most limited common property maintenance, is organized by an elected strata council. This council is comprised of Dwell 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 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.

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

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

LIMITED COMMON PROPERTY

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

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

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 Dwell 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*

PROPERTY MANAGEMENT

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 a Dwell homeowner, Mission Group is pleased to announce to you that it has appointed ***Associated Property Management*** as your property management company.

Associate Property Management (2001) Ltd.

Hannah Verkerk

#1– 1441 St. Paul Street

Kelowna BC V1Y 2E4

Tel: 250.869.8791

Fax: 250.712.2265

www.associatedpm.ca

STRATA BYLAWS AND FINANCE

BYLAWS

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

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

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

RENTALS

For rentals, please contact the Dwell Property Manager to obtain up to date information in regards to rental allowances. Please complete the form linked to the attachment below and submit to Associated Property Management. If the link is not active, please cut and paste the URL below into a browser window.

[BC Strata 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 Associated Property 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 Associated Property Management at 250.869.8835, or admin@associatedpm.ca.

CONTINGENCY FUNDS

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

SPECIAL LEVIES

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

into account actual and expected expenditure, and the existing financial situation of the Strata Corporation.

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

INSURANCE

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

To obtain up to date information on the Strata Corporation's insurance in respect of the Development, please contact the Associated Property Management.

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 into your new home is an exciting transition - one that can, at times, leave you with many questions. For this reason, we have provided the following information to help answer some of the questions you may have regarding your new Community.

GENERAL INFO - YOUR DWELL COMMUNITY

CUSTOMER SERVICE

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: Kanina Wright. Kanina is available to answer any question you may have relating to your new home purchase and your new community, and can be reached by calling 250-448-8810 or by email to Homeownerliaison@missiongroup.ca between the hours of 8:30am to 5:00pm, Monday through Friday.

REPAIRS

To report an **emergency repair**, please contact the following:

During business hours: Ambrosi Properties Ltd
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Attn: Kanina Wright
250.448.8810
Kwright@missiongroup.ca

After business hours: Associated Property Management
#1-1441 St. Paul Street
Kelowna, BC V1Y 2E4
250.712.0025
Strataadmin@associatedpm.ca

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

To report any non-emergency issues related to common areas, please contact Hannah Verkerk at Associated Property Management within business hours at 250.869.8791 or email your request to Hannah@associatedpm.ca

INSURANCE

The Strata Property Act requires that the Strata Corporation maintain replacement value insurance on the buildings comprising the development. Please contact the Associated Property Management in regards to obtaining information on the insurance provider.

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.

VISITOR PARKING

There are visitor-parking stalls located along the lane at the rear of each building. There are two visitor parking stalls in each phase.

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 Ambrosi Road. Restrictions to parking may be added in the future.

GARBAGE DISPOSAL

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

Garbage: weekly service every Friday, 2-bag per unit per week, each bag not to exceed 25kg.

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

MAIL DELIVERY

The mail for each phase of Dwell can be retrieved from the mail kiosk located under the pergola near the sidewalk along Ambrosi Road.

The postal code for Dwell is **V1Y 4R8**

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.

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

USEFUL TELEPHONE NUMBERS

Appliance Service:	Trail Appliances	250.868.3838
Cable Company:	Shaw Cable	250.979.6565
Kanina Wright	Mission Group Homeowner Liaison	250.448.8810
Fire Department		250.469.8801
Hospital:	Kelowna General Hospital	250.862.4000

Capri Insurance	Paula Garrecht	250-869-3804
Telephone	Telus	877.688.9276
	Shaw	250.979.6565
Power	Fortis BC	250.310.9473
Property Management	Hannah Verkerk @ Associated Property Management	250.869.8791
RCMP (non-emergency)		250.762.3300

One of the best ways to ensure that you can enjoy your home to its fullest potential for years to come is through preventative maintenance and care.

The following information walks you through the four types of service requests, and offers examples of possible emergency situations. It will also provide you with specifications for finishes in your home, helpful tips on caring for these finishes as well as offers a range of beneficial care information.

HOME REPAIR, MAINTENANCE AND WARRANTIES

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.

Ambrosi Properties Ltd. - C/O Mission Group**Hours:** 8:30am – 5:00pm, Monday through Friday**Contact:** Kanina Wright**Phone:** 250.448.8810**Email:** Homeownerliaison@missiongroup.ca**Website:** www.missiongroup.ca

HOME REPAIR

Please remember that there are four 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
4. Common Area	Landscaping, paving, roofing, etc.

Emergency repairs

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

Emergency Repair Contact:

During business hours: Ambrosi Properties Ltd
C/O Mission Group
#620 – 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Attn: Kanina Wright
250-448-8810
Homeownerliaison@missiongroup.ca

After business hours: Associated Property Management
#1-1441 St. Paul Street
Kelowna, BC V1Y 2E4
250.448-1478
strataadmin@associatedpm.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 Associated Property Management

Plugged fixture or sewer line

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

Minor plumbing leak in the line

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

Electrical

Circuit overload (breaker tripping)

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

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

Plugs and outlets

If a plug or outlet sparks excessively, immediately turn off the breaker and contact Mission Group within business hours and Associated Property 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 Mission Group during regular business hours.

Heating

If your baseboard heaters do not appear to be producing warm air, ensure that the breaker has not tripped and refer to your owner's manual. Also, check the thermostat setting to ensure that it has not been turned down.

Roof leak

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

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

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

IMMEDIATE / NON-EMERGENCY REPAIRS

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

- Loose 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. In order to service you better, please list all of your concerns. This will allow us to allocate enough time for the appointment and be prepared with the correct tools and materials. Any concerns that are not noted on the list will require a second appointment:
 - a. Online – please log on to our website at www.missiongroup.ca and click the 'Homeowner Care' tab and use the **Request Form** to submit requests directly to the Homeowner Liaison. Once processed, you will be contacted by your Homeowner Liaison to make further arrangements.

- b. Fax – Print a **Service Request Form**, fill in all required information, list service requests and fax to attention Homeowner Liaison at 250-762-4236. Once your fax has been processed you will be contacted by your Homeowner Liaison to make further arrangements.
- 3) If you are experiencing any issues with an appliance and require a service repair, please contact Trail Appliances in Kelowna at 250-868-3838 and they will be happy to assist you.

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 Ambrosi 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 Ambrosi 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.

COMMON AREA and BUILDING EXTERIOR

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 Associated Property Management.

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

IMPORTANT: 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:

Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
Tel: 250-862-3838
www.trailappliances.com

Dishwasher

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

1. Four normal cycles
 - i. Pots & Pans
 - ii. Heavy
 - iii. Normal
 - iv. Rinse Only
2. Three energy options
 - i. High Temp Boost
 - ii. No Heat Dry
 - iii. 3 Hour Delay
3. Large capacity
4. 3-level basket
5. Sound blanket
6. 3 hour delay wash option
7. Large flatware basket

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

1 year Warranty: Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
250-862-3838
www.trailappliances.com

Range/Stove

The self-cleaning feature on your Whirlpool® 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:

1. EasyView™ extra-large oven window
2. Delay bake
3. Custom broil

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

1 year Warranty: Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
250-862-3838
www.trailappliances.com

Refrigerator

Your Whirlpool® refrigerator/freezer features the following items:

White, black or stainless steel:

1. Up- front Temperature Controls
2. Clear humidity-controlled crispers: two
3. AccuChill™ temperature control system
4. Automative™ defrost system
5. Contour door with integral handle
6. Energy Star® qualified

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

1 year Warranty: Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
250-862-3838
www.trailappliances.com

Microwave Over the Range Hood Fan

Your Whirlpool® over the range microwave hood combo features the following items:

White, black or stainless steel:

1. 1.6 cu ft capacity
2. 950 watts
3. Scrolling word prompt display
4. Digital clock with timer
5. 12" sunken glass turntable
6. 2 stage cooking
7. 3 Auto defrost, 6 Auto cook and 5 Auto heat options
8. Popcorn, baked potato & pizza slice programmed Quick Touch™
9. 2-level speed fan
10. 220 CFM blower
11. Auto On/Off fan
12. Semi hidden vent
13. Night Light
14. Odor Removal Fan (Charcoal)
15. Grease Filters

Please refer to the instruction manual for further cleaning instructions.

1 year Warranty: Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
250-862-3838
www.trailappliances.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 Ambrosi Properties Ltd., it will have the following features:

Frigidaire® Energy Star® Washer

1. 3.1 cu ft Capacity
2. 5 Wash Cycle
3. 3 Wash/Rinse Temperatures
4. Energy Star® Qualified

Frigidaire® Dryer

1. 5.7 cu ft Capacity
2. 5 Wash Cycle
3. 3 Wash/Rinse Temperatures
4. Energy Star® Qualified

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: Trail Appliances
2637 Enterprise Way
Kelowna, BC V1X 7Y6
250-862-3838
www.trailappliances.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: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

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: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

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: **Ambrosi Properties Ltd.**
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: **Tubello Stoneworks**
(When applicable)
2714 Hwy 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 take 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: **Ambrosi Properties Ltd.**
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: **Jordans**
(When applicable)
#215-2469 Hwy 97
Kelowna, BC V1X 4J2
250.861.8656
www.jordans.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.

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: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Jordans
(When applicable)
#215-2469 Hwy 97
Kelowna, BC V1X 4J2
250.861.8656
www.jordans.ca

Resilient (Vinyl) Flooring

Whether it is a tile or sheet product, resilient flooring is susceptible to damage from indentations or scratches, particularly those caused by furniture. The floor should be protected from such damage by using furniture pads beneath heavy furniture legs.

The ability of a given flooring product to withstand abuse varies greatly from product to product and related damage is not a warranty issue. Resilient flooring should be cleaned with lukewarm water and vinegar. Harsh cleaners can cause fading or affect the composition of the flooring material making it hard and brittle.

Consult with the supplier of the specific flooring product for their recommendations, as specialty products are available for different floorings to both clean and restore the sheen. Detergents often cause adjoining carpeted areas to mat down as the soaps are carried onto the carpet from the resilient floor areas.

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Jordans
(When applicable)
#215-2469 Hwy 97
Kelowna, BC V1X 4J2
250.861.8656
www.jordans.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: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Jordans
(When applicable)
#215-2469 Hwy 97
Kelowna, BC V1X 4J2
250.861.8656
www.jordans.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. Gienow 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: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Gienow Windows & Doors
(When applicable)
1872 Spall Road
Kelowna, BC V1Y 4R1
1.800.367.9520
www.gienow.com

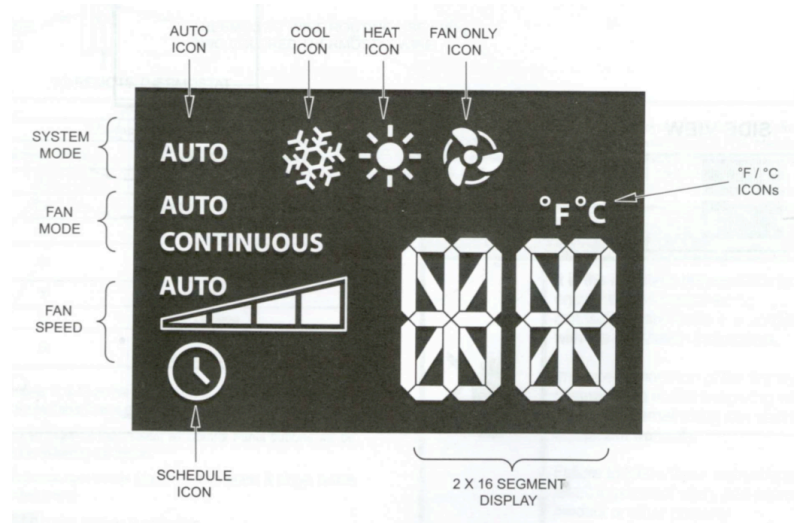
HEATING AND AIR CONDITIONING

Baseboard Heater

If you are planning on taking a holiday during the winter months, it is recommended that you do not turn your baseboard heaters off completely. We recommend keeping your thermostat set between at 15 degrees Celsius to ensure that nothing in your home freezes.

Air Conditioning

Easy to use, the air conditioning units have a large control panel located on the front, which allows the thermal settings to be changed if necessary. Abrasive cleaners are not recommended as they may damage the finish. For routine dusting and cleaning, use a damp cloth to wipe it down. Each P.T.A.C. unit is powered by it's own separate circuit breaker which can be found on the power cord. In the event that this product stops working, use this breaker to restart it.



Example of the display on the air conditioning unit

Buildings: 1811, 1821, 1831, 1841

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

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***.

Buildings: 1811, 1821, 1831, 1841

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

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 ***Smoke Alarm User's Manual*** for more information.

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Krueger Electrical Ltd.
(When applicable)
#100-1027 Trench Place
Kelowna, BC V1Y 9Y4
250.860.3905
<http://www.kruegerelectric.com>

PLUMBING

The plumbing in your home is warranted for two years by Ambrosi Properties Limited.

Buildings: 1811, 1821, 1831, 1841

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

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***.

Buildings: 1811, 1821, 1831, 1841

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

Sinks, bathtubs, showers and toilets

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

Bathroom Sink - Mansfield Alto II

Bathroom Facet - Mainline, Model: #241-PU, Polished Chrome

Kitchen Sink (B, B1, C, D, D1 Plan) - ONEX, Model OD3H3120-7

Kitchen Sink (A plan only) – Kindred, Model: QCM1826/7

Bathtub (A and C Plan) – Sterling, Model: Performa

Bathtub (B, B1, D, D1 Plan) – Sterling, Model: Ensemble

Shower base (A Plan) Kohler-Hytec, Model: ACR36N

Shower base with 2 walls (B, B1 D, D1 Plans) – Kohler-Hytec, Model: 3636N

Shower base with 2 walls (C Plan) – Kohler – Hytec, Model 3636DT

Shower facets – Mainline, Model: 511TO

Toilet - Sterling® Windham™ Low Consumption

Buildings: 1811, 1821, 1831, 1841

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

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.

When added to bath water or if applied non-diluted directly in the bath, certain types of therapeutic products, may damage the 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.

Buildings: 1811, 1821, 1831, 1841

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

2 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

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.

Buildings: 1811, 1821, 1831, 1841

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Saxon Mechanical Ltd.
(When applicable)
#4-2236 Railway Street
Abbotsford, BC V2S 2E2
604.583.4790
www.saxonmechanical.com

Buildings: 1851, 1861, 1871, 1881

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: First Klass Ltd.
(When applicable)
#105-140 Commercial Drive
Kelowna, BC V1X 7X6
250.860.2610
www.firstklass.ca

VINYL DECKING

Although the deck is part of the exterior of the building and major maintenance of the balconies and decks are the responsibility of the strata, each owner has the responsibility to ensure that they care for their own deck. Care must be taken not to damage any deck membranes and any damage must be repaired immediately. Usually, cleaning with mild soap and water is adequate and will address any dirt accumulation. The Strata Corporation must ensure that owners with planters on the decks must not use excessive amounts of fertilizers nor use heavy furniture that may damage deck membranes.

For care and maintenance tips, as well as warranty guidelines, please see refer to the ***Vinyl Warranty and Care Instructions***.

ROOF TOP DECK

Dwell is one of the only townhome communities in Kelowna to offer each homeowner with their own roof top deck. It is important that owners remember that the decks are the roofs to their home and to treat the decks with great care.

Outdoor / patio furniture is permitted on the deck, this includes propane barbeques. (Please note that for fire safety reasons, briquette barbeques are not permitted.) Objects that hold large bodies of water such as a hot tub or kiddie pool are not permitted to be placed on the roof top deck. The building was not designed for the additional weight of the water and if the water escaped from a hot tub or a kiddie pool, the large amount of water could damage the building.

While personalizing and decorating the roof top deck, it is important that homeowners:

1. Ensure that their patio furniture is weighted down so that the wind will not knock over their furniture and decorations.
2. Ensure that they don't nail or screw items into the walls of the building. This could lead to failure of the building envelope, allowing water to enter the exterior wall.
3. Ensure that large items like umbrellas and canvas awnings are not left open unattended. Homeowners are responsible for items that are blown or fall from the roof and cause harm or damage.
4. Ensure that hot items or sharp items, such as matches or nails, fall between the slats of the wood deck. This could melt or damage the protective deck membrane below.

Your roof top deck has been built with pressure treated wood. As wood is a natural product, it will age and weather in time. Splitting, cupping/warping and twisting are all part of the natural aging process. Based on the continuous changes in weather conditions, regular maintenance is necessary and can result in a significant decrease in natural defects.

FLOOR DRAIN

Your home is equipped with a floor drain located in your mechanical room beside your hot water tank. As water evaporates, it is important to keep this drain hydrated so as to eliminate any unwanted odours. In order to properly maintain this drain, each month you should pour a litre or two of water down the drain.

GARAGE DOORS

Your garage door has been supplied by LiftMaster and has been designed with the ultimate in safety and security features in mind.

[Garage Door Manual](#)

1 year warranty: Ambrosi Properties Ltd.
#620-1632 Dickson Avenue
Kelowna, BC V1Y 7T2
250-448-8810

Extended warranty: Legacy Garage Doors
(When applicable)
#11-2670 Enterprise Way
Kelowna, BC V1Y 9T1
250.862.1422
www.legacygaragedoorsbc.com

HOME SPECIFICATIONS AND FINISHES

For your convenience we have listed the product specifications for the wall paint and the flooring which may have been installed in your home depending on the interior finishes that you selected.

If you would like information on finishes not listed below, please contact your Homeowner Liaison at Mission Group, Kanina Wright, at 250.448.8810 or e-mail Homeownerliaison@missiongroup.ca and she will be happy to provide you with this information.

STANDARD PAINT			
Painted Area	Colour	Paint Code	Finish
All walls	Benjamin Moore – Swiss Coffee	OC-60	Acrylic Eggshell
Door & Trim	Benjamin Moore – Swiss Coffee	OC-60	Acrylic Semi-gloss

FLOORING – CARPET	
Colour	Manufacturer Code
Cream	Mowhawk #745 Foundation
Almond	Mowhawk #748 Cancun
Mocha	Mowhawk #853 Pathfinder

FLOORING – VINYL	
Colour	Manufacturer Code
Biscotti	Mannington, Aurora Sundance #41192
Tiramisu	Mannington, Aurora Sundance #41191

FLOORING – LAMINATE	
Building: 1811, 1821, 1831, 1841	
Colour	Manufacturer Code
Amber Walnut	Centura Yaletown YT 1923
Hazelnut	Centura Yaletown YT 1077
Chestnut	Centura Yaletown YT 1063

FLOORING - LAMINATE	
Building: 1851, 1861, 1871, 1881	
Colour	Manufacturer Code
Marquis Walnut	CAM 061
Hazlenut	CAM 714

FLOORING – TILE	
Colour	Manufacturer Code
White Image	Tierra Sol, Max Cotton Illusion #FG-MT-CI-W112, 12"x12"
Grey Phantom	Tierra Sol, Max Cotton Illusion #FG-MT-CI-GP12, 12"x12"

As a Dwell 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.

Ambrosi Properties Ltd., a subsidiary of Mission Group, is committed to repair defects in the workmanship and to repair or replace defective materials, where such defects become evident within 1 year from the date of delivery of your home. Ambrosi 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.

Ambrosi Properties Ltd. reserves the right to revoke this warranty or any part thereof, if in Ambrosi 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 Ambrosi Properties Ltd. in writing via fax or email as described in ***Home Repair*** section of the Dwell 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 Dwell 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

<u>First 12 mos:</u>	Coverage for any defect in materials and labour
<u>First 15 mos:</u>	Coverage for any defects in materials and labour in the common property of a multi-unit building
<u>First 24 mos:</u>	<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 homeIII. Coverage for any defect in materials or labour which renders the new home unfit to live inIV. Non-compliance with, or a violation of the Building Code if the non-compliance or violation:<ol style="list-style-type: none">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) yrs: 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) yrs:

- 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 which adversely affects the use of the new home for residential occupancy.

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

- 1. Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- 2. Normal shrinkage of materials caused by drying after construction;
- 3. Any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
- 4. Materials, labour, or design supplied by an Owner;
- 5. Any damage to the extent that it is caused or made worse by an Owner or third party, including:
 - 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;
- 6. Failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Guarantee Company of Canada of a Defect or discovered loss or a potential Defect or loss;
- 7. Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
- 8. Accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche,

- landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
9. Bodily injury or damage to personal property or real property which is not part of the New Home;
 10. Any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;
 11. Changes, alterations, or additions made to the New Home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by Travelers Guarantee Company of Canada;
 12. 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;
 13. 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;
 14. Contaminated soil;
 15. 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;
 16. Diminution in the value of the New Home;
 17. Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
 18. 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;
 19. Any commercial use area and any construction associated with a commercial use area;
 20. Roads, curbs, and lanes;
 21. Site grading and surface drainage, except as required by the Building Code;
 22. The operation of municipal services, including sanitary and storm sewer;
 23. Septic tanks or septic fields;
 24. The quality or quantity of water, either from a piped municipal water supply or from a well;
 25. 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;
 26. 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 Ambrosi 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 Ambrosi Properties Ltd. when conducting the evaluation. Following this on-site claims evaluation, correspondence will be sent to both the Homeowner and to Ambrosi Properties Ltd. outlining their decisions. Ambrosi 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:

Travelers Guarantee Company of Canada
650 W Georgia Street Suite 2500
P.O. Box 11542
Vancouver, BC V6B 4N7
www.travelersguarantee.com

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