

## Commonly Asked Questions

### About the Building Complex

- Q. Who was the architect on this project?**  
**A.** The building was designed by the architectural firm of Hancock Bruckner Eng + Wright Architects.
- Q. Who do I contact if I want to see the building plans?**  
**A.** You can contact the property management to make arrangements to see the plans.
- Q. Who do I contact if I am interested in renting out my residential suite?**  
**A.** Prompton Real Estate Services Inc. at 604-899-2333

### PROPERTY MANAGEMENT

- Q. Who is the Property Management Company?**  
**A.** Rancho Management Services (B.C.) Ltd.  
**Towers 1 & 2 - Joseph Tsang**, Property Manager 604-331-4253 (direct line)  
**Towers 3 & 4 - Terry Li**, Property Manager 604-331-4267 (direct line)
- Q. What can the on-site Concierge help me with?**  
**A.**
- Schedule your Move-In Date
  - Strata Fees and payment
  - Purchase of additional Fobs / Problems with your Fobs
  - Programming Enterphone Panel ID / Name
  - Amenity Room Bookings: Theatre, Meeting Room etc.
  - Bike Room storage information
- Q. Who should I contact to make move-in/move-out arrangements?**  
**A.** You must make prior arrangements with the Concierge to arrange a time to reserve the elevator before moving any articles into the building. The Concierge/building manager is available **16-hours** a day.
- Q. Who do I pay the maintenance fee to?**  
**A.** The maintenance fee is payable to your Strata Corporation and payment should be directed to your property management company.  
They can be contacted by phone at 604-684-4508
- Q. Where is the Concierge located?**  
**A.** The concierge is on duty 16 hours a day 7 days a week and is located in the lobby of your amenities building.  
They can be contacted by phone at 604-689-9010 or by fax at 604-689-9123
- Q. Where can I get keys or key fobs?**  
**A.** You may have additional keys cut at any locksmith at you own expense.  
Additional key fobs can be purchased from the property management company.  
See the Concierge for details

## PROPERTY MANAGEMENT *continued....*

**Q. Who do I contact about common area concerns?**

- A.** Common area concerns should be referred to the property management company.  
*These include: any items not found in your suite. For example: Hallways, Elevators, Parkade, Lobby, or building exterior.*

## In Your Suite

**Q. During the warranty period, who do I contact about in-suite warranty items?**

- A.** You need to complete a Customer Service Request form and send it to the Customer Care Centre. Please include as much detailed information as possible when sending us Customer Service Requests. You will find copies of this form at the Concierge desk or in your Homeowner's CD Rom.

**Fax it to 604-899-9183**

**Q. How do I care for and maintain the finishes in my suite? (floors, counters, cabinets etc.)**

- A.** Please refer to the **Homeowner's Manual** section of your **Homeowner's CD**. This will give you detailed maintenance instructions to ensure the longevity of the components in your suite.

**NOTE:** *You will also find a paint schedule on page 22 of your Homeowner's Manual should you need to do any paint touch-ups.*

**Q. Why does my bathroom fan come on by itself??**

- A.** Your bathroom fan is on an automatic timer located in your laundry room. Vancouver City Building Code requires your fan to run for a MINIMUM of 4 hours per day. This helps to control the moisture levels in your home. Please refer to your Home Owner's Manual for programming instructions.

**NOTE:** *Remember to reset the time on your fan controls after a power failure or for daylight savings.*

**Q. What about renovations?**

- A.** You will need Strata approval before beginning any renovations. Any owner planning to do renovations must first contact the property management company before undertaking any work.

**Q. Is the in-suite heating included in the maintenance fee?**

- A.** Any cost relating to electricity consumption incurred by the heating in each suite will be at the owner's expense.

**Q. What is the Cover plate over my Entry Door for?**

- A.** That is a power outlet to install an automatic door opener as per City of Vancouver Handicap Codes should there be a need to adapt your home for handicap access.