

WELCOME TO YOUR NEW HOME

Dear Tenant:

On behalf of Westbank and Peterson Group, welcome to The Lauren. The concept for your new home draws inspiration from the history and character of Vancouver's West End, and also modernist art in architecture. We have made sure that every detail at the Lauren follows the philosophy of *Gesamtkunstwerk*, creating total works of art.

The West End is the second most walkable neighbourhood in Vancouver, with a walk score of 94! It is also in close proximity to some of the city's most beautiful destinations such as English Bay Beach and Stanley Park. As a neighbor to Robson Street, Davie Street and Denman Street, you are just steps away from a wide range of retail shops and restaurants all within walking distance. Whether you want to take a stroll along the Stanley Park Sea Wall or cruise in and around Downtown using a Modo car, your new neighbourhood offers a blend of luxury, comfort and convenience.

Congratulations and thank you for choosing The Lauren as your new home.

Sincerely,

PW Comox Development LP

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GENERAL INFORMATION

MAILING ADDRESS

The mailing address for your suite is specific to your address:

(your suite number), 1051 Broughton Street, Vancouver BC, V6G 0B6

UTILITIES

Tenants are responsible for setting up accounts for their electricity, television, internet and home phone.

BC Hydro - Electricity	Tel: 604.224.9376	<i>bchydro.com</i>
Telus - TV, Internet, Home Phone	Tel: 604.310.2255	<i>telus.com</i>

Please Note:

Tenants are expected to transfer over their BC Hydro accounts immediately at possession. Any BC Hydro charges as a result of the Tenant's occupancy resulting from late registration of accounts will be assessed by the Landlord and be payable immediately by the Tenant.

To register for an account with BC Hydro:

1. Online via. www.bchydro.com
 - Go to Accounts & Billing and create a MyHydro Profile or Login in to MyHydro if you already have a profile
2. Call 1-800-224-9376

When scheduling a TELUS or Shaw technician they may require the building's main telephone room. Please ensure that the Residential Manager is notified well in advance for access to be arranged on site for the projected service visit date. Same day calls may have to be rescheduled with TELUS or Shaw if prior notice is not given.

INSURANCE

INSURANCE COVERAGE

The Landlord & Property Management are not responsible for any loss that the Tenant or its occupants may suffer from a fire, water leak, earthquake or theft of Tenant's belongings, bikes or storage items. As per building rules previously agreed to, all tenants are required to maintain valid liability insurance. This will properly cover the value of all tenants or occupants personal belongings including their clothing, decorations, artwork, furnishings, and loss of use of the premises, etc. The cost of proper insurance coverage for tenants is quite reasonable and it will ensure adequate coverage for repair or replacement. The Landlord and its agent are not responsible for coverage within Tenant's premises or Tenant's act.

Should a Tenant's coverage be due to expire during the Tenancy, coverage must be renewed at least 7 days prior to expiry and provide the Landlord with an up-to-date certificate of coverage.

MOVE INS / MOVE OUTS

Moving in or out or moving of furniture must commence no later than 12:00 noon and shall be confined to 8am to 4:30pm, Monday to Friday, provided such days are not public holidays and only the elevator, the lobby and loading dock shall be used for moving or the delivery furniture or other large items.

Notice shall be given to the Residential Manager at least **72 hours** prior to any moving so that protective pads can be placed in the elevator.

The tenants will be held responsible for any damage to the common property including but not limited to walls, doors, floors, and equipment used or traversed during the course of their move, delivery or removal activities.

After moving or delivering large items, owners, tenants and occupants are responsible for:

- (a) the proper disposal of cardboard, wood, and other miscellaneous parking materials in the recycle and garbage bins provided; and
- (b) thoroughly vacuum the floor of the elevator hallways and elevator lobbies traversed

RENT PAYMENTS

Rent Payment is due on the 1st of each month. Late payments or returned cheques will result in a \$50.00 bank and administration fee. Failure to remit payment may result in a notice to vacate in accordance with the tenancy agreement and residential tenancy act. Pre-Authorized Debit or Postdated Cheques for rent payments only.

PET RESTRICTIONS

1. Pet Damage Deposits

If pets are permitted, a pet damage deposit equivalent to half month's rent is required. This is in addition to the half month security deposit required for tenancy. A pet damage deposit can only be used for damage caused by a pet and not for any other cost the landlord incurs.

2. Pet Policy

Tenants must ensure their pets:

- be spayed or neutered by by six months of age. Proof of this procedure must be shown to the Resident Manager
- are not to be left to “roam the hallways”, common areas, garage or yard. Must be on a leash at all times when outside of owner’s unit
- litter or other refuse are not to be flushed down the toilet or sink
- have access to fresh air during the day.
- be litter box trained, the litter box kept outside on the balcony or patio and the litter box cleaned on a regular twice week basis, more often in hot weather so not to have the smell in the hallways or the rest of the building
- have fresh water, and a supply of food available if left during the day, i.e. when owner at work, so as not to disturb the neighbours with barking or meowing
- droppings are cleaned up
- are immunized and all shots are up to date and proof of this shown to the Resident Manager.
- are NOT to be left alone overnight without someone checking on them.
- are below 25 lbs per pet.

ALTERATIONS, CHANGES OR IMPROVEMENTS & ENHANCEMENTS

1. Written consent from the Property Manager is required prior to any and all alterations you may wish to make to the premises, both inside and outside. Tenants will be fully responsible for the cost of restoring the premises to its original condition where any unauthorized alteration is made and at the tenant’s sole cost.
2. Nothing shall be thrown from or placed or hung outside the windows and / or flower boxes and other articles may not be placed on the balcony rails or window ledges without the prior written permission of the landlord.
3. No structural alterations, painting, or driving of nails, screws or tacks in walls floors or woodwork shall be done without written consent of the landlord, and no adhesive materials or scotch tape will be used on walls. No other window coverings other than provided.
4. Hanging artworks are permitted so long as small pin-sized nails are used.
5. The door to the suite must be kept closed, and during absence of the Tenant, kept locked. No lock or security device may be changed or altered. All keys and garage remotes must be returned on or before termination of tenancy. Expense to rekey the locks will be deducted from the security deposit.
6. No satellite dish is permitted.
7. The Tenant shall keep the premises in clean condition and good repair. Upon vacating, the Tenant shall clean and leave the same in the same condition as when the suite was taken over. This includes but is not limited to: cleaning drapes, stove, fridge, inside of windows, inside & outside of sliding patio doors, cleaning of bathroom, and washing of kitchen and bathroom floors. If these are not done, the Landlord’s cost of cleaning and/or any repairs will be deducted from the security deposit.

The above rules are designed to protect the premises and to set standards for the convenience of all Tenants. Tenant’s mindful consideration and cooperation is much appreciated.

GENERAL QUESTIONS

If you have any questions whatsoever about building procedures, Bylaws or use of the facilities, please contact your property manager.

PROPERTY INFORMATION

BUILDING EMERGENCIES

In the case of a building emergency (such as flooding, power outage, elevators out of service, etc.), please contact Prices Alarms at 604-270-2400 or 1-866-384-4104 (24 hours, 365 days a year). In the case of fire or a life threatening emergency, call 9-1-1 immediately, then notify PW Comox Holdings Ltd. and PW Development LP afterwards.

MAIL DELIVERY

The mailing address for your suite is your suite number, followed by the street name, city, and postal code. Please find an example, below:

(your suite number), 1061 Broughton Street, Vancouver BC, V6G 0B6

Mail will be delivered to the central mail box panel located on the ground floor of the building.

PARKING AND BIKE STORAGE

Monthly parking is available at the current market rate. Please contact the Resident Manager to obtain your parking. Once a parking stall is assigned, please be sure to park at the assigned stall. 30 days prior written notice is required for cancellation in accordance with your parking agreement. Do not use any other spaces without authorization or your vehicle will be towed. No uninsured vehicles are allowed in the parkade.

Tenants with bicycles may only store them in the bicycle racks or Storage lockers assigned to them. No items other than bicycles are to be stored at the bicycle rack area, and all bikes in the room must be secured to a rack. All personal property must be stored within the confines of the interior of the storage locker and tenants must not store any hazardous or flammable substance in the storage lockers.

VISITOR ACCESS TO YOUR SUITE

The building is equipped with a visitor entry system that allows you to control access to the building from within your suite by use of your telephone.

The Entry Phone system utilizes a “phone-line” system which enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP), Cellular, or digital phone systems as your main telephony device.

When a visitor calls you from the visitor entry panel, pressing “6” on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number.

Once you have pressed “6” you will hear the confirmation tones from the entry panel letting you know that the operation was successful.

To deny access, simply hang up.

For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live.

Visitor Call Waiting

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically you will hear the “call waiting” tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number “6” on your telephone.

Keyfob Access Control to Entry Doors, Gates & Elevators

To operate the keyfob – simply present it at the proximity reader located at the door or elevator you are entering. Your keyfob will unlock the door or your floor number for only a few seconds to allow you to enter. Activation of the gate uses the same keyfob/remote – to operate simply press button 1 on the remote for the main gate and button 2 for the interior residential gate.

Each keyfob has a unique number. The number on your keyfob has been assigned to your suite and programmed for access to your building. If any of your keyfobs are lost or stolen, please notify your resident manager or property manager immediately.

SECURITY CAMERAS

There are video cameras installed in common areas of the property: at the entry phone panels, in the main lobby and at the parking gates. These cameras are not intended to infringe on your personal privacy and are designed to deter or monitor unauthorized access to the property.

GARBAGE & RECYCLING

The Recycling Process: There will be tall blue or green bins placed near the regular garbage bin in the garbage room. Each of these bins is clearly marked for the type of recyclable materials that can be placed within that bin.

Separate your recyclable materials from your non-recyclable materials as follows:

1. Dry Newsprint only – put into NEWSPRINT bin

- Newspapers – Newspaper inserts & TV Guides
- Leave newspapers loose. Do not bundle or tie.
- **Please Exclude:** Envelopes, phonebooks, string, junk mail, magazines, plastic bags.

2. Mixed Paper Products – put into MIXED PAPER PRODUCTS bin

- Magazines, glossy brochures and catalogues, junk mail, writing paper, phone books, cardboard (cut into pieces the size of your blue tote bag) envelopes, (remove plastic from windows)
- **Please Exclude:** Any Waxed paper, drink boxes, paper towels, milk cartons, pizza boxes, plastic bags.

3. Clean Containers only – put into CONTAINERS {PLASTIC or METAL} bin

- Plastic bottles & jugs (symbols 1&2 only) – metal cans (rinse & remove ends, flatten), glass bottles & jars (rinse, remove labels & lids).
- **Please Exclude:** Paper, plastic, other plastic, aerosol cans, dishes

4. Cardboard – a separate bin is provided

For all larger regular cardboard type boxes ie: computer, stereo, please ensure that it is flattened down before disposing of into the cardboard recycling bin.

As noted previously, ensure all garbage is wrapped and bagged BEFORE taking it to the bins. It is important to not leave a trail or stains or drips marks on the common walkway areas on route to the garbage disposal area.

YOUR NEIGHBOURHOOD

The Lauren has a walk score of 98, and is a “Walker’s Paradise”. On the following pages, there is a directory of some of the great shops and services in your neighbourhood.

GROCERIES

Safeway

1641 Davie Street, Tel: 604.669.8131

Cardero Grocery

1078 Cardero Street, Tel: 604.681.2832

Danial Foods

1500 Barclay Street, Tel: 604.669.6766

No Frills

1030 Denman Street, Tel: 604.669.6766

Yang’s Marketeria

1332 Davie Street, Tel: 604.683.5487

LIQUOR STORES

BC Liquor Stores

1155 Bute Street, Tel: 604.660.4569

1716 Robson Street, Tel: 604.660.9031

The West End Liquor Store

957 Denman Street, Tel: 604.689.3100

RESTAURANTS

Banana Leaf

1096 Denman Street, Tel: 604.683.3333

Dinesty on Robson

1719 Robson Street, Tel: 604.669.7769

Espana Restaurant

1118 Denman Street, Tel: 604.558.4040

Guu with Garlic

1698 Robson Street, Tel: 604.685.8678

Hapa Izakaya

1479 Robson Street, Tel: 604.689.4272

Khunnai Chang Thai Cuisine

835 Denman Street, Tel: 604.801.6093

Kintaro Ramen Noodle

788 Denman Street, Tel: 604.682.7568

La Casita Tacos

1773 Robson Street, Tel: 604.685.8550

Lolita’s South of the Border Cantina

1326 Davie Street, Tel: 604.696.9996

Nook

781 Denman Street, Tel: 604.568.4554

Pho Goodness

1183 Davie Street, Tel: 604.568.3253

Raincity Grill

1193 Denman Street, Tel: 604.683.3333

Ramen Santouka

1690 Robson Street, Tel: 604.681.8121

Seventeen89

1789 Comox Street, Tel: 604.428.0705

Simba’s Grill

825 Denman Street, Tel: 604.974.0649

Stepho’s Souvlaki Greek Taverna

1124 Davie Street, Tel: 604.683.2555

Sushi Mart

1668 Robson Street, Tel: 604.687.2422

Tavola

1829 Robson Street, Tel: 604.606.4680

Ukrainian Village

815 Denman Street, Tel: 604.687.7440

Zakkushi

823 Denman Street, Tel: 604.685.1136

YOUR NEIGHBOURHOOD – CON'T

BANKING

BMO Bank of Montreal

958 Denman Street, Tel: 604.665.7235

HSBC Bank Canada

1010 Denman Street, Tel: V6G 2M5

RBC Royal Bank

945 Denman Street, Tel: 604.665.4189

Scotiabank

1205 Robson Street, Tel: 778.328.6466

TD Bank Financial Group

1690 Davie Street, Tel: 604.683.5644

Vancity Savings Credit Union

1798 Robson Street, Tel: 604.877.7000

FITNESS

Robert Lee YMCA

955 Burrard Street, Tel: 604.689.9622

Steve Nash Fitness World

1185 Georgia & Bute, Tel: x

Urban Fitness Club

928 Davie Street, Tel: 604.696.5549

West End Community Centre

870 Denman Street, Tel: 604.257.8333

HEALTH

Bikram Yoga Vancouver

1650 Alberni Street, Tel:604.662.7722

Davie Dental Clinic

1236 Davie Street, Tel: 604.681.1720

YYoga

888 Burrard Street, Tel:604.682.3569x

MISCELLANEOUS SERVICE

Gordon Neighbourhood House

1019 Broughton Street, Tel: 604.683.2554

St. Paul's Hospital

1081 Burrard Street, Tel: 604.682.2344

IMPORTANT CONTACTS

SAFETY & EMERGENCY

Call **9-1-1** for Emergencies - Ambulance, Police, Fire, Rescue
If you smell GAS, call Fortis BC's emergency line at **1.800.663.9911**.

Fire (Non - Emergency)	Tel: 3-1-1	http://vancouver.ca/fire
Police VPD (Non-Emergency)	Tel: 604.717.3321	http://vancouver.ca/police
Poison Control	Tel: 604.682.5050	http://dpic.org

CITY SERVICES

Call 3-1-1 or go to: City of Vancouver - General Inquires <http://vancouver.ca>

TRANSPORTATION

Vancouver International Airport	Tel: 604.207.7077	http://yvr.ca
Translink	Tel: 604.953.3333	http://translink.ca
Black Top and Checker Cabs	Tel: 604.731.1111	http://btccabs.ca
MacLures Cabs	Tel: 604.683.6666	http://maclurescabs.ca

BUILDING EMERGENCIES

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PROPERTY MANAGEMENT

Vincent Hoy
Tel: 778.828.0264

Stanley Chan
Tel: 778.817.4878

PW Comox Holdings Ltd. and PW Development LP c/o: Westbank Projects Corp
501 – 1067 West Cordova Street,
Vancouver, BC V6C 1C7

www.westbankcorp.com

LEASING MANAGER

Trevor Shumka Tel: 604.893.1736 trevor@westbankcorp.com

RESIDENT MANAGER

The resident manager is located in the lobby. To contact the resident manager, please call 604.328.9454

MAINTENANCE

This section includes useful information on how to maintain your new home. Please note this is just a general guideline. For further details on maintaining your new home, we recommend you to seek advice from a professional.

Our property management team does not assist with the following items as they are considered the responsibility of the Tenant:

- changing of light bulbs;
- sealing of tile grout / stone;
- damage caused by tenants or normal wear and tear; and
- resetting circuit breakers in the electrical panel if tripped.

Here are some items that you need to care for around your new home:

MAINTENANCE TIPS

- Check for signs of water leaks around toilets, under sinks and around dishwasher regularly.
- Drains - Clean and freshen sink drains by flushing with warm water and baking soda.
- Caulking - Check all the caulking in your home around sinks, tubs, showers and toilets to ensure it is in good condition and there are no leaks, gaps, seepage, or mildew. Examine caulking around windows and doors and repair or renew as necessary.
- General - Avoid overloading circuits with heaters, light decorations or appliances during the winter. In Winter (and all year) occasionally open windows to allow the house to air out and if the weather permits. Damages caused by the Tenant must be reported to the resident manager. For assistance on items that break under normal wear and tear, please contact the resident manager.

DRYWALL CRACKS & NAIL POPS

Drywall cracks and nail pops are most often caused by the normal shrinking of building materials occurring during the drying process after construction. If you experience these issues, please report them to property management for our review.

VINYL FLOORS

Here are some suggestions to clean your vinyl flooring:

- In order to prevent indentations and scratches, provide glass, plastic or other non-staining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swiveled-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces no less than 1" in diameter.
- Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage the floors.
- Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed. The floor plank and tile should not be used as a Moisture Reduction System.
- Protect your floor from tracked-in-dirt and grit particles by using walk-off mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Do not use vinegar, one-step cleaner/polishes or oil soaps.
- The floors are not affected by most common household spills: however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor.
- Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile / plank expansion or delamination.
- Do not use vinegar as a cleaning agent
- The volume of traffic on your floors will determine the frequency of maintenance needed.
- The type of floor, and even the color, will have some bearing on how much care may be necessary.
- Regular adherence to an effective maintenance program should include:
Thorough dirt and grit regulation, prompt removal of spills and stains and taking measures as noted above for heavy furniture or casters to protect the floor's surface.
- Stain Removal:
To remove stubborn spots or stains, always begin with mild cleaners. If this fails to remove the stain, use mineral spirits. Do not use harsh solvents such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.
- For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing. Subsequent to this cleaning procedure for stubborn spots, please clean the affected area with clear water to remove any residue. Any damage resulting from use of pure solvents IS NOT covered by warranty. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

WINDOWS

During cold weather a draft may appear around a window even though it is adequately glazed, fitted, and weather-stripped. With some possible exceptions, such as extreme wind conditions, the draft may be due to vertical air movement over the face of the window. A draft may also be commonly experienced when standing or sitting close to a window. This chill may be due to the heat radiating from your body to the colder window.

Condensation and frost on windows (even those double-glazed) will occur if high relative humidity is maintained inside the unit during periods of very cold weather.

ROLLER SHADES

Regular dusting is recommended. When necessary, the shades can be lightly vacuumed with a brush attachment. More severe soiling can be removed by using a soft cloth and a mild detergent and water solution. To dry, use the cool setting of the hair dryer. Also adequate ventilation for shades.

DO NOT use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

COUNTERTOPS

CARING FOR YOUR COUNTERTOPS

Granite is a natural material, which time has made strong and man has made beautiful. Because of these qualities, the kitchen and bathroom granite countertops, if given the proper care, the stone will sustain its beauty and durability virtually forever. And the way to keep/sustain your granite is to keep it clean. Most commonly, unless regular cleaning is done, ordinary dust particles in the air will obscure the natural appearance of granite. It may lose a little of its brightness and luster, but this situation can be easily remedied. Granite should be washed with a clean, soft cloth and fresh warm water. Then, as an additional safeguard, wash your granite twice a year with warm water and a mild detergent, for this should remove any residue that may have become ingrained. For further protection, a non-yellowing seal/wax should be used. Generally, this type of attention will save a great deal of time spent on other cures.

Care & Consideration

Fine granite should receive the same attention given fine wood. Coasters should be placed under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drink contain acid and acid will eat in or etch the stone. Spills of any type should be immediately wiped up. Hot plates should be used under heated dishes. Placemats or felt bottoms should be placed under china, ceramics, silver and bric-a-brac to prevent scratching of the granite. With normal care, stains and scratches will not happen; but if they do, the purpose of this information is to recommend precautions and corrective measures in the event of an unfortunate accident. The cleaning methods described in this text are perfectly safe for genuine granite but may damage other materials. If you are not sure the item you want to clean is genuine granite, and not a substitute, check with a granite dealer.

Stain Removal

If preventative maintenance is practiced, stains should not be a problem. However, if an accident occurs, the following steps should be taken. You may first want to try a commercial granite polish to see if this removes the stain. Follow manufacturer's directions for application. If this is unsuccessful, consult this text to determine what type of stain you have and practice the recommended corrective measure, or if you are unsure of the nature of the stain, use the General Poultice Method of stain removal.

General Poultice Method

The General Poultice Method is a special cleaning procedure for the removal of deep-seated, time-set dirt and grime. The poultice may be applied to honed or polished stone, and is particularly useful on intricate carvings, moldings and other detailing. The general poultice is essentially a strong liquid cleaner, combined with a white absorbent material to form a paste-holding medium that concentrates its effort over a period of time by drawing the stain out of the granite and into the poultice. (Removing a particular type of stain is also done by the poultice method. The only difference is the liquid cleaner used in each method changes with type of stain. See specific stain instructions that follow for recommended liquid cleaners.) Mix the absorbent material with common laundry bleach or a 6% solution of hydrogen peroxide to form a paste the consistency of oatmeal or cake icing. (The absorbent material can be any of the following: molding plaster, untreated white flour, white tissue or paper towels, white powdered chalk, talc, Fuller's earth, etc.) For estimating purposes, figure a usage rate of one pound of paste per square foot of surface. Always apply to areas surrounding the stain to prevent the soil from being forced into clean stone. (Commercial poultices are also available. See your local granite dealer or hardware store.) First, moisten the surface of the granite with the same liquid that made the paste, wetting the stone beyond the extent of the stained areas. Apply the poultice paste to the granite with a wood or plastic spatula to avoid the possibility of scratching the surface and to insure a uniform thickness of ½ inch. Make sure the poultice is in full contact with the stone, with no entrapped air pockets or voids. Tape plastic sheeting with masking tape over the poultice area to concentrate and retain moisture. Allow it to set for 48 hours. After this standing period, dampen the poultice with clean, cool water to control dust. Remove the poultice with a wood or plastic spatula and rinse the cleaned area thoroughly with clean water; blot or wipe off excess water; allow the work to dry. When water spotting had disappeared, inspect for remaining dirt. A second poultice application maybe necessary.

Oil Stain

An oil-stained area will darken the stone. Oil stains are caused by butter, milk, cream, salad oils, cosmetics, mustard, etc. In order to remove this type of stain, and acetone poultice must be used. (Caution: when using acetone, make sure the area is properly ventilated and the acetone is kept away from flame or sparks. If you are uncertain about this application, let a professional do it.) Apply the poultice in the same manner as the general poultice method described above. Cure the cause. Cosmetics cause oil. It's convenient to set bottles, jars or tubes on a granite vanity top, but if they spill or drip, wipe up immediately. A good idea would be to place beauty aids on a felt bottomed tray.

Organic Stains

Organic stains are pinkish-brown in colour and take the shape of the staining object. Often these stains will disappear without treatment after the offending substance has been removed. Food, leaves, flowers, tea, coffee, bird or animal droppings can cause organic stain. Wash the surface with clean water, and apply a poultice with a liquid base of hydrogen peroxide in a 6% hair-bleaching solution. Follow the same application instructions to the general poultice method. Tobacco stains usually respond to this same treatment.

Rust Stains

Rust stains are orange brown in colour, and follow the shape of the staining object such as steel wool, nails, bolts, screws, flowerpots, cans, etc. Before removing the stain, remove the cause. This is, clean and paint the materials that have caused the stain with a clear coating such as varnish, shellac, or a

plastic spray-on coating. After removing the causes, superficial stains may be removed with a vigorous scrubbing. Seated stains may be removed by the application of a commercial "Naval Jelly" or other "Rust Remover", following manufacturer's direction for use, if these remedies fail, often abrasion with a scouring powder followed by a second application of the "Naval Jelly" will remove the stain. Should this fail, apply a poultice for no more than ½ hour using either sodium hydrosulphite (NaHSO₄) or sodium hypochlorite (NaClO) as the liquid base. Under no circumstances should cleaners containing bleach be combined with a cleanser containing ammonia as toxic fumes will be produced by this mixture.

Paint Stains

Paint stains should be removed only with a commercial type "Heavy Liquid" paint stripper available from hardware and paint stores. Such strippers are normally hydroxide types: they contain caustic soda, or lye. Do not use acids or flame tools to strip paint from granite. Follow the manufacturer's directions for use of these products, taking care to flush profusely with clean water after use. Use only wood or plastic scrapers and stiff fiber or jute brushes for removing the sludge and curdled paint. Normally, latex and acrylic paints will not cause staining. Oil-based paints and linseed oil putty may cause oil stains. Remove as previously described.

Etch Marks

Etch marks are caused by certain acids left on the finish of polished marble. Among these are wines, beet, fruit juices, vinegar, tomato products, mustard, carbonated beverages, ink and salad dressing. Some materials will etch the finish of the marble, but not leave a stain. First, wash the surface with clear water. If a stain remains, poultice the area following either the General Poultice Method or the method described for your particular stain.

Polishing

Once the stain has been removed, wet the surface with clear water and sprinkle on granite-polishing powder, available from a hardware or lapidary store, or your local granite dealer. Rub the powder onto the granite with a damp cloth or by using a buffing pad with a low speed power drill. Continue buffing until the etch mark disappears and the granite surface shines. (When you apply a poultice to granite with a polished finish, there is a possibility that you will lose some of its gloss. If this happens, follow the polishing instructions above.)

Do's & Don'ts

- DO** wear rubber gloves and eye protection when using any of these cleaning methods.
- DO** make sure the area you are working in is properly ventilated.
- DO** use wooden or plastic spatulas to apply and remove poultice to prevent scratches.
- DO** apply poultice to ½ inch thickness and leave on the areas for 48 hours.
- DO** have patience. These methods take time and persistence for best results.
- DO** contact your local granite dealer for advice and help.
- DON'T** combine liquids containing ammonia and bleach, for toxic fumes will be produced.
- DON'T** use sand paper or cleaners containing grit or abrasives on polished marble surfaces except where otherwise noted.

Electrical Outlets

All receptacles in a new home must be tamper resistant. These are designed to prevent children from inserting objects like hairpins, keys and nails which could cause them to receive a shock.

Please be advised that this new design makes it more difficult to insert the prongs of the plug. You must press the plug in straight and firmly. You will not break the receptacle, you will simply release the shutter system.

The new receptacles have a built-in shutter system that prevents anything from going into just one hole. The shutters will open only if two prongs are heading into the holes at the same time.



The TR (tamper resistant) receptacle will work just like any other electrical outlet except it has a built-in, spring loaded shutter system behind the face plate that closes off the contact openings or slots of the receptacle. When a plug is inserted into the receptacle, both springs are compressed and then open, allowing the metal prongs of the plug to make contact and create an electrical circuit. Because both springs must be compressed at exactly the same time, the shutters will not open when a child attempts to insert an object into only one receptacle opening. Consequently there is no contact with electricity and an injury or tragedy is avoided.

SWITCH OPERATED RECEPTACLES

In some of the rooms you will find a receptacle that seems as though it isn't working. This receptacle is known as a "½ hot". This is because one outlet (usually the top) is controlled by a switch on the wall, while the other outlet is standard and has power to it at all times. This outlet has been provided so that a lamp can be plugged into the receptacle and controlled by a light switch.

SMOKE DETECTORS

Your smoke detectors are designed to detect smoke from a fire and sound an alarm. They are wired directly, but have a battery backup in case of a power outage. They are sensitive and may give a false alarm from smoke associated with cooking, insects, or dust particles. The manufacturer recommends vacuuming the device periodically to help eliminate false alarms. Change in temperature and humidity can also cause false alarms.

The detectors will make a chirping sound when the batteries are low or dead. We recommend that you change the batteries twice a year and that you change all the smoke detectors in your home at the same time. Follow the instructions carefully, as an incorrectly installed battery will continue to chirp.

ELECTRICAL TROUBLE SHOOTING

CIRCUIT BREAKERS

A breaker protects each circuit in your home. This breaker will trip (shut off) any time that there is an overload on one of your circuits. All breakers are located in the electrical panel. After opening the door of the electrical panel, you will see several breakers.

These breakers should be in the ON position for normal use. If for some reason a breaker has tripped, you should do the following:

1. Unplug everything that is plugged into the circuit that is not working.
2. Go to the electrical panel and find the breaker that is in the trip position.
3. Move the breaker in the trip position to the OFF position; doing this will take a little effort, it must be pushed hard. When done correctly, the breaker will stay in the OFF position even after your hand is removed.
4. Now you may turn the breaker ON. This should restore power to the circuit.

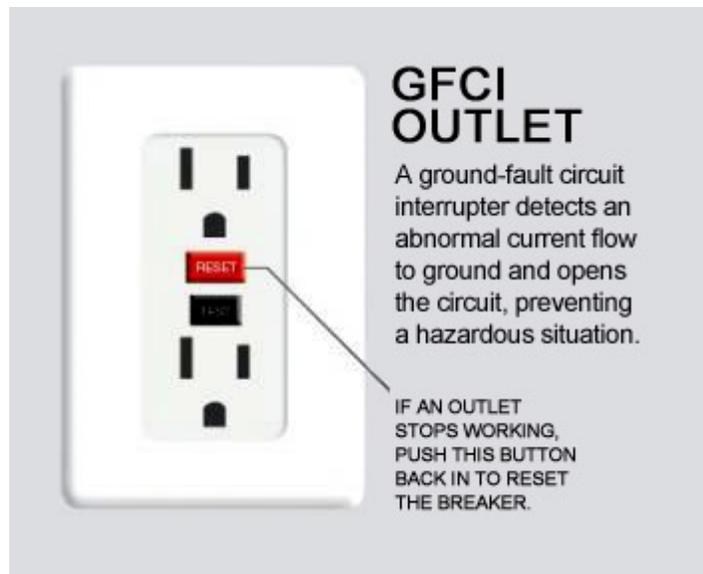
GROUND FAULT CIRCUIT INTERRUPTERS

There is another safety device that is located in your home, a Ground Fault Circuit Interrupter (GFCI). The GFCI controls all the receptacles that are located in any of the following locations:

1. Bathrooms.
2. Receptacles near any sink, such as the kitchen or utility room.

The GFCI is a receptacle that has two buttons located on the front. One button is a test button and the other is a reset button.

If any of the receptacles that are in the above areas are not working, then you will need to locate the GFCI receptacle and reset it. You can do this by unplugging any item that is connected to the receptacle and then pressing the reset button.



CONDENSATION & RELATIVE HUMIDITY

Too much humidity can produce a host of difficulties for householders including condensation on windows, wet stains on walls and ceilings, mouldy bathrooms, musty smells, and damage to suite finishes; wood in particular. Issues often occur during the heating season when windows are closed, and indoor air circulation and ventilation are reduced. Too little humidity can also be an annoyance and cause chapped skin, static and sparks, breathing problems, and even issues with electronic equipment.

THE IMPORTANCE OF BATHROOM AND KITCHEN FANS

Bathroom and kitchen fans are an important part of your home's ventilation system. They remove odours from your home, which improves indoor air quality. They also remove moisture, which will decrease the level of humidity in your suite

Today's homes are tighter and better insulated than ever before due to new and improved building practices. Humidity should be controlled so that little or no condensation appears on the inside surface of the windows.

Condensation of moisture on windows is a common occurrence in most units during the winter. However, it is a source of annoyance and if corrective measures are not taken at an early stage, serious damage from staining, rotting, and mould can result. While the problem can be more noticeable during the first winter while the suite "dries out", normal living habits are additional and continuing contributors to high Relative Humidity (R.H.).

You can use your windows as a guide to the proper R.H. within your home. As soon as condensation occurs on inside window surfaces, steps should be taken to reduce the R.H. by controlling the moisture sources or by increasing ventilation.

Ventilation is often the only effective means for removing moisture. Exhaust fans in the kitchen and bathroom are useful for drawing off moisture from cooking and bathing before the vapour can circulate through the unit. Having a window open will also help to keep your suite ventilated.

It is strongly recommended that your bathroom fan is programmed to run eight hours per day.

PAINT CODES

The paint in your suite is supplied by Benjamin Moore.

Description and location	Formula	Description
Walls throughout including ceilings and trims	CC-10	Ultra White - Eggshell
Door frames, baseboards, ceilings	CC-10	Ultra White – Eggshell
Frames	Storm AF-700	Grey – Satin

RECOMMENDATIONS FOR WASHING PAINTED SURFACES

Please note the type of paint as listed on the colour chart, above.

Flat Paints

Spot clean only. Use a mild detergent (such as liquid dish soap) with a damp sponge. Wipe gently. DO NOT RUB. Rinse gently with clean water and sponge.

Eggshell Paints

This surface is washable and marks can be easily removed. Wash the same way as you would wash flat paint, but it is okay to apply some pressure.

Semi-Gloss Paints

Semi-Gloss is a very washable paint and can withstand heavy washing / rubbing.

ROBERT LEE YMCA

As a tenant of The Lauren, the Robert Lee YMCA has offered a No Joiner Fee promotion starting from September 1st until November 30th, 2014. The No Joiner Fee promotion can help to save \$50-\$75 on the first initiation fee on your first month at Robert Lee YMCA. Members will still need to pay the membership fee.

For fees and more information, please visit: <http://www.vanymca.org/centres/robertlee/join>. To take advantage of this offer, simply present the Welcome Letter (the first page of this package) or a copy of your bill at the Robert Lee YMCA.