ENGLISH
MEWS 2

Homeowner's Maintenance Manual

For 1111 Ewen Avenue, New Westminster, BC, V3M 5E3

TRAVELERS

2·5·10 Year Warranty

TIEN SHER
GROUP OF COMPANIES

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Introduction

Welcome to your new home at English Mews! Your home was carefully crafted to bring you comfort, safety and beauty for many years to come. The plans have been thoroughly analyzed and inspected during every step of construction to ensure your home meets all applicable performance standards and to assure quality.

Tien Sher has prepared this Homeowners Maintenance Manual to serve as your guidebook to maintain your home. Proper maintenance will prevent minor problems from becoming major headaches. We have included simple explanations on how to handle basic repairs, maintenance and minor adjustments. .

Becoming familiar with the information in this manual will help you maintain your home's built-in quality, while helping to prevent costly future repairs. Please read it carefully. A little time invested now means the preservation of your new home investment for many tomorrows.

Please keep this manual so it is easily accessible and ensure all family members become familiar with their roles in keeping your new home looking great for years to come.

Note: *This manual is not intended to deal with all common property maintenance items related to a strata titled residential project. Common property maintenance is the responsibility of the Strata Corporation.*

Your Property Management Company

MAGSEN REALTY INC.
3173 Main Street
Vancouver, BC V5T3G8

c/o Eric Chung, Property Manager
Phone: 604.872.3218
Email: ericchung@magsen.ca
Website: www.magsen.net

Your new home is legally described as a strata lot but owning it is still very much like owning your own single family home. Continued regular maintenance is the responsibility of the individual homeowner. Exteriors and common grounds around the development are maintained by the owners as a group.

The Strata Corporation is made up of all of the owners in the complex and is governed by the Strata Property Act of British Columbia. A Strata Council of up to seven owners is formed to represent the owners and administer the rules and regulations and conduct the business of the Strata Corporation. The Strata Corporation usually has a property management company (Magsen Realty Inc.) who provides services to the owners for the day to day maintenance, book-keeping and reporting needed to operate a strata corporation in an efficient manner. Owners elect the Strata Council yearly at the Annual General Meeting.

Your strata lot is comprised of the area within your home measured to the center line of all demising walls and outside of the exterior wall. The common property consists of all areas outside the strata lot and areas within the building that are available for use by all of the owners. Balconies, patios and parking spaces are sometimes designated limited common property if they are meant to be used exclusively by one owner. Any modifications to the exterior of the building, including the balconies and patios, can only be made if permission for the modifications has been obtained from the Strata Council.

The Property Manager is there to assist you regarding the operation of the Strata Corporation. On behalf of the owners, they consult and coordinate rules and regulations, maintenance fees and Strata meetings. The Strata Corporation, through the elected Strata Council, determines policy. This policy is communicated to the owners through the rules and regulations and the council meeting minutes. The Property Manager is usually authorized by the Strata Council to enforce the rules and regulations.

Remember that you and your neighbors own this complex. Tien Sher is here to assist you should servicing be required. All warranty work will be reviewed using the guideline established by the warranty provider.
All inquiries, including deficiencies regarding maintenance or warranty work for the common areas should be directed to your Property Manager through the Strata Council.

Setting Up Your Home

New Westminster Electrical Authority — ***604.527.4555***
Business hours Monday – Friday 8:30am – 4:30 pm — www.newwestcity.ca

FortisBC — ***1.888.224.2710***
To start a new service, there is a $25 application fee when transferring or opening a new account. Some customers may be required to also provide a security deposit. * — www.fortisbc.com

Telus — ***604.310.2255***
www.telus.com

Shaw Cable — ***604.629.3112***
To start your FREE Shaw services — www.shaw.ca
Code: SALESTYPE WH-76EM

Canada Post Delivery — ***1-888-607-6301***
Business hours: — www.canadapost.ca
Monday - Friday 4am – 6pm
Saturday: 7am – 6pm

***** Please note that you are responsible for utilities/services from the date of completion *****

TransLink — ***604.953.3333***
www.translink.bc.ca

City of New Westminster — ***604-521.3711***
511 Royal Avenue — www.newwestcity.ca

New Westminster School District 40 — ***604-517-6240***
www.sd40.bc.ca/

**Please note that some of the above contact information may change without notice.*

Fire Emergencies

Fire safety is everyone's responsibility. Every resident should plan to be fire safe. Planning and awareness can save minutes or lives. Develop and practice a fire safety plan. Know the two quickest and safest ways out of your building.

Refer to your local fire and rescue department for definitive procedures and guidelines or go online:
http://www.newwestcity.ca/residents/public_safety/fire__rescue_services/articles743.php.

Emergency Phone Numbers

Royal Columbian Hospital	**For a medical emergency: CALL 911** ***604.520.4253*** www.rchemerg.com
New Westminster Fire & Rescue	***911 (emergency only)*** 604.519.1000 (non-emergency) www.newwestcity.ca
New Westminster Police	***911 (emergency only)*** 604.525.5411 (non-emergency) www.nwpolice.org

Power Outages & Electrical Emergencies:
Business hours: Monday – Friday, 8am – 4pm — **604.515.3750 or 604.527.4528**

Outside business hours: (BC Hydro Emergency dispatch) — **604.526.8875**

Gas Leaks & Gas Odor Emergencies (FortisBC): — **1.800.663.9911**

Magsen Realty Inc. (c/o Eric Cheung, Property Manager): — **604-872-3218**
Email: ericchung@magsen.ca
Property Management, Strata or Building Emergencies.

Tien Sher Emergency Service: — **604-273-4633**
Note: this number is for **EMERGENCIES ONLY**

Service Procedures

Emergencies
An emergency is defined as a situation that seriously threatens your home, its occupants, or both, such as listed below.

Gas Leak
- Smell rotten eggs or if you hear the sound of escaping gas, it could be natural gas. Stop what you are doing. Do not use your cell phone or landline, don't smoke, light matches or operate electrical switches or create any other source of ignition
- Go outside and leave the door open.
- Call 1.800.663.9911 or 911

Water Leak
- Defined from a source that cannot be identified and contained.
- Plumbing leaks in the walls, floors and ceilings
- Complete sewage back-up (all toilets)

Electrical Problem
1. Major electrical failure or short-out not caused by utility company failure. Always check with the utility company first. *(see emergency numbers)*

Note: if an emergency call is made and a service call is dispatched and it is determined a non-emergency a service charge may be applied and an invoice will be sent to the homeowner.

Non-Emergency
The following may be covered under warranty but are considered a non-emergency however, it still needs prompt attention. They could pose a safety hazard or which left unattended until the end of the warranty period, will do greater harm to your home. These will be addressed as quickly as possible during ***normal business hours Monday – Friday, 8:00 am – 4:00 pm***.

Some examples are:
- Loose railings
- Leak at drain under sink or toilet
- Telephone or television cable jacks not working
- Water seepage of any kind such as slow leaking under a sink, new stains or visible dampness
- Window seal failure
- Window cracks
- Exterior door/windows that no longer fit or function properly
- Cracked or broken tiles in the shower

Service Procedures Continued …

Not Responsibility of the Developer

- Developer is not responsible for appliance repairs after the initial sale closing date. Please reference the appliance service company directly.

Year End Attention (Inside Your Home)

Items under this category are those that can wait and are best repaired in one visit toward the end of the warranty period. An example is:

- Drywall shrinkage and nail pops

One full year less one day following the initial commencement date the homeowner has a second opportunity to report construction defects. Request must be received in writing before the one year anniversary date. They will be repaired only once during the warranty period. It is recommended that you wait until near the end of your warranty period before requesting repairs. All drywall repairs are sanded and ready for painting. Please note we do not repaint.

The developer will only repair warrantable items once during the term of the warranty. The homeowner will be responsible for remedying subsequent, at the homeowner's cost.

Service Request Procedures

Request for Service

Please mail, fax or email your written request using the attached form directly to:

Mail:
Tien Sher
Attention: Customer Service Department
#185-4631 Shell Road, Richmond, BC V6X 3M4

Fax: 604-273-0685

Email: service@tiensher.com

Online: www.tiensher.com under the tab "Homeowners" and click on "Customer Service Form"

Please make sure you include the following information when sending the "Service Request"

- Include telephone numbers, home, work and/or cellular.
- As much information describing the problem as this will assist our team to assess the situation and quickly expedite the service request.

Upon receipt of your request, the Customer Service Department will call to schedule an appointment for service in your home during normal business service hours (8am-4pm, Monday-Friday). Our Service Department is not available weekends. It is the homeowner's responsibility to be available and allow us access to their homes during weekday hours in order to do any service work.

We will make every effort to complete repairs as quickly as possible. However, due to the types of repairs encountered and the fact that we may have to involve sub-trades, some delay is possible. We ask your patience as we will address it as quickly as possible.

All requests for service are processed in the order received, except requests of an emergency nature. For questions regarding the status of service repairs, please call, or email our Customer Service Department.

Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures.

ENGLISH MEWS
SERVICE REQUEST FORM

Unit #_____ **- 1111 Ewen Avenue, New Westminster**

Name_____

Home #_____ Work #_____ Cell #_____

Email Address_____

Date of request_____

Please forward your requests by mail, fax or email to:

Tien Sher
#185-4631 Shell Road
Richmond, BC V6X 3M4
Fax: 604-273-0685
Email: service@tiensher.com

Service Request:

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Protecting Your Investment

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

You must take all reasonable steps to restrict damage to your home if the defect requires immediate attention.

For defects covered by Travelers Guarantee warranty, the duty to mitigate is met through timely notice in writing to Tien Sher and Travelers Guarantee.

An owner's duty to mitigate survives even if:

1. the new home is unoccupied;
2. the new home is occupied by someone else other than the homeowner;
3. water penetration does not appear to be causing damage; and/or
4. the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

Your Role as a Homeowner

Your role during the first year is very important. There are several things you should keep in mind to make certain your warranty serves you well.

- Read all operation manuals that were supplied with your home. Please fill out and mail the warranty cards on all appliances.
- We suggest that you do not wallpaper in the first year. This will enable you to find shrinkage cracks in the drywall and allow us to do the repairs. Of course you should feel free to paint and decorate your home as you choose.
- Be sure to read your New Home Maintenance Manual. It is important to make sure you use all equipment properly, especially in regard to humidity control, kitchen fans and other moisture control devices within your home.
- Keep informed of your Strata Council – especially in regard to the common area warranty. This common area warranty begins with the first possession or occupancy of the first home in the building and therefore, the expiry for the common area may be different than the expiry on your own home.

Warranty Coverage

In accordance with the Homeowner's Protection Act, Tien Sher provides mandatory 2/5/10 year warranty coverage through Travelers Guarantee Company of Canada. When you take possession of your new home, you will sign and be given a copy of the Warranty Commencement Certificate number. Your warranty becomes effective on the date of possession. Travelers will provide you with detailed information on warranty coverage shortly after you move in.

First 12 months of Coverage

Your home has been constructed in accordance within the applicable building codes. Many materials such as wood and concrete have certain inherent qualities which may require some servicing.

If the workmanship and materials do not perform to the standards set by the warranty provider within the first year we will make repairs as necessary. During the first year, please report any items, in writing, to our Customer Service Department. Please explain the concern giving the location and as much detail as possible. Tien Sher retains the right to refuse warranty service for items that, upon inspection, have been caused by abuse, neglect or lack of maintenance.

Items not considered defects in workmanship or materials include, but are not limited to:

1. Normal shrinkage or warping as per the guidelines outlined in the warranty provider Materials and Labour Standards Guide.
2. Purchaser supplied material or appliances, and design and defects in other workmanship or materials related to purchaser supplied materials or workmanship.
3. Damage caused by/or resulting from the failure of the purchaser to maintain adequate ventilation and/or heat to the new home.
4. Damages resulting from move-ins.
5. Normal wear and tear.
6. Maintenance repairs, such as plugged toilets, burnt out light bulbs, etc.

Drywall cracking and nail pops are normal occurrences in the first year of occupancy. These types of occurrences should wait until the end of your first year to be repaired. We recommend that you do not apply wall coverings or custom paint in the first year. Should you elect to do either of these, we cannot accept responsibility for damage to your walls caused by drywall cracks. Tien Sher is under no obligation to re-decorate wall areas affected by drywall repairs. Owners should consider the effect of any repair in areas of custom wall paint or wallpaper.

Travelers Canada Warranty

Following is a summary of the 2/5/10 year warranty from Travelers Guarantee Company of Canada's website. For complete warranty coverage information of your home, refer to your Travelers Guarantee Company of Canada 2/5/10 Year Home Warranty Certificate.

Great homes are built on strong foundations

Protecting your investment in your new home

A new home is likely the largest investment of your lifetime. If you have purchased a new home built and sold by a Travelers Canada approved builder, you are eligible to protect your investment from defects from the trusted leader in new home warranties in British Columbia.

B.C.'s Homeowner Protection Act and Regulations, which has been in effect since 1999, outline specific details about the mandatory home warranty coverage. We believe that BC's program, commonly referred to as 2-5-10 Year Home Warranty, is the most comprehensive home warranty available in North America. Travelers Canada's comprehensive 2-5-10 Year Home Warranty Certificate provides new homeowners with important home protection and coverage both before and after buying a new home.

What's covered under a 2-5-10 Year Home Warranty Certificate

2 Year Material & Labour Warranty

- 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 – Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air-conditioning delivery and distribution systems. In addition, 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

WARRANTY COVERAGE Continued…

5 Year Building Envelope Warranty

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.

10 Year Structural Defects Warranty

Coverage for structural defects for up to 10 years for:

- Any defect in materials and labour that results in the failure of a load-bearing part of the new home
- A defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy

Care and Maintenance Guide

Appliances

The appliances supplied for your new home are covered by a one-year manufacturer's warranty. It is the responsibility of the homeowner to contact the supplier directly for any service needs:

Contact: Totem Appliance Service at 604.437.5136 for all Samsung and Maytag appliances.

Please refer to the manuals supplied by the manufacturer for more information on operation. When you are using your dishwasher or washing machine for the first time, please do not leave it unattended in case any leaks occur. When using the self-cleaning feature on your range, please open the cabinet drawers and doors on either side of the oven to avoid damage from the high heat until the cleaning is completed. The heat can affect the cabinet finish.

BBQ Hazard

When using your barbeque on your deck area, please keep it away from the siding as the heat may damage the vinyl. This damage will not be warranted.

Cabinets

When cleaning cabinet doors, use only warm soapy water and a soft cloth or a damp cloth. Never use an abrasive powder or liquid cleaner or an abrasive pad on any cabinet surface. Do not use any solvents, thinners, or mineral spirits on cabinet surfaces. Ensure that water and other liquids are not left in contact with cabinet surfaces. Please note that warranty will be null and void in cases where damage is due to standing water.

Engineered Stone Countertops

Daily maintenance should involve no more than wiping with a damp cloth and drying with a towel to prevent water spots. If you wish to use something other than water, there are cleaning products specifically designed for stone. Stone countertops are resistant to staining, but not impervious to grease and oil. Wipe immediately to avoid dark spotting. Keep counters dry whenever possible to prevent water from penetrating the countertop seam. Please note that warranty will be null and void in cases where damage is due to standing water.

Care and Maintenance Guide Continued …

Flooring

Carpets: To keep carpets looking new, we recommend these simple rules: avoid soil accumulation and use walk-in mats at all entrances. In areas of heavy traffic, it is recommended that carpet be vacuumed three to four times per week. Make sure you have adjusted the attachments to the proper height for your carpet. Have your carpets professionally cleaned regularly. This keeps your carpet looking beautiful longer.

Ceramic Tiles: For routine cleaning use a mild detergent; do not use waxes or sealers. As 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 should be carried out.

Hardwood Laminate Flooring: Immediately blot up spills or spots with a lightly damp cloth. Frequently vacuum or dust your floor to prevent dirt and grit from scratching or dulling its finish. Use mats/area rugs to trap grit which otherwise can damage the surface. Use good quality felt protectors on all furniture legs. Avoid use of spiked heel shoes as these can leave indentations or scratches which are not covered under warranty. Do not use soap or detergents to "damp mop" the floor and never pour water directly onto the floor. Do not wax the floor or use ammoniated cleaners, steel wool or abrasive pads on your floor. Lacquer thinners or acetone should not be used to remove spots.

Hardware

In all cases, cleaning with a damp cloth is recommended. No abrasive cleansers or other household cleaners should be used. Taps and faucets should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads as these products may cause damage to the finishes. Steel wool pads will cause the finishes to become dull and porous. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water and is not a builder defect.

Windows and Ventilation

Windows have small drainage holes located in the track area of the frame. Owners should periodically clean these holes, removing any dirt or bug residue to ensure a clear flow passage. If you experience condensation on the surface of any inside window, it's due to too much moisture in the air. Please use the fans in the bathrooms after a bath or shower to prevent excess moisture in the air. A ventilation timer is wired to your bathroom fan. Disconnecting this may result in voiding your home warranty. Occasionally opening a window, even slightly, provides a great deal more air than is otherwise available in your home and is recommended.

Care and Maintenance Continued …

Electrical

Ground Fault Interrupter (GFI) Circuit Breakers and Plugs: Make sure all breaker switches are on. These breakers measure the current passing through the circuit. If there is excessive draw, such as running two high wattage hair dryers at the same time, the power is interrupted. Bathrooms are on dedicated circuits. If there is more than one bathroom, one of them will have the GFI and this one will reset all bathroom plugs in the home. These should be tested once a month to ensure they are working properly. Simply press the test button while operating an appliance and this will create a short. To reset, push the reset button on the outlet as designated.

Switched (Duplex) Outlets: Some outlets in the home have one half of an outlet controlled by a switch. For example, a lamp can be switched at the entrance to a room by using the wall switch (as opposed to at the lamp) if the lamp is plugged into the upper (or lower) outlet. Also, please be aware that if you choose to plug a cordless telephone into this outlet and then use the wall switch, it may cause your phone to shut down.

Kitchen Plugs: Plugs are split in two so that the top and bottom halves are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

Smoke Detectors: Smoke from cooking, baking, or even moisture from showers can set off a smoke detector. Fan the area of smoke or steam to turn off the alarm or open a window to ventilate quickly. Always use the range hood fan in the kitchen while cooking.

All smoke alarms are electrically operated (not battery). The Fire Department recommends testing the alarms a minimum of twice a year, suggesting when the daylight savings time changes.

Plumbing

Showers: All fixtures are designed to conserve water. This means there is normal pressure but a restricted volume of water.

Toilets: All toilets are designed to conserve water. This means that only normal waste and toilet tissue may be flushed. Do not flush paper towel or sanitary products.

Insinkerator: Run cold water through it before, during and after emulsification. Avoid greases as they may cause blockage and fibrous foods that can jam the pivots.
Run a few ice cubes through every 4-6 months for maintenance. Make sure the thermal protector has not tripped if the Insinkerator fails to come on.

Paint Codes

Item No.	Description	P#	Color	Paint Code
1	Primer Sealer Walls Throughout	P1		20051 94900
2	Bathrooms Walls	P2	BM: HC-168 Chelsea Gray	94800
3	Woodworks including crown moulding (typical) and bathroom ceilings Primer	P3	White	52911 250 Gripper

* Please note: Due to possible sunlight or other environmental exposure, we cannot guarantee an exact match with the paint kits supplied.

COAST Wholesale APPLIANCES

"Innovative Products for Builders, Designers & Home Owners"

September 23, 2026

Dear Homeowner:

RE: WARRANTIES FOR APPLIANCES - COMMENCING DATE OF POSSESSION

Congratulations on the purchase of your new home at **English Mews** built by **Tien Sher.**

Please refer to the project name, English Mews built by Tien Sher, when dealing with our sales/service personnel.

Your warranties for all your appliances are ***One Year Parts & Labour*** service (detailed below)
Please contact Coast Wholesale Appliances at (604) 301-3421 to book service.
Please have the make, model, serial number and possession date ready prior to calling Coast Wholesale Appliances.

BASE PACKAGE

REFRIGERATOR	**SAMSUNG**	**RB194ACRS**	**COAST**	**604.301.3421**
Samsung Refrigerator warranty: 1 year parts and labour.				
RANGE	**SAMSUNG**	**FX510BGS**	**COAST**	**604.301.3421**
Samsung Range warranty: 1 year parts and labour.				
DISHWASHER	**MAYTAG**	**MDB4409PAS**	**COAST**	**604.301.3421**
Maytag Dishwasher warranty: 1 year parts and labour.				
MICROWAVE	**SAMSUNG**	**SMH1611SE**	**COAST**	**604.301.3421**
Samsung Microwave: 1 year parts and labour.				
WASHER	**MAYTAG**	**YMHWE201YW**	**COAST**	**604.301.3421**
DRYER	**MAYTAG**	**MGDE201YW**	**COAST**	**604.301.3421**
Maytag washer/dryer: 1 year parts and labour				

****Please consult your use and care manuals for complete warranty details on all products****

NOTE: Extended warranties are available on each appliance within 30 days of move-in date. These warranties can be purchased through Coast Wholesale Appliances.

FOR ALL OTHER BRANDS, EXTENDED WARRANTY OFFERS OR GENERAL INQUIRIES, PLEASE DO NOT HESITATE TO CONTACT US AT COAST WHOLESALE APPLIANCES.
(604) 321-6644.

Property: 1111 Ewen Avenue, New Westminster, BC
Builder: Tien Sher Investment (Ewen) Group Ltd.
Date: June 2013

Disclaimer

Although reasonable efforts have been made to ensure that the information provided in this manual is accurate and current as of June 2013, such information is subject to change at any time and will not be updated by Tien Sher Investment (Ewen) Group Ltd. Tien Sher Investment (Ewen) Group Ltd. will not be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package.

ENGLISH MEWS2

MAINTENANCE MANUAL SIGN-OFF

As a requirement of the Homeowner Protection Act, Tien Sher Investment (Ewen) Group Ltd. is required to provide you with maintenance requirements for your home and its components.

Listed below are the specific component manuals that may have been provided to you for your new home in addition to this maintenance manual.

1. In-sink disposal
2. Smoke Detector
3. Microwave Hood Fan
4. Dishwasher
5. Stove/range
6. Refrigerator
7. Washer/dryer
8. Bathroom Fans

I/We, _____, on this date_____ confirm that I/we have received the above-noted manuals for my/our new home located at:

#_____ - 1111 Ewen Avenue, New Westminster, BC from my/our builder, Tien Sher Investment (Ewen) Group Ltd. I/We also acknowledge it is my/our responsibility to familiarize myself/ourselves with the contents of these manuals and undertake any maintenance requirements explained therein.

_____ _____

Owner(s) signature Owner(s) signature

A copy of this page is to be retained by your builder. Tien Sher must forward a completed copy to Travelers Guarantee along with the completed Warranty Commencement Date Certificate, Schedule D.