



Please keep this Reference guide in an easily accessible location in your suite

Questions for the Customer Care team? Use our On-Line Customer Service Request Form. Simply log onto concordpacific.com and click on the 'Customer Care' tab to submit your requests.

NOTE: We can only accept Service requests from Suite Owners or their Rental Managers. Tenants, please report any service requests directly to your Landlords

<p><b>PROPERTY MANAGEMENT</b></p> <p>Questions or concerns regarding Building Management please contact your Property Manager:</p> <p><b>Nicole Huang</b> nhuang@ranchogroup.com 604-331-4285 (direct line) 604-684-1956 (fax) 604-331-4223 (Mandarin) 604-331-4243 (Cantonese)</p> <p><b>Building Emergencies - 24 hours</b> <b>604-684-4508</b></p> <p>Problems in the common area of Concord Gardens, such as in the exterior, landscaping, recreation areas, or parkades, are the responsibility of your property management company.</p>	<p><b>BC Hydro</b></p> <p><b>Account Set-up</b> <u>Immediately contact</u> <b>Hydro at:</b> bhydro.com/moving</p> <p>Please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date.</p>	<p><b>CUSTOMER CARE</b></p> <p>Questions or Concerns regarding in-suite items at Concord Gardens</p> <p>Please contact our Customer Relations Officers</p> <p><b>Sanfy Lin</b> 604-899-7202 Sanfy.Lin@concordpacific.com</p> <p>By Fax: 604-899-9183</p>
<p><b>Water &amp; Gas Shut off Valves</b></p> <p>Please take the time to locate your Water Shut Off valves. They are usually located behind the square panel in your storage room or bedroom closet.</p> <p>Gas Shut Offs are located in the Kitchen cabinet beside the Cook Top.</p> <p>In case of emergencies, turn off the valves to help reduce any damage to your suite.</p>	<p>For Care and Maintenance of specific materials in your home please refer to the <b>HOMEOWNERS MANUAL</b> Found online at: concordpacific.com <b>CUSTOMER CARE Tab</b></p>	<p><b>Moving in/Out</b></p> <p>You must contact the Property Management Company to book a designated elevator time for moving in or out. Kindly contact the Concierge at <b>604-285-7728</b> or email at <a href="mailto:concordgardens@ranchogroup.com">concordgardens@ranchogroup.com</a> to book your elevator.</p>
<p><b>Washer/Dryer</b></p> <p><b>NOTE: Only use "HE" (high-efficiency) detergent in front loading washing machines.</b></p> <p>Failure to do so can result in damage to the washer as well as add the risk of flooding and water damage to your/other suites. Regular detergent will create excessive suds that can back up into the drain system causing considerable damage.</p> <p><b>Please remember to clean the Dryer lint trap between each use.</b></p>	<p><b>Extended Absence</b></p> <ul style="list-style-type: none"> <li>- If your suite will be unoccupied for an extended period of time either between tenants, or while you are on vacation please shut off both the Hot &amp; Cold Water supply lines to your suite (located in your closet).</li> <li>- During cooler weather, always maintain a minimum 15°C temperature in your suite, even while on vacation.</li> </ul> <p><b>NOTE: If you will be away for more than 2 weeks, you should have someone (friend/relative) come in (once every 2 weeks) to turn on the water, flush all of the toilets and run water in the sinks and bathtubs so that the P-traps do not dry out allowing sewer gasses to enter the suite. Then turn off the supply line again.</b></p>	<p><b>Bathroom Fan Timers</b></p> <p>A timer located in your closet controls your bathroom fan. Richmond building code requires your fan to run for a minimum of 2, 4 hour periods every day. You can adjust the timer to run automatically at any time of day you choose. There is an instruction manual for this timer on your on-line Homeowner's Manual at: concordpacific.com. You will find it under the Customer Care tab.</p>
<p><b>Home Owner/Tenant Insurance</b></p> <p>For your protection, we feel that it is necessary to remind you of the importance of Home Owner Insurance. Please see Section 6.5 located under "Living in CONCORD GARDENS" in your Homeowner's Manual.</p> <p>*Owners &amp; Tenants should have their own in-suite insurance coverage for their personal possessions and liability coverage. An insurance policy should be obtained from your Insurance Broker to provide adequate in-suite insurance coverage, prior to your move in date.</p>	<p><b>Keys &amp; Fobs</b></p> <p>It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.</p>	<p><b>Window Restrictors</b> <b>DO NOT REMOVE or tamper with the window restrictors.</b></p> <p>Window restrictors are a building code safety requirement and must not be removed.</p>
	<p><b>Phone &amp; Cable Installation</b></p> <p>Contact the Property Manager for access to the Mechanical rooms that will allow Trades to install your Phone, Cable &amp; Internet services.</p>	

## APPLIANCES

*For complete instructions on the operation and care of your appliances, please refer to the manuals located under the Appliance Manuals tab of this CD. It is important to read through all manuals before using the appliances.*

### All Manuals can be found under the **MANUALS** tab on your on-line Homeowner's Manual

(Paper copies were left in your Kitchen drawer during your Walk-Through inspection)

#### Boutique:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BEDROOM	Blomberg 24	BRFB1050FFBIN	<b>Trail Appliances</b>	<b>604-777-3300 (Ext.2)</b>
Cook Top	Blomberg 24	F4GK24S1-NB		
Oven	Blomberg 24	BWOS24102		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 24	CRIS24SS		
Microwave	Panasonic	NNST775S		
Washer	Blomberg	WM77120		
Dryer	Blomberg	DV17542		
Fridge – 2 BEDROOM	Fhiaba 30	BI7490TST3U or BI7490TST6U		
Cook Top	Blomberg 30	F4GK30S1-NB		
Oven	Blomberg 30	BWOS30100		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 30	CRIS30SSH		
Microwave	Panasonic	NNST775S		
Washer	Blomberg	WM77120		
Dryer	Blomberg	DV17542		

#### Couture:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BEDROOM	Miele 24	KFNS37432iD	<b>Trail Appliances</b>	<b>604-777-3300 (Ext.2)</b>
Cook Top	Miele 24	KM360GSS		
Oven	Miele 24	H22461BSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 24	DA3460		
Microwave	Panasonic	NNST775S		
Washer	Miele	W1623		
Dryer	Miele	T7634		
Fridge – 2 BEDROOM	Miele 30	KFN9855IDERE or KFN9855IDELI		
Cook Top	Miele 30	KM2030GSS		
Oven	Miele 30	H6180BPSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 30	DA3480		
Microwave	Panasonic	NNT795S		
Washer	Miele	W1623		
Dryer	Miele	T7634		

## PAINTED SURFACES

### PAINT SCHEDULE (ALL SUITES) ALL PAINT IS FROM SHERWIN WILLIAMS or DULUX

Walls	Colour - BM: CC-30 Oxford White	Paint Code – 94900.501 (Eggshell)	Dulux
Drop Ceilings	Colour - BM: CC-30 Oxford White	Paint Code - B30WQ8151.505 (QK Flat)	Sherwin Williams
Wood Trim & Bathrooms	Colour - BM: CC-30 Oxford White	Paint Code – 59211.501 (Semi-Gloss)	Dulux

## FLOORING

<h3>Laminate &amp; Engineered Wood Flooring</h3> <p>A few moments of care and a little common sense can go a long way in keeping your new floors looking their best.</p> <p><b>Routine Maintenance:</b></p> <ul style="list-style-type: none"> <li>- Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.</li> <li>- Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.</li> <li>- Periodically clean the floor with cleaning products made specifically for laminate/wood floor care.</li> <li>- DO NOT wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.</li> <li>- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.</li> <li>- Do not use any type of buffing or polishing machine.</li> </ul> <p><b>Environmental Protection:</b></p> <ul style="list-style-type: none"> <li>- Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.</li> <li>- To prevent slippage of area rugs, use an approved vinyl rug underlayment.</li> <li>- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.</li> <li>- Remember, preferable temperature should be approximately 17-23°C (62-73°F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30% as this may cause gapping. (Proper humidity levels should be maintained by using your exhaust fan, which has a timer switch on the wall in the closet.)</li> <li>- Keep your pet's nails trimmed to prevent them from scratching your floor</li> </ul>	<h3>Tile Flooring</h3> <p>Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills immediately to prevent staining of the grout.</p> <p><i>NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.</i></p> <hr/> <h3>Carpet</h3> <p>Regular vacuuming is the most important maintenance step. Remove spills immediately. <b>DO NOT RUB THE CARPETS.</b> Have your carpets professionally cleaned as required. Consider wearing slippers as the oil from bare feet and socks can rub off on the carpet and cause the surface of the carpet to mat.</p>
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