



# The Wynford Group

Woodcroft Office • #112 - 2012 Fullerton Ave., North Vancouver, B.C. V7P 3E3 • Telephone: (604) 922-8131 • Fax: (604) 922-1621  
PROPERTY MANAGEMENT SERVICES

TO: New Owners

FROM: Bart Hendriks, General Manager, Woodcroft Estates  
The Wynford Group, Managing Agents for Strata Plans VR283, 256, 437, 460, & 399

*you can help us serve you better.....*

As Managing Agents, on behalf of the Owners of Strata Council VR283 (Capilano), VR256 (Hollyburn), VR437 (Lillooet & Pemberton), 460 (Seymour), and 399 (Whytecliff), we would like to take this opportunity to welcome you as a new owner. It is our duty to implement policies and decisions made by Councils in all areas of financial, administration, communication, & day-to-day operating and maintenance to help residents enjoy their home in Woodcroft. Our office hours are Monday to Friday from 8:30 a.m. to 4:30 p.m. and the office is located at 112 - 2012 Fullerton Avenue (Pemberton). For emergencies, you can call Security at 604-926-6621, 24 hours a day, 365 days a year. We hope the following information, which includes parts of some of the Bylaws & Rules, will assist you to settle into a pleasant and comfortable environment, and will prevent unpleasant surprises after the completion of your purchase.

- Each Suite shall be occupied as a single family residence only and all units shall be restricted to the following number of occupants:

*In the Capilano, Hollyburn, Lillooet, and Pemberton Buildings:*

in a studio suite	no more than 2 (two) occupants
in a one bedroom suite	no more than 2 (two) occupants
(In Hollyburn Suites # 210-1310 are) one bedroom & den	no more than 3 (three) occupants
in a two bedroom suite	no more than 4 (four) occupants
in a three bedroom suite	no more than 6 (six) occupants

*In the Seymour and Whytecliff Buildings:*

in a one bedroom suite	no more than 2 (two) occupants
in a two bedroom suite	no more than 3 (three) occupants

- Pets are not allowed (please refer to the Bylaws for more details).

Barbecuing is permitted only as follows, and subject to using barbecues with electric starters only.

Capilano: 6:00 p.m. to 8:30 p.m.	Friday, Saturday, & Sunday
Seymour: 5:00 p.m. to 8:00 p.m.	Friday, Saturday, & Sunday
Hollyburn, Lillooet, Pemberton, & Whytecliff:	not allowed at any time

- Bicycles are not allowed in any of the buildings, and can only be stored in designated area (please refer to the Bylaw & Rules for more details).

Please also take a moment to read the enclosed move in/out and renovation Rules. Thank you.

**Pemberton / Lillooet Buildings**2012 & 2016 Fullerton Avenue  
North Vancouver, BC**Information For New Residents**

Welcome to Woodcroft and the Pemberton / Lillooet Buildings. Woodcroft is a self-owned condominium complex comprised of 1,222 suites in six high-rise towers. Pemberton and Lillooet contain 507 suites and are known as Strata Plan VR437.

The following information is provided to assist you in adjusting to life in Woodcroft.

**BYLAWS:** There are rules in place (which the Owners of the suites have agreed to) that make life pleasurable for the majority of the residents most of the time. These bylaws cover every aspect of life here, PLEASE FAMILIARIZE YOURSELF WITH THEM, they are included in this package.

**FACILITIES:** The following areas are available to you.

facility	location	times	comments
Laundry Room	P1 level of each building	6:00 a.m. to Midnight	Wash: \$1.50 Dry: \$1.50
Hobby Room	P1 - Lillooet	9:00 a.m. to 10:00 p.m.	Key needed, \$50 Fee is refundable
Exercise Room	P1 - Lillooet	6:00 a.m. - 10:00 a.m. 12:00 noon - 10:00 p.m.	Key needed, \$25 Fee is refundable
Billiard Room	P1 - Lillooet	12:00 noon - 10:00 p.m.	Key as above Only table provided
Games Room	P1 - Lillooet	9:00 a.m. - 10:00 p.m.	Ping-Pong table only
Library	P1 - Lillooet On way to the pool		Open exchange of books
Pool, Sauna & Hot Tub	P1 level Between buildings	Thursdays - Tuesdays 6:00 a.m. - 9:00 a.m. <i>Closed for cleaning 9-11</i> 11 a.m. - 12 midnight Wednesdays: 10 a.m. - 12 midnight	<i>No one under 5 years old allowed at any time.</i> Adults only: 5:00 - 7:00 p.m. & 8:30 p.m. to closing

**NOTE:** A compliance agreement, (Form K "Tenant's Undertaking") must be signed by any new tenant(s) in accordance with the Strata Property Act of BC (Section 146) and after which time your name may be placed in the enterphone directory, should you so desire.

## **RULES AND REGULATIONS**

Rules and regulations for the use of the recreational facilities are posted in each of the areas. Copies of these should also be obtained from your landlord or from the management company when you occupy your suite.

## **GARBAGE**

All garbage must be bagged. Bags which are no larger than a normal grocery bag may be disposed of in the chute located on each floor. Hours of use for these chutes are 8:00 A.M. to 9:00 P.M. (It's noisy for those living beside it). All other dry garbage should be placed in the bulk containers located by the building entrance from P-1 level.

## **RESIDENT PARKING**

Residents must park in the underground in pre-assigned or extra rental parking stalls, and at no time are permitted to use above ground guest parking.

## **PARKADES**

Because of limited visibility and narrow passageways, it is imperative to use headlights and observe the 8 km/h speed limit when driving in the parkades.

## **GUEST PARKING**

Spaces immediately surrounding the Lillooet and Pemberton buildings are available for guest parking. Occupants of the building must not use these spaces, as there are only a limited number available. Guests visiting Woodcroft Estates for a period longer than 24 hours must obtain an extended parking permit from the on-site management office. Extended parking permits are valid for a maximum of two weeks. Management reserves the right to deny individuals extended permits. Guests wishing to stay longer than two weeks must obtain a rented underground parking stall. Check your rules and regulations for infractions that could result in you or your guest having a vehicle towed at the Owner's risk and expense. Parking in Fire Lanes will result in immediate towing of vehicles.

## **SECURITY**

A private security service is employed at Woodcroft to handle parking, traffic control and security. Walking patrols service the parking areas and other common areas of the grounds and buildings. For any situation which requires immediate action such as fire, accident, stranger around the site or social misbehaviour (including loud or booming stereo), please phone the bridge station attendant at 926-6621.

On-site patrols are in communication with the bridge station by radio. Located within various recreation areas and the elevators are phones directly linked to Security. Should you have concerns or problems, these phones are available for assistance.

## **IN-SUITE REPAIRS**

Repairs to plumbing, fixtures and appliances within your suite are the Owners responsibility. Please do not contact the resident building manager for resolution of these problems. Please use professional contractors and inform resident managers in advance of these repairs.

## **BICYCLES**

Storage is provided on the P-1 level to the left of the entrance to the underground parking at north east corner of the Pemberton building. Cost for use of these locked facilities is \$2.00 per month. Bicycles are not permitted in the building in accordance with our bylaws.

## **PETS**

A Lillooet and Pemberton building bylaw prohibits any pets by residents or visitors of the building, as there are no facilities for their needs within the building grounds.

## **GAMES**

Woodcroft bylaws prohibit the playing of games on the common ground areas around the buildings in order that the landscaping can be maintained in good condition for the enjoyment of all residents.

## **CARWASH**

The area reserved for car washing is in the underground parking on the P-3 level of the underground parking.

## **WOODCROFT MOVE-IN/OUT PROCEDURES**

To ensure a smooth move in and out of your suite and to avoid misunderstanding or time delays, the following checklist is provided as a guide.

1. **RESERVE THE ELEVATOR:** Contact the Resident Manager of your building. Their hours are 8:00 a.m. to 5:00 p.m. Here are their names and phone numbers (please check if your Resident Manager is on duty the day of your move):

CAPILANO	John & Elsa Oakley	604-926-7614
HOLLYBURN	Lance Abbott	604-926-6434
LILLOOET	Andy	604-926-7909
PEMBERTON	Dimitr & Margarita Penkov	604-922-0446
SEYMOUR	Lloyd & Isabel Nightingale	604-926-4434
WHYTECLIFF	John & Laura Andrei	604-926-1246

**ALL MOVES MUST BE COMPLETED VIA THE LOADING DOCKS AND NOT THROUGH FRONT LOBBIES OR OTHER BUILDING ENTRANCES.**

Establish a move date and time with the Resident Manager (moves may not to commence prior to 8:00 a.m., and must be completed no later than 8:00 p.m.) for elevator padding and to avoid conflict during your move. To finish before 8:00 p.m., all moves should be started before 5:00 p.m. The amount of time allowed is 1 to 4 hours per move. Moves are not permitted on Sundays, except when the last or first day of the month falls on a Sunday (except for Hollyburn).

2. For the applicable move in fee please refer to the bylaws of your building. There is NO move out fee.
3. When the move is completed, contact the Resident Manager or Security to unlock the elevator and remove the padding.
4. The use of only one elevator is permitted for an individual move. Armload moves are allowed, but elevators must not be held up.
5. Cartons are to be collapsed and deposited in the on-site cardboard recycling bins.
6. Damage resulting to the Strata Corporation's common area due to moves must be immediately reported to the Resident Manager.
7. It is recommended that arrangements be made well in advance of your move to ensure services upon your arrival or to avoid unnecessary charges. Telus Customer Service Number is 604-310-2255. Contact your local Post Office for change of address forms to go into effect when you move.
8. To comply with the North Vancouver District Fire Department, roadways and rear loading zones must not be blocked. All vehicles left in these areas must have keys readily available so they can be moved immediately in case of an emergency.

**PLEASE FOLLOW THESE PROCEDURES TO ENSURE THE USE OF AN ELEVATOR AND ASSISTANCE IF REQUIRED. THANK YOU AND SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE RESIDENT MANAGER OR THE WYNFORD GROUP, WOODCROFT ESTATES OFFICE AT 604-922-8131.**

enterphone  
offers.



for owners and  
tenants of high-rises,  
apartments and condominiums

- Privacy
- Security
- Economy

## HOW TO ANSWER ENTERPHONE CALLS

If you are not using your  
telephone,

when a visitor places an Enterphone call to your apartment, your telephone bell will ring with a distinctive sound — two quick rings — so that you can distinguish between an entrance call and an outside call. Just pick up your phone and talk to the visitor. To let the visitor in, dial or key digit "6" on your phone and then hang up. The entrance door will automatically unlock and your visitor can enter. To refuse entry, simply hang up

If you are already talking on a  
regular telephone call,

when a visitor calls you from the entrance, you will hear two muted rings on your telephone line. You can then do one of two things:

You can:

- A) excuse yourself and hang up. Your phone will ring almost immediately; pick it up and talk to the visitor. To let the visitor in, dial or key digit "6" and then hang up. To refuse entry, simply hang up.

OR

- B) ask your phone caller to wait a minute and then dial or key digit "3" — this holds your outside phone call and simultaneously connects you to your visitor. Talk to your visitor and permit entrance by dialling or keying digit "6" to unlock the door. After a short period you will be reconnected with your phone call. If you don't want to admit the visitor, simply dial or key digit "3" again to return to your phone call.

If you are on an Enterphone call,

when you receive a regular telephone call, you will hear the familiar ringing sound, as an overtone, on the line. As soon as you complete your conversation with your entrance visitor, hang up and the telephone will ring. Answer it as usual.

### NOTE:

When pushing button "3" or "6" on a Touch Calling (push button) telephone, keep these buttons depressed for approximately two seconds. This feature is designed into the Enterphone system for your protection. It ensures you will not accidentally unlock the entrance door, or unintentionally refuse entry



**COMPLETE PRIVACY:** While you are connected to your visitor, a regular phone caller cannot hear your conversation.

**PARTY LINE SERVICE:** If you are on a party line, a visitor can call you even if the other party is using the telephone. There is no waiting, and both parties have complete privacy.

**EXTENSION TELEPHONES:** You can answer visitors at the entrance from any extension telephone in your apartment.

**NUISANCE CALLS:** If someone at the entrance persists in calling and annoying you, you can hang up for a moment and then lift the handset to switch to your outside line. Listen for dial tone and then call the building manager, police or whomever you wish.

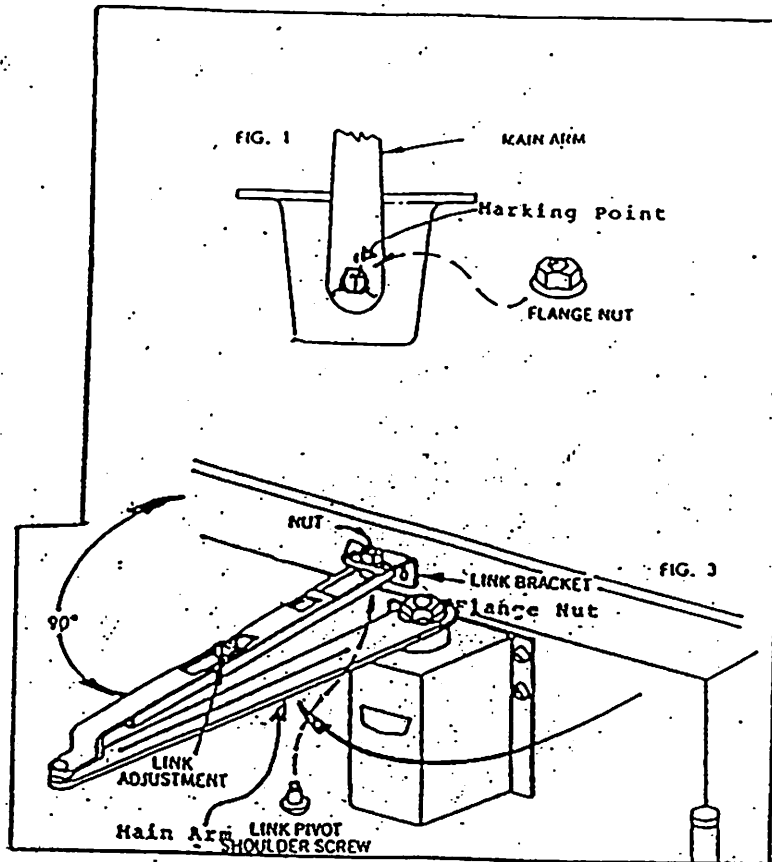
### NOTE:

If you do not subscribe to regular telephone service from the local exchange you may purchase a telephone from a Phone Mart just for door answering. If and when you decide to subscribe to regular telephone service, simply call our Business Office to have this service added to the same telephone.

B.C. TEL ☎

## DOOR CLOSER ADJUSTMENT INSTRUCTIONS

### BANGING DOORS



- Step 1 - Remove nut from link bracket, releasing link arm.
  - Step 2 - Rotate main arm, taking spring pressure off closer. Should be able to do this with door open. Take care not to damage door frame.
  - Step 3 - Remove Flange nut and main arm from closer unit. (Fig.1)
  - Step 4 - With door fully open, adjust arm one notch towards the hinge side of the door. Work from hallway side of door.
  - Step 5 - Reassemble door closer.
  - Step 6 - Rerotate main arm to original position and secure link arm to link bracket.
- \* If encountering problems with the main arm hitting the door frame, mark position of main arm as in Fig. 1. Remove closer to make adjustment.

# **GARBAGE DISPOSAL**

## **WHAT GARBAGE GOES WHERE ?**

### **GARBAGE CHUTES**

**(HOURS: 8:00 AM to 9:00 PM Daily)**

Located on each floor. For fire and safety reasons, no articles are allowed left in these rooms, or in staircases or hallways.

Wet Garbage: - Must be bagged and tied  
- Milk and cereal cartons plus small items are not recyclable

Do not dispose of bottles, cartons, newspapers or loose garbage down the chute. Large items will block chutes.

### **GARBAGE BINS (P-1 LEVEL)**

For large cartons, bulky items, etc. plus non-recyclables.

### **RECYCLABLE PRODUCTS (Bins located adjacent to P-1 exit door)**

Newspapers to be tied in bundles and placed within designated boxes.

Clear bottles in designated blue bin

Green / brown bottles in designated blue bin

Plastic bottles (milk, pop) in designated blue bin

Cans to be washed, labels removed, ends removed, flattened and placed within designated bin

### **DO NOT:**

Dispose of garbage down the chute after 9:00 PM

Dispose of flour, etc. down the chute as it coats/activates the compactor is electronic eye causing it to malfunction

No garbage of any description to be left in the chute room.

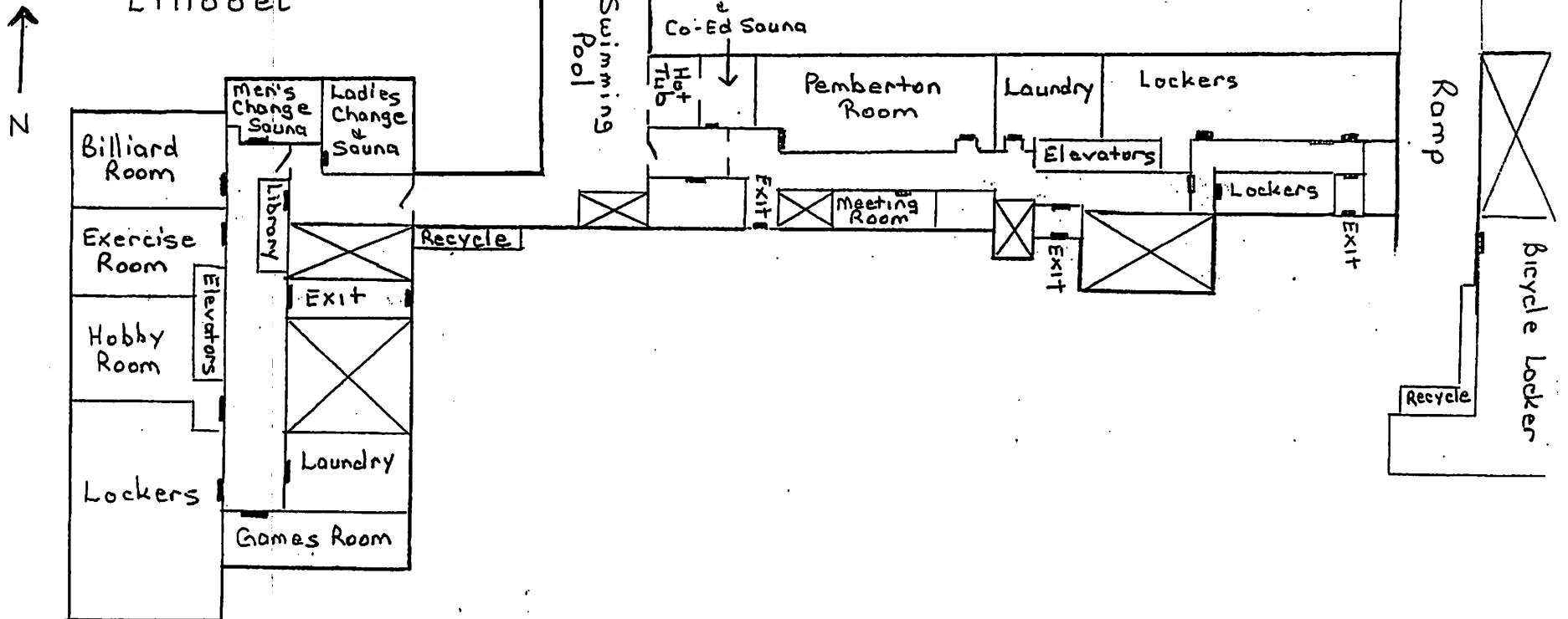


## RECREATION FACILITIES

P-1 Level

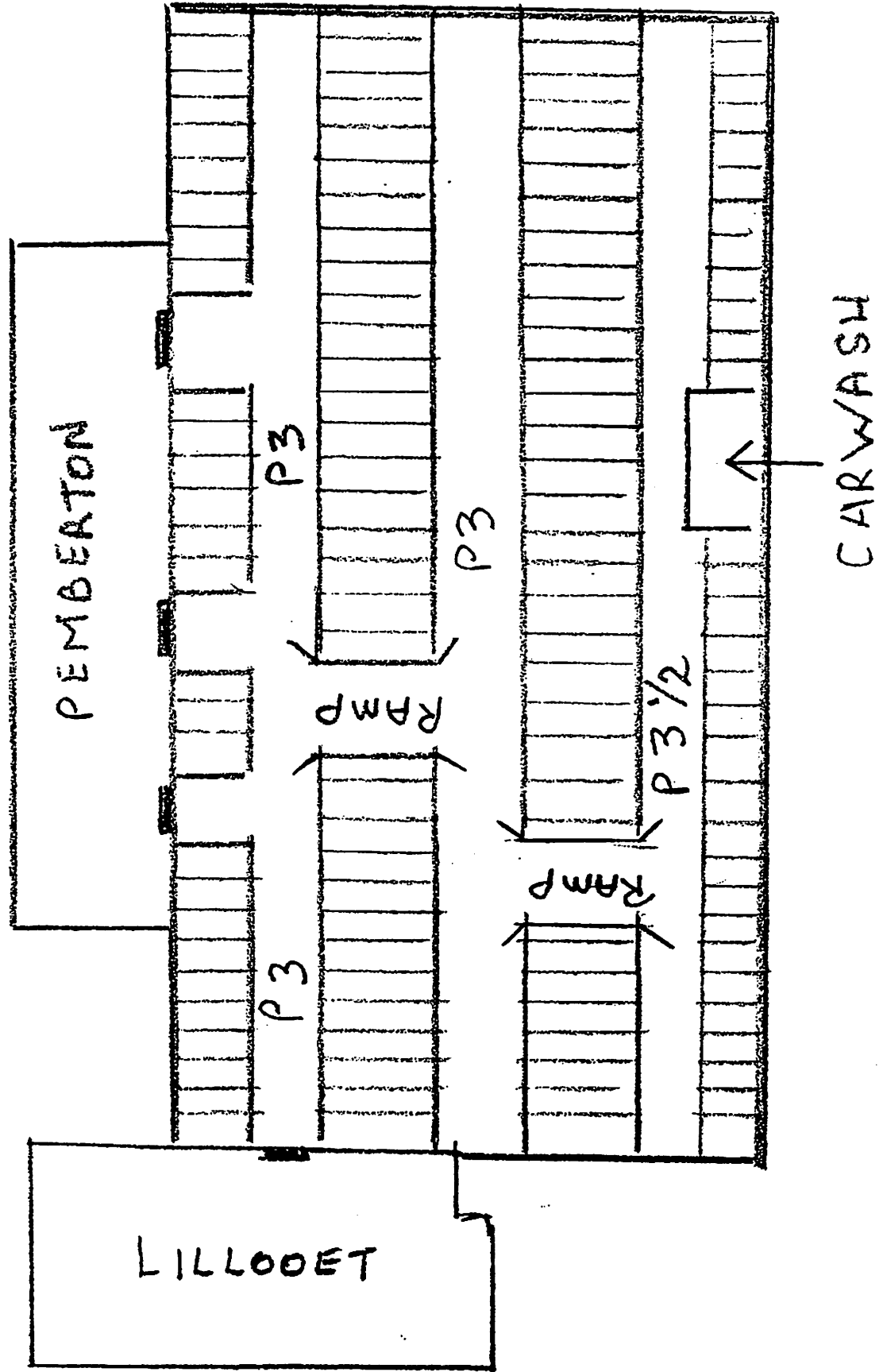
Pemberton

Lillooet



# CARWASH

P-3 1/2 Parking Level  
Between Stalls 595 & 601



# INSTRUCTIONS TO OCCUPANTS

## IN CASE OF FIRE

Your Fire Department would like to welcome you as a resident of the District of North Vancouver. The highrise building which you now occupy has been constructed to meet modern building regulations which are a part of our By-laws, enacted for your safety. We would suggest that you take the following actions when a fire emergency occurs in this building.

### IF YOU HEAR A FIRE ALARM RINGING

1. Feel your suite door to see if it is hot; if so, **DO NOT OPEN THE DOOR**, move to your balcony, closing the door behind you and wave or hang a towel or article of clothing over the balcony rail to indicate to the Fire Department that you are trapped. **DO NOT PANIC OR JUMP.**
2. If the door is cool, open it cautiously, being ready to slam it shut if the hall is full of smoke or if you feel pressure against the door. If the hallway is clear, remain standing in the doorway until you receive instructions from the Fire Department over the emergency communication system which is located in each hallway.
3. If the hallway shows some sign of smoke or heat, move to the nearest exit stairway and proceed down and out of the building. **DO NOT USE THE ELEVATOR.** Remember if you are caught in smoke, keep low to the floor where the air is the clearest.
4. If your access to the fire exit is blocked, return to your suite, closing all doors behind you, proceed to the balcony and await rescue.

### IF A FIRE OCCURS IN YOUR SUITE

Leave the suite, **CLOSING THE DOOR BEHIND YOU**, move to the nearest exit stairway activating the fire alarm pull station as you pass it. Proceed down and out of the building. If possible, tell the Fire Chief or building custodian where the fire is located.

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#### Remember Most Fires are Caused by People

Be sure you and your guests practise safe smoking habits.  
Do not leave cooking foods unattended.  
Keep all exit and hallway doors closed.

## POLICE - FIRE - AMBULANCE

## 9 - 1 - 1

# DON'T WAIT GET READY

Earthquakes, a part of life in B.C., are generally caused by the movement of continental plates. British Columbia is along one of these plate boundaries. These plate movements, over many thousands of years, raise mountains and deepen valleys. They're partly responsible for shaping the landscape.

Living with earthquakes requires preparation - taking simple steps before an earthquake to minimize the potential for injury.

## HOW OFTEN DO THEY HAPPEN?

A few earthquakes happen every day, but mostly they are too small to be felt. Once or twice a year large earthquakes will shake certain areas, damaging property and threatening lives. According to scientists, the possibility exists for a major earthquake to happen anytime - like the San Francisco quake of 1906.

## WHAT HAPPENS IN AN EARTHQUAKE?

You'll feel the ground shake beneath you. You may see hanging plants swing and hear buildings creak. Things may begin to fall. Cupboards may open. Furniture can move or topple. Masonry may be damaged. In tall buildings, lower floors will shake rapidly, much like smaller buildings. Unsecured books, plants, and material will fall from shelves. Tall, unanchored furnishings will fall over. Unsecured light fixtures and ceiling panels may fall. On upper floors, movement will be slower, but the building will move farther from side to side. Unsecured furniture will slide across the floor. Objects will topple from shelves. Windows will break. You might be unable to walk, and feel dizzy. Sound bad? Well, there are steps you can take to lessen the threat of a major earthquake.



## WHAT CAN YOU DO TO PREPARE FOR A DISASTER?

The most important thing you can do is give the matter some thought now, before the fact. Forethought prevents the panic and confusion that can lead to loss of life in a disaster. What are you going to do if you're suddenly trapped with a severely bleeding or unconscious person? Or caught in a burning building? What if you come across a downed power line? Or wake up and smell gas?

## BEFORE AN EARTHQUAKE:

- Know what the dangers are.
- Identify hazards in places where you spend most of your time: heavy objects on high shelves, tall bookcases, etc. Know the danger spots such as windows, skylights, brick walls, and unsecured furniture.



- Select safe areas in each room - under tables or desks, or against inside walls and supported doorways.
- Move objects from above your bed. They might fall on you in an earthquake. Keep sturdy shoes under bed.



- Know location of emergency exits.
- Know the location of stairways. Elevators should not be used after an earthquake.
- Keep a battery-powered radio and a flashlight in your room. Have extra batteries for both. Be sure there are fire extinguishers and you know how to operate them. Install smoke alarms at home.
- Know the emergency procedure for your building.
- Have extra food and water available: if you take medicines regularly, have extra supplies on hand. - Learn First Aid and CPR!
- Anchor tall furniture and water heaters.
- Move heavy objects to lower shelves.



## DURING AN EARTHQUAKE:

Your behaviour is critically important. Protect yourself.

- Get under heavy furniture, such as a desk or table, or...  
crouch in an interior hall or corner, or...
- Brace yourself in an interior doorway.
- Don't exit or enter a building. There's danger of falling debris.
- Beware of objects that might fall on you; move away from them.



If you are outdoors:

- Move away from buildings, falling objects, and power lines.

If you are in a crowded place:

- Stay calm, and urge others to stay calm.
- Don't move to the exits; instead seek shelter under tables, chairs, or other heavy furniture.
- In an auditorium, crouch on the floor between chairs and cover head and neck.

## EARTHQUAKE... STAY IN THE CAR

Bring the car to a halt as soon as safely possible, then remain in the car until the shaking has stopped. Set parking brake and turn off motor. The car's suspension system will make the car shake violently during the quake, but it is still a safe place to be. Avoid stopping near or under buildings, overpasses, and utility wires. When the quaking has stopped, proceed cautiously, avoiding bridges and other elevated structures which might have been damaged by the quake and could be damaged further by aftershocks.



If a power line falls across your car, stay in the car. If possible, drive away; otherwise, wait to be rescued - do not get out.

## AFTER AN EARTHQUAKE:

- Check for injuries. Do not move seriously injured persons unless they are in danger of further injury. Give first aid for serious injuries.
- Wear shoes and gloves.
- Check for fires and fire hazards.
- Watch for downed power lines. Check for broken utility lines.
- Do not use matches, lighters, electric switches, or any source of ignition until you are certain that there are no gas leaks.
- Report serious casualties, spilled chemicals, or other potentially harmful materials by calling emergency number (or 911 - check availability in your area).
- Check shelves and closets for objects that could fall.
- Do not eat or drink from containers that were open during the quake. They might contain shattered glass.
- Double check drinking water.
- Before flushing toilets, check with authorities to see if sewage lines are intact.

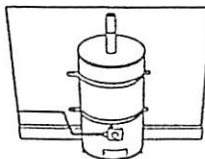


## BE PREPARED FOR AFTERSHOCKS.

Repeat safety checks after each one.



- Do not make telephone calls unless they are lifesaving. An overloaded telephone system becomes worthless in a disaster.
- Do not use elevators.
- Do not smoke inside of buildings.
- Listen to the radio for important instructions and emergency shelter information.
- Check for structural damages and relocate outside if necessary.
- Restrain and calm pets.
- Secure water heater and appliances which could move enough to rupture gas or electricity lines.



**FIRE PROTECTION AND EVACUATION PLAN**

In accordance with the National Fire Code, a Fire Protection and Evacuation Plan has been compiled for each building in Woodcroft which requires that certain procedures be followed in preparation for a possible emergency.

Each stairwell exit door is marked with a yellow or green decal. In the case of an emergency, residents will be directed to use either stairwell. Please learn the location of the respective stairwells in relation to your own suite.

A requirement of the Plan is that a record be kept of those residents who would need assistance in the case of an emergency, e.g. those persons in wheelchairs, those who use walkers or canes, have hearing disabilities, or who, for any reason, would require assistance. Should this be necessary in your case, please complete the bottom portion of this notice and return it to your Resident Manager. Please be assured that this information is for our records only and will not be published in anything that goes out to owners or residents.

**FOR YOUR INFORMATION, PLEASE FAMILIARIZE YOURSELF WITH ALL EMERGENCY EXIT INFORMATION.**

Should you require further information, contact the Strata Corporations office.

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**EMERGENCY ASSISTANCE REQUEST**

NAME \_\_\_\_\_

SUITE # \_\_\_\_\_ - \_\_\_\_\_ FULLERTON AVENUE

I/We wish to have the above suite listed as requiring assistance in the case of an emergency.

Reason assistance is required: \_\_\_\_\_

DATE: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE