



# HOME OWNER MANUAL

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It is our pleasure to be of the first to welcome you to your new home at Mode in the heart of the Landmark Technology District! We sincerely hope that your new home continues to be a place of comfort and well-being for years to come.

### ***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 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 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 16<sup>th</sup> Avenue and 154<sup>th</sup> 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*

Located 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](http://www.sheerwater.ca)



Amberhill's charming collection of 44 craftsman-style town homes are located in the award winning Village of Kettle Valley in Kelowna's desirable Upper Mission area. These spacious 3 and 4 bedroom homes fit perfectly in with the family-oriented neighbourhood of Kettle Valley; home to numerous parks, a new elementary school, village centre and endless hiking and biking trails. These 20' wide homes all feature double side-by-side garages, laundry rooms on the bedroom levels, dual sinks in the master ensuite bathrooms and 9' ceilings throughout the main floors. Another example of the Inspired Green approach we take with all of our new home communities, Amberhill is certified Built Green™ by the Canadian Home Builders Association.

Currently available for purchase, Amberhill is located on South Perimeter Way in Kettle Valley, Kelowna, BC.

[www.amberhill.ca](http://www.amberhill.ca)



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](http://www.aquaresort.ca)



### DEVELOPMENT INFORMATION

Legal Description: PID: 027-323-528,  
Lot A, District Lot 141  
Osoyoos Division, Yale District  
Plan KAP85462

There are 87 homes at Mode

[www.modeliving.ca](http://www.modeliving.ca)

Civic Address: 1550 Dickson Avenue  
Kelowna, BC V1Y 9Y8

Builder Information: Mode Properties Limited  
#620 – 1632 Dickson Avenue  
Kelowna, BC V1Y 7T2  
250.448.8810 phone  
250.762.4236 fax  
[www.themissiongroup.ca](http://www.themissiongroup.ca)

Property Management Info: Coldwell Banker  
Ron Wiebe  
#102 – 1658 Commerce Avenue  
Kelowna, BC V1X 8A9  
250.860.1411 phone  
250.860.9521 fax  
[rwiebe@coldwellbanker.ca](mailto:rwiebe@coldwellbanker.ca)

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

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

[www.ilovekelowna.ca](http://www.ilovekelowna.ca)

[www.castanet.net](http://www.castanet.net)

### Libraries

To visit the Okanagan Regional Library on-line go to:

[www.orl.bc.ca](http://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](http://www.city.kelowna.bc.ca/CM/Page596.aspx)

For detailed BC Parks information visit:

[www.env.gov.bc.ca/bcparks](http://www.env.gov.bc.ca/bcparks)

Kelowna Parks Department <a href="http://www.kelowna.ca/CM/Page91.aspx">http://www.kelowna.ca/CM/Page91.aspx</a>	☎ 250.862.5580
Parkinson Recreation Centre 1800 Parkinson Way <a href="http://www.city.kelowna.bc.ca/CM/Page636.aspx">http://www.city.kelowna.bc.ca/CM/Page636.aspx</a>	☎ 250.860.3938
Kelowna Family YMCA-YWCA 375 Hartman Road <a href="http://www.ymca-ywca.com">www.ymca-ywca.com</a>	☎ 250.765.4191
Capital News Centre 4105 Gordon Drive <a href="http://www.capitalnewscentre.com">www.capitalnewscentre.com</a>	☎ 250.764.6288
Prospera Place 1223 Water Street <a href="http://www.prosperaplace.com">www.prosperaplace.com</a>	☎ 250.979.0888

*Parks & Recreation Continued...*

Kelowna Yacht Club  
1414 Water Street  
[www.kelownayachtclub.com](http://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](http://www.trailsbc.ca/okanagan_region/myra-canyon.html)

Okanagan Mountain Park  
5883 Lakeshore Road

**Ski Resorts**

Big White Ski Resort  
[www.bigwhite.com](http://www.bigwhite.com) ☎ 250.765.8888

Crystal Mountain Resort  
[www.crystalresort.com](http://www.crystalresort.com) ☎ 250.768.5189

Silver Star Mountain Resort  
[www.skisilverstar.com](http://www.skisilverstar.com) ☎ 250.542.0224

Apex Mountain Resort  
[www.apexresort.com](http://www.apexresort.com) ☎ 250.292.8222

**Golf Courses**

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

[www.golfokanagan.com](http://www.golfokanagan.com)

Gallagher's Canyon Golf & Country Club  
4320 Gallagher's Drive West  
[www.gallagherscanyon.com](http://www.gallagherscanyon.com) ☎ 250.861.4240

Harvest Golf Club  
2725 KLO Road  
[www.harvestgolf.com](http://www.harvestgolf.com) ☎ 250.862.3103

Kelowna Golf & Country Club  
1297 Glenmore Drive  
[www.kgcc.bc.ca](http://www.kgcc.bc.ca) ☎ 250.762.2531

*Golf Continued...*

Kelowna Springs Golf Club 480 Penno Road <a href="http://www.kelownasprings.com">www.kelownasprings.com</a>	☎ 250.765.4653
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 <a href="http://www.missioncreekgolfclub.com">www.missioncreekgolfclub.com</a>	☎ 250.860.3210
The Okanagan Golf Club (The Bear & The Quail) 3200 Via Centrale	☎ 250.765.5955
Shadow Ridge Golf Club 3770 Bulman <a href="http://www.shadowridgekelowna.com">www.shadowridgekelowna.com</a>	☎ 250.765.7777
Shannon Lake Golf Course 2649 Shannon Lake Road (Westbank) <a href="http://www.shannonlakegolf.com">www.shannonlakegolf.com</a>	☎ 250.768.4577
Sunset Ranch Golf & Country Club 4001 Anderson Road <a href="http://www.sunsetranchbc.com">www.sunsetranchbc.com</a>	☎ 250.765.7700

**Arts & Live Theatre**

Kelowna Art Gallery 1315 Water Street <a href="http://www.kelownaartgallery.com">www.kelownaartgallery.com</a>	☎ 250.762.2226
Kelowna Community Theatre 1375 Water Street <a href="http://www.kctlive.ca">www.kctlive.ca</a>	☎ 250.763.9018
Okanagan Symphony Society 1633 Bertram Street <a href="http://www.okanagansymphony.com">www.okanagansymphony.com</a>	☎ 250.763.7544
Rotary Centre for the Arts 421 Cawston Avenue <a href="http://www.rotarycentreforthearts.com">www.rotarycentreforthearts.com</a>	☎ 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](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](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](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](http://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](http://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](http://www.capricentremall.com)

☎ 250.860.2524

Mission Park Shopping Centre  
3155 Lakeshore Road

☎ 250.861.1651

Orchard Park  
2271 Harvey Avenue  
[www.orchardparkshopping.com](http://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](http://www.okanaganwines.ca)

Calona Wines Ltd.  
1125 Richter Street  
[www.calonavineyards.ca](http://www.calonavineyards.ca)

☎ 250.762.3332

Cedar Creek Estate Winery  
5445 Lakeshore Road  
[www.cedarcreek.bc.ca](http://www.cedarcreek.bc.ca)

☎ 250.764.8866

Gray Monk Estate Winery  
1055 Camp Road (OK Centre)  
[www.graymonk.com](http://www.graymonk.com)

☎ 250.766.3168

Hainle Vineyard Estate Winery  
5355 Trepanier Bench Road (Peachland)  
[www.hainle.com](http://www.hainle.com)

☎ 250.767.2525

Mission Hill Winery  
1730 Mission Hill Road (Westbank)  
[www.missionhillwinery.com](http://www.missionhillwinery.com)

☎ 250.768.7611

Quails' Gate Estate Winery  
3303 Boucherie Road  
[www.quailsgate.com](http://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](http://www.st-hubertus.bc.ca)

☎ 250.764.7888

Summerhill Estate Winery  
#1 - 14870 Chute Lake Road  
[www.summerhill.bc.ca](http://www.summerhill.bc.ca)

☎ 250.764.8000

## Schools

For detailed Kelowna Schools information visit:

[www.sd23.bc.ca/Schools](http://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

*Schools Continued...*

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 Mode 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 Mode 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:

- ◆ Lobby & hallways
- ◆ Community Patio
- ◆ Elevator
- ◆ Exterior landscaping and lighting
- ◆ Exterior walkways
- ◆ Internal roadways
- ◆ 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:

- ◆ Individual parking stalls
- ◆ Decks, balconies and patios
- ◆ Fenced-in green spaces

As outlined on page 8 of the Mode Disclosure Statement dated May 20, 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 Mode 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 the powers and functions of a Strata Council 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 Mode homeowner, The Mission Group is pleased to announce to you that it has appointed **Coldwell Banker** as your Property Management Company.

Coldwell Banker  
Ron Wiebe  
#102 – 1658 Commerce Avenue  
Kelowna, BC V1X 8A9

## 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
- ◆ Rental restrictions
- ◆ 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 Mode Disclosure Statement dated May 20, 2008, no bylaws prohibiting or limiting rentals at Mode. For rentals, please complete the form linked to the attachment below and submit to Coldwell Banker.

**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 1<sup>st</sup> of each month, made payable to your strata number KAS 3658 and mailed to Coldwell Banker. 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)
- ◆ Heating/conditioning and maintaining hallways/parkade/elevator etc.
- ◆ 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 complete the Form below and submit to Coldwell Banker before the 24<sup>th</sup> of the month to be effective the 1<sup>st</sup> day of the following month.

### *PAD Form*

## **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:

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

- |  |  |
|--|--|
| I. Comprehensive General Liability                   | \$5,000,000.00   |
| II. Directors and Officers Liability of Strata Corp. | To be arranged after 1 <sup>st</sup><br>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 MODE 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](mailto: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](mailto:jhansum@themissiongroup.ca)

After Hours:                         Coldwell Banker  
#102 – 1658 Commerce Avenue  
Kelowna, BC V1X 8A9  
Attn: Ron Wiebe  
250.878.8482

To report any non-emergency issues related to your home, please log on to [www.themissiongroup.ca](http://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 afterwards to make further arrangements.

To report any non-emergency issues related to common areas, please contact Ron Wiebe at Coldwell Banker within business hours at 250.860.1411 or email your request to [rwiebe@coldwellbanker.ca](mailto:rwiebe@coldwellbanker.ca)

## CONTACT PROPERTY MANAGEMENT

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

**Property Management Company:** Coldwell Banker  
**Property Manager:** Ron Wiebe  
**Address:** #102 – 1658 Commerce Avenue  
Kelowna, BC V1X 8A9  
**Phone:** 250.860.1411  
**Fax:** 250.860.9521

## 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:

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

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 13 exterior visitor parking stalls located on the North and East sides of the building. 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 Dickson Avenue. Restrictions to parking may be added in the future.

## ENTRY SYSTEM

Your personal access through the lobby and by either of the lane entry doors can be made by using either the common access key, or by presenting a fob (key tag) to the reader beside the door. When the fob is within range, the reader will beep and a green light will come on. This will unlock the door and permit your entrance.

When guests arrive at the front entrance they will be able to search for your name on the directory screen beside the main entrance doors. The appropriate code that they will need to enter to contact you will be listed beside your name. (For security purposes this code will be different than your suite number). Once the code has been entered, the entrance system will then call you on the phone in your suite. Pick up your phone and communicate directly with your guest at the front door. Once you are satisfied that you know the person(s) who is calling, you can press “6” on your phone’s key pad and this will unlock the front door and permit them access. If you do not wish to grant access, simply hang up your phone.

**Hallway doors in the stairwells will be locked and require your building key to open them.**

**FOR EVERYONE’S SAFETY, PLEASE DO NOT ALLOW ENTRY TO UNKNOWN VISITORS**

## PARKADE AREA PANIC ALARM

There are four blue coloured pull boxes mounted on the pillars in the parkade. Their locations are indicated by signs labelled “Emergency”. In case of personal emergency, if activated, two loud sirens will sound for duration of ten minutes, or until the system is reset via the keypad in the first floor electrical room. This system is a local audible alarm and is not monitored by any outside agency, though it is capable of doing so should the Strata so desire.

## GARBAGE DISPOSAL

Garbage and recycling bins are located in the garbage room in the parkade. For 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](http://www.city.kelowna.bc.ca/CM/Page966.aspx) . Please recycle waste as much as possible because recycling will help reduce operational costs paid for by your strata fees, and it will help keep your environment clean!

## MAIL DELIVERY

Your new postal code is:

**V1Y 9Y8**

Mail can be retrieved from mail boxes located in the entry of Mode. 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:

Capri Centre Mall  
#144 – 1835 Gordon Drive  
Kelowna, BC V1Y 3H5  
250.860.2627

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

## TELUS FUTURE FRIENDLY – INTERNET AND TV

To help make the most of your new home, we have partnered with Telus to make it future friendly for you! Cat5e wiring and home networking capabilities have been designed to anticipate changes in technology so you can take advantage of the latest innovations. We have also added Telus Multimedia TV connections throughout your home which will provide you with the option to subscribe to high definition Telus TV. Some of the benefits of a Telus Future Friendly home are:

- ◆ Everyone in the home can be online at the same time
- ◆ Download music and stream it to your stereo
- ◆ Wirelessly connect to the internet from any room in the house
- ◆ Share printers, scanners, files & other devices
- ◆ Order and watch the latest blockbuster movies directly from your TV

Because of the partnership between The Mission Group and Telus, the Future Friendly Home can be set up in a matter of moments by calling the customer service line at 604.310.3343. Everything is ready to go within 24 hours and there is no re-wiring.

## iPORT

Another great technological feature of Mode is that each home is equipped with an iPort® docking station that supports most models of Apple iPods® and the Apple iPhone®. This station is located in the wall of the main living area of your home and is wired to an audio wall plate with left and right audio outputs. When properly docked to the iPort®, the iPod® or iPhone® will play through the audio device connected to the wall plate (RCA Cables are not included). If your home features iVideo® as part of its Customizing Options Package, the wall plate will include a video output as well, enabling video content stored on the iPod® or iPhone® to be played through the television. For more information please refer to the *iPort® Manual*.

## SECURITY

All Mode 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, we can recommend Signature Alarms at 250.980.8888, who are offering Mode Purchasers a special rate. 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
- ◆ one-touch crisis buttons for fire, ambulance and police



As a Customizing Option, certain homes already include door contacts, a key pad and one motion detector. If your home already includes this hardware, you may contact Signature Alarms, or your choice of security monitoring company to immediately subscribe for monitoring.

## PAINT COLOURS

All paint in your Mode home is zero VOC emitting wall paint selected to meet Built Green standards, and to provide you with a healthier indoor environment. If you would like to purchase more paint, General Paint at #101 – 1990 Cooper Road in Kelowna 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	Swiss Coffee	Benjamin Moore	Zero VOC Paint: Eggshell	OC-60
Trim & Doors	Swiss Coffee	Benjamin Moore	Zero VOC Paint: Semi-Gloss	OC-60

## GREEN INSPIRED

You will be pleased to know that your new Mode home has been built with many Green initiatives like 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 Mode 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:

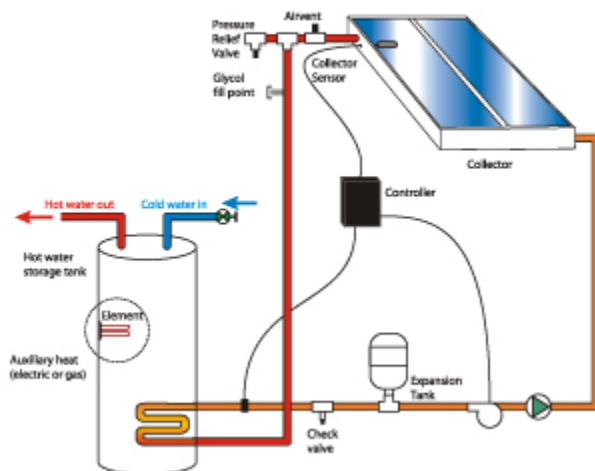
- ◆ Solar energy assisted hot water system
- ◆ Water efficient, dual-flush Toto™ toilets
- ◆ Spray faucet with water conserving aerator
- ◆ Zero VOC-emitting wall paint
- ◆ Double glazed Low-e windows
- ◆ CRI approved green label carpet
- ◆ Drought tolerant landscaping and native plants

## SOLAR PANELS

As a part of our Green Inspired approach, Mode uses solar panels to assist in heating the hot water used by all Mode residents. Solar heating works by moving water slowly through a system specifically designed to heat and store water. The solar thermal systems used today combine the most efficient techniques for capturing the sun's heat with modern plumbing systems to produce cost effective hot water and reduce the need for gas or electricity to heat water.

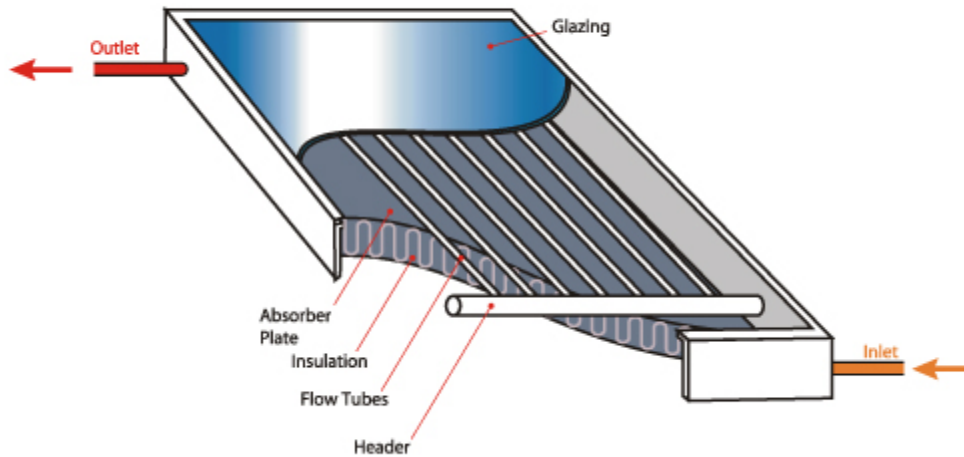
The solar thermal design used in your community is an Active and Indirect System. Active solar water heaters use pumps to circulate water or an antifreeze solution through heat-absorbing solar thermal collectors. In an indirect system, also known as 'closed loop', a pump moves the antifreeze solution through a loop into the solar collector, through the collector's pipes, and out of the solar collector. Then, the sun-warmed antifreeze solution flows into a heat-transfer unit where it warms the cool water heading into a conventional hot water tank. The antifreeze solution then returns to the pump and again flows into the solar collector without ever mixing with the building's water.

Closed Loop, Freeze-Protection System



Flat plate collectors, like those used at Mode, are the simplest and most common type of collectors used to gather and store the sun's energy. Copper pipes wind back and forth through the flat plate collector, which is painted black to absorb heat and is covered with glass, or 'glazing', to prevent heat from escaping. Often the pipes are painted black and bonded to the material of the flat plate collector to maximize heat absorption.

### Flat Plate Collector



### USEFUL TELEPHONE NUMBERS

Appliance Service:	Coast Wholesale Appliances	800.665.1142
Canada Postal Outlet:	Canada Post	250.860.2627
Fire Department		250.469.8801
Hospital:	Kelowna General Hospital	250.862.4000
Insurance Company:	Capri Insurance	250.860.2426
Power Company:	Fortis BC	250.310.9473
Property Manager:	Ron Wiebe @ Colwell Banker	250.860.1411
RCMP (non-emergency)		250.762.3300
Security Alarm:	Signature Alarms	250.980.8888
Shaw		250.979.6565
The Mission Group	Julia Hansum	250.448.8810
Telus		604.310.3343



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](mailto:jhansum@themissiongroup.ca)  
**Website:** [www.themissiongroup.ca](http://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, parkade, 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

After Hours:                         Coldwell Banker  
#102 – 1658 Commerce Avenue  
Kelowna, BC V1X 8A9  
Attn: Ron Wiebe  
250.878.8482

## **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 and the burst occurs outside of regular business hours, contact your property manager at Coldwell Banker, 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 Coldwell Banker 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 Coldwell Banker 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 Coldwell Banker 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, or if the power in all of Mode is out, please contact the Property Manager after hours and The Mission Group during regular business hours.

### **Heating**

If your baseboards do not appear to be operating, ensure that the breaker has not tripped. Also, check the thermostat setting to ensure that it has not been turned down.

### **Elevator Out of Service**

If the elevator breaks down, please call the Property Manager and they will dispatch the elevator repair company.

## **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:
  - a. Online – Please log on to our website at [www.themissiongroup.ca](http://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 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 Coast Wholesale Appliances in Kelowna at 250.765.2421 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 Mode 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 Mode 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 hallway settling cracks, elevator damage or faulty irrigation, please contact Coldwell Banker.

## 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](http://www.hpo.bc.ca) in the 'Research and Education' section under 'Maintenance Matters'. It would be a good idea to check the website periodically for new maintenance bulletins and information updates.

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

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

### APPLIANCES

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

All appliances are covered by their own warranties. Please ensure 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  
250.765.2421  
[www.coastappliances.com](http://www.coastappliances.com)



### **Refrigerator – Studio and 1 Bedroom Homes Excluding Town Homes**

Your space savvy LG® Bottom Mount Refrigerator/freezer features the following:

- a) electronic control system
- b) Intello air flow
- c) quick freezing
- d) 2 litre door bins
- e) reversible doors

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

### **Refrigerator – 2 Bedroom and Town Homes**

Your Samsung® Bottom Mount Refrigerator/freezer features the following:

- a) user friendly digital control
- b) reversible door
- c) digital temperature display and control
- d) quick freezing
- e) multiple air flow
- f) gallon door storage system
- g) door alarm

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

### **Glass-Ceramic Range/Stove**

The self-cleaning feature on your Maytag® 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 with precise preheat
- b) ceramic smoothtop cooking surface
- c) adjustable keep warm setting
- d) 4.0 cu ft capacity oven
- e) sabbath mode
- f) delay setting & auto-shut off
- g) porcelain-enamel broiler pan
- h) floating glass front door

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

### **Slide-In Glass-Ceramic Range/Stove**

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

- a) smoothtop glass-ceramic cooking surface
- b) 4.5 cu ft super capacity oven
- c) hidden bake element – creates a smooth oven bottom so there's no element to wipe around
- d) super-size oven window
- e) automatic oven light

- f) favourites settings – remembers the time and temperature settings for your favourite recipes
- g) delay bake and delay cook setting
- h) Create-A-Space™ half-rack – a full oven rack divides in to two, creating more cooking space
- i) Precision Cooking™ system with PreciseBake™
- j) five cook top elements including Precision Warming™ centre to keep cooked foods heated

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

### **Glass-Ceramic Cooking Surface Care**

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.

### **Microwave Range Hood Fan**

Use the range hood fan 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. The microwave feature of your OTR (over the range) microwave hood fan features:

- a) 1100 watts of power
- b) 10 power levels
- c) WideGlide™ tray moves back and forth
- d) programmed sensor cook
- e) custom program option
- f) child lockout
- g) delay-stop fan setting

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

### **Dishwasher**

Your QuiteSeries™ Maytag® dishwasher includes many features, such as:

- a) automatic temperature control
- b) removable silverware basket
- c) three wash arms and 4 wash cycles
- d) hard food disposer
- e) 2/4/6 hour delay wash
- f) backed by Dependable Performance™ warranty

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

### **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 Mode Properties Ltd., it will have the following features:

#### Maytag® Compact Energy Star® Washer

- a) electronic controls
- b) time remaining indicator
- c) TurboClean wash system
- d) self cleaning lint filter system
- e) no agitator – less wear and tear on clothes
- f) high-efficiency
- g) IntelliFill™ water level control
- h) Automatic temperature control
- i) delay start option
- j) 22 custom cycles

#### Maytag® Compact Dryer

- a) electronic controls
- b) auto dry dryness control
- c) three temperature settings
- d) cool down option
- e) thirteen dryer cycles – including wrinkle prevent cycle
- f) large interior capacity
- g) GentleBreeze™ drying system

**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) IntelliFill™ water level control
- h) IntelliTemp™ automatic temperature control
- i) Delay start option up to 8 hours

### Maytag® Dryer

- a) GentleBreeze™ drying system with IntelliDry™ sensors
- b) Time dry up to 80 minutes
- c) 4 temperature settings
- d) 90 minute wrinkle prevent
- e) QuietSeries™ 300 sound package
- f) 5-rib, commercial grade dryer belt
- g) Estimated time remaining
- h) 4 way venting option
- i) Interior light

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

## **CABINETS**

Your cabinets have been manufactured by Norelco Cabinets Ltd., who warrants to original purchasers that all products manufactured and sold by Norelco Cabinets Ltd. are free from defects in material and workmanship for one fully year from the date of possession. 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](http://www.norelco-cabinets.ca)  
[www.pentco.com](http://www.pentco.com)

## **COUNTERTOPS**

### **Staron® Countertops**

Your Staron® acrylic countertops by Samsung® are durable, stain-resistant and easy-to-clean. They are also nonporous, so bacteria, molds and moisture can not penetrate its surface. The following Care and Maintenance tips will ensure that your Staron® countertops will look and serve their best for as long as you own your home.

### Prevent Damage

- ◆ Staron® has excellent heat resistant property compared with other ordinary countertops. However, placing hot pans, as well as some heat-generating appliances such as frying pans, can damage the surface. Always use a hot pad or a trivet with rubber feet to protect these countertops. Avoid subjecting Staron® to temperatures over 80°C (170°F).
- ◆ Avoid exposing Staron® to strong chemicals such as paint removers and oven cleaners. Surfaces exposed to these chemicals should be promptly flushed with water. Prolonged contact will cause spots that may require extensive repairs
- ◆ Do not cut directly on a Staron® surface; always use a cutting board
- ◆ Remove nail polish with a non-acetone-based nail polish remover and flush with water
- ◆ Industrial chemicals such as strong acids, ketones and solvenated chlorine can damage the surface of Staron®

### Cleaning Surfaces

As part of the general cleaning of your countertops, occasionally wipe the surface with soap, water and an ammonia-based cleanser using a sponge or damp cloth and towel dry. To remove certain contaminants, see below for the recommended method:

#### Water:

Tea, water-soluble ink, household soap, coffee, synthetic detergent, shoe polish, alkaline solutions, olive oil, hydrogen peroxide, soy sauce, vinegar, nail polish remover, milk, fruit juice

#### Household Cleaner:

Cosmetics, iodide solution, crayon, ketchup, eye shadow, oleaginous ink, hair dye

#### Removing Severe and Difficult Stains:

Use an abrasive cleanser and a scrub pad, such as a green ScotchBrite® pad, and rub in a circular motion

#### Removing Cuts and Scratches:

Sand with 180-grit (120 micron) or 220-grit (60 micron) fine sandpaper until the cut and scratch is removed. Restore finish with soap & water and a scrub pad, such as a green ScotchBrite® pad, to the same finish as the adjacent surface in a circular motion.

Staron® highly recommends that difficult or extensive repairs be performed by certified Staron® fabricators.

1 year Warranty: The Mission Group    Extended Warranty: Staron®  
(when applicable)    [www.staron.com](http://www.staron.com)

Provided & installed by:  
Caprice Countertops Ltd.  
#130-11880 Hammersmith Way  
Richmond, BC V7A 5C8  
604.340.6363  
[www.capricecountertops.com](http://www.capricecountertops.com)

## Hanstone Countertops

HanStone™ is a highly scratch and impact resistant stone surface made from pure, natural quartz combined with high-quality polyester resins and pigment to produce a beautiful and strong natural stone surface without the high-maintenance. It does not require sealing, conditioning and polishing and offers the natural beauty of quartz with up to six times the strength and durability of granite. Approximately 93 percent of HanStone™ is mined quartz crystals, one of nature's hardest materials. The only materials harder are diamonds, sapphires and topaz. HanStone™ quartz is also a nonporous surface which prevents germs, bacteria and mildew from penetrating its surface.

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. Clean HanStone™ with soap and water on a regular basis to keep the lustrous gloss and radiant sheen. For routine cleaning, use warm water and a damp cloth with a small amount of non-abrasive cleaner that does not contain bleach.

### Prevent Damage

- ◆ Although HanStone™ is designed to be resistant to heat, all surfacing materials, including stone, can be damaged by extreme temperature changes. Trivets and hot pads should be used when placing hot skillets, pans, crock-pots or other heat generating kitchenware on the surface
- ◆ HanStone™'s durable surface is designed to withstand normal use. While it is resistant to scratches, cuts, and chipping, cutting directly on HanStone™ should be avoided. Using cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure its long-lasting beauty
- ◆ Avoid exposing HanStone™ to any strong chemicals and solvents. The following are a list of chemicals which should be avoided with HanStone™. Note that the following is not a complete list, and there may be other chemicals that may damage HanStone™
  - Oil soaps, bluing agents, dyes, stains, paint thinner or strippers
  - Solvents such as acetone, nail polish, lacquer thinner, or bleach (short-term exposure is acceptable for purpose of cleaning difficult stains-based on removing and rinsing applied area within 5 minutes)
  - Chlorinated solvents such as trichloroethylene or methylene chloride.
  - Benzene, toluene, methyl ethyl ketone
  - Concentrated acids such as hydrocyanic acid, hydrofluoric acid, hydrochloric acid, sulfuric acid, nitric acid
  - Chemicals with high alkaline/PH levels (pH > 10)

If any of the substance listed come into contact with HanStone™, rinse with plenty of water and follow routine cleaning procedures immediately.

### Cleaning Surfaces

Although long-term or frequent exposure of harsh cleaners must be avoided at all times, the following products may be used with short-term exposure (removing and rinsing immediately after application with water) to clean difficult stains or residues. Always handle such cleaning agents with care and rinse the applied surface with water completely afterwards.

### Recommended cleaners:

- ◆ Simple Green
- ◆ 10x Stone Polish
- ◆ Magic Eraser by Mr. Clean
- ◆ Soap and Water
- ◆ Denatured Alcohol
- ◆ Hopes Surface cleaner
- ◆ Rock Doctor cleaner

If gum, nail polish, paint, or other substances are accidentally allowed to adhere to the surface, they can be removed with the use of a plastic scraper or putty knife to gently scrape off the substance and by following routine cleaning procedures.

By choosing a HanStone™ quartz 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: HanStone™  
(when applicable)    [www.hanstoneusa.com](http://www.hanstoneusa.com)

Provided & installed by:  
Caprice Countertops Ltd.  
#130-11880 Hammersmith Way  
Richmond, BC V7A 5C8  
604.340.6363  
[www.capricecountertops.com](http://www.capricecountertops.com)

## FLOORING

### Laminate

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

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. For information on the warranty provided by Torly's Inc., please see the **TORLYS Laminate Warranty Guide**.

1 year Warranty: The Mission Group    Extended Warranty: TORLYS Inc.  
(when applicable)    [www.torlys.com](http://www.torlys.com)

Provided & installed by:  
Ploutos Enterprises Ltd.  
#107 – 1889 Spall Road  
Kelowna, BC V1Y 4R2  
250.860.7740  
[www.ploutos.ca](http://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.

The Solid 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***. For more information on Beaulieu Canada's warranty, please refer to the ***Beaulieu Canada's 10 Year Limited Warranty***.

1 year Warranty: The Mission Group    Extended Warranty: Beaulieu Canada  
(when applicable)    [www.beaulieucanada.com](http://www.beaulieucanada.com)

Provided & installed by:  
Plutos Enterprises Ltd.  
#107 – 1889 Spall Road  
Kelowna, BC V1Y 4R2  
250.860.7740  
[www.plutos.ca](http://www.plutos.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: Plutos Enterprises Ltd.  
(when applicable)    #107 – 1889 Spall Road  
Kelowna, BC V1Y 4R2  
250.860.7740  
[www.plutos.ca](http://www.plutos.ca)

## **WINDOWS**

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

1 year Warranty: 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](http://www.allweatherwindows.com)

## **HEATING AND AIR CONDITIONING**

### **Baseboard Heater**

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

If you are planning on taking a holiday during the winter months DO NOT turn your baseboard heaters off completely as sprinkler heads can freeze and burst. We recommend keeping your thermostat set between 10 - 15°C to ensure that nothing in your home freezes.

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](http://www.saxonmechanical.com)

### Packaged Terminal Air Conditioners & Heat Pumps (P.T.A.C.)

The P.T.A.C. in your home will assist in maintaining a constant temperature by cooling or heating your living area, but operates differently than most heating or cooling units in that it does not force the air out. Easy to use, this P.T.A.C. unit has 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 its 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. For more information on this unit, please refer to the *P.T.A.C Installation and Operation Guide*.

#### Operating Parameters:

- ◆ Leave unit running to maintain even room temperature and to provide constant airflow circulation in room
- ◆ Limit operating temperature range to save energy by eliminating unit from cycling
- ◆ To efficiently maintain the desired temperature of your home, refrain from continually adjusting the temperature set points
- ◆ max cool or max heat
- ◆ When indoor room temperature falls to 40°F (4.4°C), fan will cycle to high and energize electric strip heat to reach a 46°F (7.8°C) room temp
- ◆ Electric heat is first stage of heating. Compressor will energize if room temperature can not be achieved
- ◆ If your P.T.A.C. flashes an error code, please refer to page 25 of the user manual to diagnose the cause

### Maintenance:

- ◆ Clean intake and filter every 1-2 months, or 300 to 350 hours of use
- ◆ Inspect and clean coils and drain pan every year – use soft brush and/or vacuum
- ◆ Clean fan and fan housing with antibacterial/antifungal cleaner every year
- ◆ Inspect electrical and mechanical components yearly
- ◆ Inspect refrigeration system for leaks and system pressure yearly

1 year Warranty: The Mission Group    Extended Warranty: Complete Climate Control  
(when applicable)    1690 Water Street  
Kelowna, BC V1Y 8T8  
250.763.7408

## SMOKE DETECTORS, SPRINKLERS & ALARMS

### Smoke Detector

The smoke detector in your home is located on the ceiling in the hallway or main living area. It is electrically operated and is sensitive to the early signs of smoke in the event of fire. Each smoke detector is also tied into a main fire/enunciator panel in the building which determines quickly and precisely the exact suite with the smoke problem. Sometimes smoke from cooking or moisture from showers can set off a smoke detector. In the event of an inadvertent alarm, clear the area of smoke or steam, then press the Smart Hush™ button to turn off the alarm. NEVER disconnect the alarm. Once a month, test the alarm by pressing the test button. 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 *Kidde Smoke Alarm Manual*. Model number is Smoke Alarm 1235CA.

1 year Warranty: The Mission Group    Extended Warranty: Keldon Electric & Data Ltd.  
(when applicable)    1909 Bredin Road  
Kelowna, BC V1Y 7S9  
250.861.4255  
[www.keldonelectric.com](http://www.keldonelectric.com)

### Fire Sprinklers

Your home is fitted with individual heat activated fire sprinklers located in the ceiling or walls throughout your home. Fire sprinklers will go off automatically in the event of a fire. The sprinkler system is a pressurized water system and is not to be tampered with. Do not hang anything from them, and take caution when moving furniture to ensure that they do not get bumped. If one is accidentally activated, immediately shut off the water supply valve in the main stairwell, then call the Property Manager. We recommend maintaining a constant temperature of at least 10 - 15°C to keep the water inside the sprinkler system from freezing, which can cause the heads to burst. At a flow rate each of about 24 gallons per minute, one burst sprinkler head will do a lot of damage in a very short period of time, and resulting damage will be the assumed responsibility of the homeowner!

1 year Warranty: The Mission Group    Extended Warranty: Okanagan Fire Protection  
(when applicable)    Services Ltd.  
5757 Upper Booth Road  
Kelowna, BC V1X 7V7  
250.765.0660

### In Suite Intercom Alarms

For your added safety, your home has been equipped with one or more Mircom® mini horns hardwired from activation points throughout the building. These alarms will look like intercom systems and have been placed well above eye level within your home. The alarm(s) will sound in the event of a fire emergency anywhere within the building or parkade, or if any of the fire alarm pull stations are activated. This horn will not sound if a homeowner's smoke alarm, or the Parkade Area Panic Alarm are tripped. To silence the intercom, simply press the 'Silence' button.

1 year Warranty: The Mission Group    Extended Warranty: Keldon Electric & Data Ltd.  
(when applicable)    1909 Bredin Road  
Kelowna, BC V1Y 7S9  
250.861.4255  
[www.keldonelectric.com](http://www.keldonelectric.com)

### PROGRAMMABLE BATHROOM FAN

To improve the circulation of air throughout your home, your home has been equipped with a programmable bathroom fan. This fan has been pre-programmed to circulate air for a certain length of time at intervals throughout the day. It is not recommended that the pre-programmed cycle be adjusted, however, if you wish to, you can do so by locating the control panel in the hall closet and referring to the *Programmable Wall Switch User Guide*. DO NOT turn the timer off. Cycling is recommended a minimum of two times per day.

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](http://www.saxonmechanical.com)

### PLUMBING

The plumbing in your home is warranted for two years by Mode Properties Ltd., 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](http://www.saxonmechanical.com)

### Lavatory Sink, Faucet and Toilet

*American Standard® FloWise™ Dual Flush Elongated Toilet*

*American Standard® Ovalyn™ Undercounter Sink*

*American Standard® One™ Single Control Lavatory Faucet*

### Baths and Showers

All 'A' & 'B' Homes - *Sterling® Performa 710411 Bath/Shower*

All 'C', 'D', 'E' and Townhomes - *Venco® 6031SK Bath/Shower*

'A' & 'A1' Homes - *Venco® 3636CW Shower*

All 'B', 'C', 'D', 'E' and Townhomes - *Venco® 6034ED Shower*

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.

### Kitchen Sink and Faucet

*Kindred® Steel Queen™ QDU1831/8 Kitchen Sink*

*American Standard® Culinaire™ Kitchen Faucet*

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](http://www.saxonmechanical.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](http://www.saxonmechanical.com)

## LANDSCAPING

The landscaping chosen for Mode 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.

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 four 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](http://www.sierralandscaping.ca)

## HOME SPECIFICATIONS AND FINISHES

The carpet, tile and cabinet specifications for your home will vary depending on the colours that were selected. Please refer to the appropriate colours below for manufacturer and supplier production information. If you are not familiar with the colours chosen for the carpet, tile and cabinet in your home, contact your Homeowner Liaison at The Mission Group, Julia Hansum, at 250.448.8810 or email to [cHansum@themissiongroup.ca](mailto:cHansum@themissiongroup.ca) and she will be happy to provide you with this information.

**PAINT**

<b>STANDARD PAINT THROUGH OUT WALLS</b>	
Manufacturer:	Benjamin Moore
Colour:	Swiss Coffee
Code:	OC-60
Finish:	Zero VOC, eggshell

<b>STANDARD PAINT FOR DOORS &amp; TRIM</b>	
Manufacturer:	Benjamin Moore
Colour:	Swiss Coffee
Code:	OC-60
Finish:	Zero VOC, semi-gloss

**KITCHEN**

<b>KITCHEN CABINETS – ALL WHITE CABINERY</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue Squareline Door
Colour:	Custom Frosty White by Wilson Art

**AND**

<b>KITCHEN CABINETS – DESERT ELM (light wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q001-NT

**OR**

<b>KITCHEN CABINETS – TAWNY ASH (medium wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q002-NT

**OR**

<b>KITCHEN CABINETS – FRENCH WALNUT (dark wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q003-NT

<b>KITCHEN STARON® COUNTERTOP (Standard)</b>	
Manufacturer:	Samsung
Supplier:	Caprice Countertops Ltd.
Colour:	Bright White #BW 010
Material:	100% Acrylic
Finish:	Dull

OR

<b>KITCHEN HANSTONE™ COUNTERTOP – MADGELLAN</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Madgellan
Material:	Quartz
Finish:	Polished

OR

<b>KITCHEN HANSTONE™ COUNTERTOP – MAPLE CANYON</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Maple Canyon
Material:	Quartz
Finish:	Polished

OR

<b>KITCHEN HANSTONE™ COUNTERTOP – VICTORIA SANDS</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Victoria Sands
Material:	Quartz
Finish:	Polished



<b>KITCHEN BACKSPLASH TILE</b>	
Manufacturer:	Ican Ceramic Tile
Supplier:	Ican Ceramic Tile
Colour:	Rosh61BM "Shape" White
Size:	12" x 12"
Finish:	Matte
Grout:	Mapei White 00

### **FLOORING**

<b>LAMINATE FLOORING</b>	
Manufacturer:	Torly's
Series:	Steps Classic
Colour:	Teak
Code:	U 812 C

<b>CERAMIC TILE FLOORING - STONE</b>	
Manufacturer:	Ican Ceramic Tile
Supplier:	Ican Ceramic Tile
Colour:	Olive
Size:	12" x 24"
Finish:	Matte
Grout:	Mapei # 02 Pewter

**OR**

<b>CERAMIC TILE FLOORING - DARK CHOCOLATE BROWN</b>	
Manufacturer:	Ican Ceramic Tile
Supplier:	Ican Ceramic Tile
Colour:	Dark Chocolate Brown
Size:	12" x 24"
Finish:	Matte
Grout:	Mapei # 47 Charcoal

<b>SOLID BERBER CARPET – CREAM (light)</b>	
Manufacturer:	Beaulieu Canada
Supplier:	Ploutos Enterprises Ltd.
Style:	5612 Class Act
Colour:	Penelope Brown #76330

**OR**

<b>SOLID BERBER CARPET – TAN (medium)</b>	
Manufacturer:	Beaulieu Canada
Supplier:	Ploutos Enterprises Ltd.
Style:	5612 Class Act
Colour:	Bistre Grey #74299

**OR**

<b>SOLID BERBER CARPET – CHOCOLATE (dark)</b>	
Manufacturer:	Beaulieu Canada
Supplier:	Ploutos Enterprises Ltd.
Style:	5612 Class Act
Colour:	Grizzly #76536

**MAIN BATH & ENSUITE (when applicable)**

<b>BATHROOM STARON® COUNTERTOP (Standard)</b>	
Manufacturer:	Samsung
Supplier:	Caprice Countertops Ltd.
Colour:	Bright White #BW 010
Material:	100% Acrylic
Finish:	Dull

**OR**

<b>BATHROOM HANSTONE™ COUNTERTOP – MADGELLAN</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Madgellan
Material:	Quartz
Finish:	Polished

OR

<b>BATHROOM HANSTONE™ COUNTERTOP – MAPLE CANYON</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Maple Canyon
Material:	Quartz
Finish:	Polished

OR

<b>BATHROOM HANSTONE™ COUNTERTOP –VICTORIA SANDS</b>	
Manufacturer:	Hanstone Fine Quartz Surfaces
Supplier:	Caprice Countertops Ltd.
Colour:	Victoria Sands
Material:	Quartz
Finish:	Polished

<b>BATHROOM CABINETS – DESERT ELM (light wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q001-NT

OR

<b>BATHROOM CABINETS – TAWNY ASH (medium wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q002-NT

OR

<b>BATHROOM CABINETS – FRENCH WALNUT (dark wood grain)</b>	
Manufacturer:	Pentco Industries
Supplier:	Norelco Cabinets Ltd.
Series:	Habitat Queue
Colour:	#Q003-NT

<b>BATHROOM WALL TILE</b>	
Manufacturer:	Ican Ceramic Tile
Supplier:	Ican Ceramic Tile
Size:	10" x 16"
Colour:	ICAD WH 1016
Finish:	Gloss
Grout:	GT-2A



As a Mode 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.

Mode 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. Mode 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.

Mode Properties Ltd. reserves the right to revoke this warranty or any part thereof, if in Mode 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 – 2**

If you have a problem in your new home within the first 24 months based on the coverage outlined below and in the Home Warranty Guide, contact Mode Properties Ltd. in writing via fax or email as described in the *Home Repair* section of the Mode Homeowner Manual. We promise to respond quickly to your concerns. Your warranty program coverage serves to back up this promise.

### **Years 3 – 5**

Home finishes, electrical, plumbing and any other in home issues are no longer covered by Travelers Guarantee, and become the responsibility of the individual homeowner. Any common area, building envelope or structural issues should be reported to the Property Management Company.

### **Years 6 – 10**

Travelers Guarantee assumes responsibility for structural defects in years 6 through 10. Upon receipt of proper written notification from a Mode 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"><li>I. coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation, and air conditioning delivery and distribution systems;</li></ol> |

- 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 Mode 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 Mode 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, Travelers Guarantee will appoint a Technical Representative to visit the new home and complete a claims evaluation. Travelers Guarantee will also invite the comments of Mode Properties Ltd. when conducting the evaluation. Following this on-site claims evaluation, correspondence will be sent to both the Homeowner and to Mode Properties Ltd. outlining their decisions. Mode 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](http://www.travelersguarantee.com)

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