

## **INTRODUCTION**

This manual was prepared through volunteer efforts by members of the Strata Council (2010) for the purpose of providing information about our grounds and buildings and to answer some of the frequent questions that Council and Park Place receives. This manual also lists important restrictions and responsibilities and offers useful recommendations. The Strata Council and Park Place Properties are not responsible for any errors or omissions in this document. It is the responsibility of the each Strata owner to verify the information provided in this manual. Please refer to our Strata By-lays for any legal information.

This manual will be revised and edited from time to time and we will rely on your input. Please contact a member of Council if you have suggestions or wish to discuss the contents of this document.

## **A VISION**

In recognizing how increasingly desirable our complex has become due to its setting, architecture, location and level of quality of the grounds, the 2010 Strata Council has made a commitment to on-going efforts to:

- Continue to beautify our surroundings through adequate maintenance and periodic enhancement of our newly created garden setting.
- Preserve the aesthetics and visual continuity of the buildings.
- Continue to look for ways of enhancing the image of our complex by creating new features. (A "Turnbull's Watch" sign perhaps?)
- Keeping a balance between setting guidelines, recommendations and some restrictions, without affecting the friendly nature that we all enjoy in this wonderful Strata community.

This vision may change or evolve to reflect the sensibility of future Strata Councils and its residents.

## EMERGENCY

If the emergency does not require calling 911, or other emergency or non-emergency numbers (police, fire or ambulance) please call our Strata Emergency contact which automatically will respond off hours if you leave a call back number.

**STRATA EMERGENCY CONTACT 604 271 7788**  
(Our management company: Park Place Properties)

**FIRE: 604 665 6000**

**POLICE: 604 717 3321**

**AMBULANCE: 604 872 5151**

**Water leaks and floods:** Turn off the shut off valves in the unit before making a call. Call Park Place or your own plumber depending on the situation. In a serious flood where valves are not found and water damage is happening or likely to happen call the fire department since they are likely to arrive before a plumber. Please use your own judgment.

## WATER SHUT OFF VALVES

There are local shut off valves in every unit, There are also labeled shut off valves in the parking garage ceiling and the Main Shut off valve is located in the mechanical room.

**Main water shut off valves:** Located in the Mechanical room, they shut off the water supply for the entire complex. In an emergency, for example if the shut off valves of the unit in question can't be found or accessed, please obtain the keys from the President of the Strata Council or a Council member.

**Water shut off valves for each unit:** It is the responsibility of each owner or tenant to verify the locations of all the shut off valves in their unit, if they can't be found or verified it is recommended that a plumber is retained by the owner to identify the valves. The owner is liable for damage

**Locations of valves:** Generally there are shut off valves under every sink, which shuts off the water for that specific sink. The valves that shut off the supply for the entire unit look different (lever type) than the ones that shut off the water for the sink above. There are also sets of valves in each unit that shut off the water supply for that entire unit (except PH 6 and PH 7 see below). There are three sets of shut off valves, cold water, hot water and under floor hot water heating. In some units the under floor heating valves may be located in a different place than the hot and cold water shut off.

**Following are the locations of valves that shut off the water supply for the entire unit.** (Please check them out and review the description below, please inform Council if the information below is not accurate)

Unit 362: Closet across the bathroom

Unit 366: Kitchen pantry accessed through a small door close to the floor.

Unit 372: Washer/dryer closet, inside removable panel.

Units 376: In bedroom closet by common wall with Unit 378.

Unit 378: Bedroom closet by common wall with Unit 376.

Unit 388: Second closet in the right as one walks towards the master bedroom.

Unit 398: Master bathroom under the sink.  
Unit 2628: Under the Kitchen sink.  
Unit 2626: Front closet by the common wall with unit 2628  
Unit 2618: Cupboard in the Kitchen.  
Unit 2608: *(To be identified)*  
PH 1 (3801): Master bathroom under the sink.  
PH 2 (3802): Master bathroom under the sink.  
PH 3 (3803): Master bathroom under the sink.  
PH 4 (3804): Master bathroom under the sink (or same as PH5)  
PH 5 (3805): In washer/dryer closet, inside removable panel.  
PH 6 (3806): Located in PH7 (kitchen? - to be confirmed))  
PH 7 (3807): In suite bathroom (downstairs) under the sink.

## **GAS SHUT OFF VALVES**

**Main House:** Located by the West wall visible from the main entrance gate, it is screened by a small lattice panel.

**Coach Houses:** located under the front stairs accessed for the respective patios.

**Yukon townhouses and top-level Penthouses:** Located immediately West of the back entrance gate by the lane.:

## **KEY HOLDERS**

It is recommended that residents assign a person to hold an extra key in order to allow access to the unit in case of an extreme emergency such as flood or fire within the unit, especially if there is a pet left inside. Access sometimes is required for our annual fire inspection or dryer vent cleaning. In these cases access will only be gained with your prior approval.

## **TELEPHONE AND CABLEVISION**

Telephone installation: Call Telus 1 888 811 2323

For access to the electrical room, please obtain a key from a member of Council.

Cablevision Installation: Same as above.

## **ENTRY SYSTEM**

Contact Park Place to arrange the programming of the entry system with your phone number, there will be a charge.

**When a visitor arrives:** The main gate opens through the intercom. Guests will press # or \* until they find the name they're looking for and then press 0 (zero) to call it. The phone will ring normally in the unit. Your phone is used like an intercom to talk to the people below. Pressing 9 will unlock the gate for about 8 to 10 seconds. Residents in the Penthouses need to send down the elevator manually or go down and meet their guests as a key is required to access the PH level.

## **REMOTE GARAGE DOOR OPENERS (Multicode transmitters)**

Transmitters can be bought from Council for \$41.00 each plus tax.

They can also be bought from:

Canadian Doormaster Electric Ltd., Phone# 604 421 3603 for \$45.00 each plus tax.

*(This info may change since the garage door motor is due for replacement in 2011)*

## **GAS FIREPLACES**

The pilot light can be kept on throughout the cold months. Please turn off the pilot light during the summer. Maintenance of fireplaces is the responsibility of the owner.

## **GARBURATORS**

As with all appliances, it is the responsibility of the owner to maintain garburators. Call plumber to unclog.

**General guidelines:** To keep them in working order, avoid putting grease into drains.

Use cold water to flush down any material; this will keep any grease in a solid state. Do not dispose of meat or stringy products such as banana peels, rhubarb celery etc.

To clean, place a few ice cubes every few months. Please check tips in the Internet regarding preventing problems.

[www.wikihow.com/Maintain-a-Garbage-Disposal](http://www.wikihow.com/Maintain-a-Garbage-Disposal)

## **PATIO DRAINS**

It is the responsibility of the owner to keep their patios and decks clean and free from debris such as soil, leaves and any other material that can get into the drains. If the drain appears blocked, please advise Park Place and also inform a member of Council.

**Rented units:** It is the responsibility of the landlord to ensure their tenants are aware of the maintenance requirements for the patio drains. The landlord is responsible for any problems arising from the tenant's negligence, however the tenants, [specially in the Penthouses] must check their drains as described below.

The penthouse roof patio drains are located in the middle of each patio under the timber deck and can be easily accessed by lifting a small rectangular piece of decking. Rain drags debris into the drain therefore it is imperative that the drains are checked every month or two, especially during the fall and winter seasons. Removing the debris that accumulates on top of the drain takes only a few minutes and it is done by hand. **Note:** The resident or owner will be liable for any water damage to other units that may occur as a result of not maintaining this drain.

## **POWER WASHER**

The Strata owns a power washer that can be borrowed. It is stored in the Mechanical room. A member of Council, usually the president, has a set of keys to the mechanical room.

## **EXTERIOR AND COMMON AREAS**

### **GARBAGE AND RECYCLING**

Our garbage is removed by "Waste Management" who are the Strata private contractors.

For enquiries call 604 273 0089

Pickups days usually changes after holidays, please visit their website at:

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

Our recycling is done by the City of Vancouver.

Any enquiries please visit their website or call: 311.

It is important to conform to our garbage and recycling collection rules. Please follow the restrictions listed under Garbage Restrictions and Recycling Restrictions.

## BUILDING COLOURS

The buildings were painted in the summer of 2008 and colours conform to the Sherwin Williams Heritage colours palette, however a slight approximation was made to the Sage Green and Dark Brown, which were approved by the City. Following are the specifications of the paints used, if partial repainting is needed please use the specs below, however conducting a test paint patch will avoid any discrepancies in tone or hue. If necessary match the paint colour electronically using a paint chip.

**Paint:** Sherwin Williams

Exterior Latex, Satin: All surfaces except doors, heritage house windows and house & Coach house steps see below:

**Siding: Sage Green:**

BAC Colorant	02	32	64	128
B1 - Black	12	38	01	-
G2 - Green	-	27	01	-
N1 - Raw Amber	06	28	-	-
Y3 - Deep Gold	10	22	01	-

**Shingles: Dark Brown (exterior walls and part of railings in House)**

BAC Colorant	07	32	64	128
W1 - White	02	39	01	-
B1 - Black	14	03	-	01
N1 - Raw Umber	34	28	-	01
R2 - Maroon	-	16	-	01
Y3 - Deep Gold	-	-	05	-

**Accent Colour: Kitsilano Gold**

BAC Colorant	02	32	64	128
B1 - Black	-	21	-	01
R2 - Maroon	-	21	?	
Y3 - Deep Gold	18	54	-	-

**Trim: White (Townhouses and Coach houses only)**

Satin White, exterior latex.

**Doors & house window trim**

Gloss Latex exterior

**Steps and Decks:** Heritage House porch and steps and Coach Houses steps and deck.

Match the dark brown of the shingles in a hard wearing flat deck paint.

**Cedar Fences: Fencing inside the courtyard and in the lane.**

Sherwin Williams Premium Waterborne deck Stain.

## LANDSCAPED GROUNDS

Inspired by the wonderful examples of boulevard gardens in Mount Pleasant, in 2007 Council started a landscape plan that was to extend both our 10<sup>th</sup> Ave and Yukon Street fronts. The purpose was to beautify our buildings for the enjoyment of

us residents as well as for the entire neighborhood while adding value and desirability, subjectively or otherwise, to our Strata building complex.

Partial automatic irrigation will be installed in stages in 2011 and 2012. however in the interim the Strata Council relies on the help of volunteers to undertake the watering. It is also expected that residents maintain their patio landscaping and whenever possible, water the boulevard plantings immediately in front of their units.

## **RESTRICTIONS AND RECOMMENDATIONS**

### **NOISY APPLIANCES**

As with all frame construction buildings, noise can travel through the walls and floors and for this reason we have restricted the use of washing machines, dishwashers and any other noisy appliance to between 8:00am and 10pm.

### **SMOKING**

As stated in our bylaws, the entire grounds are smoke free, this includes the entrance area, the courtyard, patios and roof decks, please refer to bylaws for details.

It is also recommended that if a resident or visitor goes to smoke outside, that he or she disposes of the cigarette butts appropriately, cigarette butts on the sidewalks or plantings are considered litter.

### **GARBAGE RESTRICTIONS**

Please do not dump furniture or other large household items in the bins.

Do not dump recyclable items in bins, use the respective recycling containers (blue bins)

Do not dump flammables, paints or any other chemicals in bins.

Do not leave furniture or any other item outside or leaning against the garbage area gate.

For Information please call: Waste Management: 604 273 0089

### **RECYCLING RESTRICTIONS**

Please do not overload the bins, lids must close completely.

Flatten all cardboard boxes and if necessary cut to fit inside the bin.

Do not leave any flattened or un-flattened boxes or any other item outside bin area.

If bins are full, bring back items after pick up.

For information please call 311. Pick up dates change after every holiday.

### **PETS**

Our grounds are pet friendly however a maximum of two pets per unit are allowed.

Please try to keep your dogs away from the planting beds since constant dog traffic on ground covers will inhibit plant growth and urination will kill or damage plants.

### **MOVING IN AND OUT**

There is a move-in fee of \$50, please advise Park Place and the Strata Council about your moving date and to get instructions as to how to keep the elevator doors open while moving and also to get a key to fully open the entrance gates to the lane.

Please conform to the garbage and recycling restrictions. An excess of garbage that can't be accommodated inside our bins must be disposed of independently so the Strata does not incur the costs of having to dispose any garbage and furniture

left in the lane. If this happens Park Place will charge the owner/resident for the cost of removing garbage or any other item left in the area.

Please do not leave clothes in the alley, see below for disposal options. Transients have many other resources for acquiring used clothes.

Please do not abandon items in the storage room, bicycle room or near the garbage area, this can cause a great deal of inconvenience and cost to the Strata.

Options for disposing of items:

Salvation Army Store: E. Broadway corner with Sophia St. Drop off at the back.

DYSCO Junk Removal: 102 terminal Ave. Tel: 604 689 7772

### **CONTACT AND KEY HOLDER**

When a resident is not reachable or out of town, Council recommends that a contact person is available to provide access to the unit in case of an emergency such as floods or fire.

## **COMPLAINTS**

### **NOISY NEIGHBORS, SMOKING, LITTERING. ETC.**

If at all possible please try to diplomatically address the issue directly with the person causing the problem. If the problem persists, please submit a written complaint to the Strata Council and cc Park Place. (Please refer to by-laws regarding conflict resolution)

### **GARBAGE AND RECYCLING ISSUES**

When a resident does not follow the garbage restrictions, if at all possible address the issue directly with the resident, if the problem persists, please contact Council. Please keep in mind that it is difficult to always enforce restrictions. Doing what we can to keep the area clean and, at our discretion, picking up after others can often help more than raising every issue with Council.

### **NOISY APPLIANCES**

Please address the issue directly if at all possible. If it persists, please address it in writing to Park Place and send a copy to a member of Council.

## **MAINTENANCE**

The Strata is responsible for the maintenance of the grounds, parking garage and all common rooms such as the mechanical room, electrical, storage etc. and the outside of the buildings. Please refer to the bylaws for further clarifications.

The owner is responsible for the maintenance of the inside of each unit including all appliances. Exception are the dryer vents, please see Yearly Maintenance below. The owners are also responsible for keeping their patios and deck drains clear of leaves and debris. Please do not dispose of leaves onto the planting beds.

Repairing plugged drains, sinks, tubs and toilets etc. are the responsibility of the owner, if the plugged area is within the first 6 feet into the pipes. If however the plug is deeper, it may be the responsibility of the Strata and Park Place will assess each situation. (For specifics please call Park Place for clarifications)

### **YEARLY MAINTENANCE**

**Window cleaning:** Park Place will arrange a once a year (late spring or early summer) cleaning of all windows. There will be a notice to residents so they can make sure all windows will be shut during that day.

**Gutters:** Our Management company will arrange a yearly cleaning of all gutters in late fall or early winter. If a gutter is overflowing please advise Council and identify the area so it is not missed by the gutter cleaners.

**Drier Vents:** They will be cleaned once a year. Park Place will post a notice to arrange access to the units.

**Fire Inspections:** Once a year, there will be a notice to gain access to each unit. If access is not allowed at the scheduled time, the Strata owner or resident will be charged for the extra Fire Inspection visit at a later date.

**Pest control:** The Strata has a pest control contract to monthly check for rodents (rats), as this is a common issue in all densely populated areas in the City. For problems with wasps and birds nests that may be a nuisance, see below.

**Rodents:** Traps with bait have been placed around the building and a “species specific” bait is routinely placed inside the traps. This is the most humane method we have to control rodents and no other animals would be able to have access to these traps. The traps remain empty since the rodent will eat the bait and leave or take the bait into their nests.

**Crow Nests:** Occasionally in early spring we see crows building nests in areas of our buildings that may cause inconvenience. If at all possible, and if you can safely reach with a stick or broom, please destroy the nest as it is being built, after a while the crows will give up and find another site. If this procedure is not possible please advise Council. It is important to address this issue without delay during nest building, once the eggs are laid, it is not recommended that the eggs are destroyed and the pest control service will not remove the nests.

**Wasp and Hornet Nests:** Please advise Park Place Properties if you require nests to be removed. It is also recommended that if you have a nest that you wish to remove, that you check with other Strata residents in the in case there are other nests to be removed at the same time to save on the cost of removal.

## **WEEKLY MAINTENANCE**

Once a week the sidewalks, entrance and courtyard, parking garage, hallways and stairs are swept and grounds are swept and cleaned, burned out light bulbs are replaced and salt is applied on the sidewalks in winter. In the fall the leaves are swept after all the leaves are on the ground. Please inform Park Place if light bulbs need changing, the outdoor light’s timer needs adjusting or if anything needs repair.

## **LANDSCAPING MAINTENANCE**

The Strata has a landscape contract for general landscaping maintenance that starts in March and ends at the end of November. It does not include watering or the final leaf cleanup in November.

## **SECURITY**

If there is a sign of a break-in please inform Park Place and the Strata Council to coordinate with them as to who should make a police report.

Do not leave the garage door opener inside your vehicle, this is to prevent the possibility that an intruder may steal it and be able to gain access to the building at a later date. Please inform Park Place if the garage door does not open or close properly.



In the event that it is stolen from your car, please inform Council so the combination code is changed the same day. A police report must also be filed.

The front and back gate is to remain closed. If the lock fails and it does not shut properly please inform Park Place and cc the Strata Council. The locks of the front gate are changed every year or two but the keys remain the same.

## **RENTED UNITS**

### **RENTERS**

This is a Strata building complex and not a rental apartment building therefore we do not have a caretaker. We have a Management Company (Park Place Properties) and a Strata Council, both dedicated to attend to all of our Strata Corporation business. However, we welcome renters to contact Council or Park Place if there is an emergency or any other important issues such as safety, maintenance, etc.

### **Renters Responsibilities**

Please read our By-laws as well as this manual.

This manual applies to renters too, however, your contact is **your Landlord**, not the Strata Council or Park Place, unless it is an emergency.

Please read carefully our garbage and recycling restrictions specially when moving in and out.

Please check your patio drains regularly, especially the rooftop drains. See drain cleaning instructions described in this manual.

For entry phone programming, an additional remote opener for the garage door or if you require additional keys, contact your landlord.

### **FOR LANDLORDS**

Landlords are responsible to solve any problems with renters and provide all the information they need.

Landlords are liable for any damage of problems that a renter may incur on the Strata.

Landlords must be reachable by Council and by Park Place at all times.

## **REMODELING**

Remodeling the inside of the units when it involves structural changes require submitting plans to the Strata Council and acquiring a building permit. Please refer to our Bylaws for details and/or coordinate with our management company.

The exterior structures cannot be changed or have additions unless it is to make a repair due to a problem or a deficiency in which case it must be approved by City Hall Building Department and the Strata Council. Needless to say, the colors, materials and style must reflect the rest of the buildings.

Please review bylaws and consult with the City Vancouver Building Department.

The Heritage House: In addition to the above, any changes to the structure of the building must also conform to the Heritage buildings guidelines through City Hall building department.