



CONCORD GARDENS

**IMPORTANT THINGS "TO DO" CHECK LIST**

**Please read the items below**

We have compiled a list of important items that need to be addressed upon possession of your suite. Following this list will make it easier to get comfortably settled into your new home. We hope you enjoy living in Concord Gardens.

- 1) **BC Hydro Account Set-up:** **Immediately contact the Customer Automated Service Line at 604-224-9376 OR go to [bchydro.com/moving](http://bchydro.com/moving) to register your new account.** Please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this Date.
- 2) **Quick Reference Guide:** Please carefully read this reference guide and keep it in a convenient location in your suite. It contains valuable information that you may need at a moments notice.
- 3) **Test your keys to ensure they are all functioning normally:** If there are any problems with your FOBS the Concierge will be able to assist you. If your FOB is lost or stolen please report it to the Concierge immediately and they will deactivate it from the system. This will help keep your home safe and secure.
- 4) **Home Owner/Tenant Insurance:** 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.

**Owners 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 legal Possession date.**

The Strata Corporation's insurance only covers the common property and common assets of the building.

- 5) **Phone Installation:** If Novus advises you of any difficulty with the phone line installation, kindly fill out a CSR Form to bring to our attention so we can be of assistance.
- 6) **Bathroom Fan Timers:** A timer located in your suite controls your bathroom fan. City of Richmond building code requires your fan to run for a minimum of 2, 4 hour periods per day. You can adjust the timer to run automatically at any time of day you choose.
- 7) **Laundry:** **Only use "HE" (High-Efficiency) detergent in front loading washing machines.** 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. Please remember to clean the dryer lint trap between each load.  
**NOTE: MIELE Washers** – Simply ignore the "REMOVE TRANSPORT BARS" message that appears on the screen. It will only appear during the FIRST wash.
- 8) **Customer Service Requests:** All requests for service on warranty items in your suite must be made in writing to the Customer Care Centre unless it is an emergency (*please see section 2.0 - What to do in an Emergency*).

For your convenience we have created an On-Line Customer Service Request form. It can be found on the Concord Pacific Web site under the Customer Care Tab.

Log onto [concordpacific.com](http://concordpacific.com), then click on the **Customer Care** Tab and follow the links to the **Warranty Service Request** tab to submit your enquiries.

You will be prompted to enter your Building Name, Strata Lot and Suite Number to access the Request Form. Then simply enter the information as prompted, Print a copy for your records and then hit SUBMIT. You will then be contacted by one of our Customer Care agents who will then follow up on your request

**NOTE: Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.**

9) **Rancho Property Management - Information:**

24 Hour Emergency Line # 604-684-4508

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| <p><i>Your property is professionally managed by:</i><br/> <b>Rancho Management Services (B.C.) Ltd.</b><br/>         #600-1190 Hornby Street<br/>         Vancouver, B.C. V6Z 2K5<br/>         604-684-4508 (office)<br/>         604-684-1956 (fax)</p> | <p><i>Property Manager:</i><br/> <b>CONCORD GARDENS</b><br/>         Nicole Huang<br/> <a href="mailto:nhuang@ranchogroup.com">nhuang@ranchogroup.com</a><br/>         604-331-4285 (direct line)<br/>         604-684-1956 (fax)</p> |
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10) **Common questions for Rancho Property Management:**

- Strata Fees and payment
- Purchase of additional Fobs
- Enterphone Panel ID/Name
- Report Lost Fobs
- Amenity Room Bookings
- Water Leaks / Damage
- Common Area Concerns

**The CONCORD GARDENS Concierge can be reached at: 604-285-7728**

11) **Moving in:** You must contact the Concierge to book a designated time for moving in.

Kindly contact the Concierge at 604-285-7728 or email at [concordgardens@ranchogroup.com](mailto:concordgardens@ranchogroup.com) to book your elevator.