

Please keep this Reference Guide in an easily accessible location in your suite.

**Submitting a Service Request? Use our online Customer Service Request Form.**  
Go to [www.concordpacific.com](http://www.concordpacific.com) and click on 'Customer Care', then select "Homeowner" and the applicable project to access the customer service request web form.

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

**Property Management**

Enquiries regarding Building Management please contact your Property Manager:

**Gus Ramirez**

[gramirez@ranchogroup.com](mailto:gramirez@ranchogroup.com)

604-331-4251 (direct line)  
604-684-1956 (fax)  
604-331-4223 (Mandarin)  
604-331-4243 (Cantonese)

**Building Emergencies (24 hours)**  
**604-684-4508**

Questions about common areas of Park Boulevard, such as strata fees and payments, purchasing additional Fobs or reporting lost Fobs, amenity bookings, landscaping, parkades, and concierge service must be directed to the property management company.

Please refer to Rancho's Welcome Package for more information.

**Submit a Customer Service Request Form**



For Care and Maintenance of specific materials in your home, please refer to the **HOMEOWNER'S MANUAL**  
Found online at:

[concordpacific.com](http://concordpacific.com)  
CUSTOMER CARE Tab

**Customer Care**

Enquiries regarding in-suite items please contact **Customer Care**:

Lorelei Lambert  
[Lorelei.Lambert@concordpacific.com](mailto:Lorelei.Lambert@concordpacific.com)  
Tel: 604-899-7235

Ellen Xiang (Mandarin speaking)  
[Ellen.Xiang@concordpacific.com](mailto:Ellen.Xiang@concordpacific.com)  
Tel: 604-899-7224

**Moving In/Out**

To book a designated time and date for moving in or out please contact **Kimberly Lang** at Tel: 604-331-4287 or [klang@ranchogroup.com](mailto:klang@ranchogroup.com)

**AFTER January 15<sup>th</sup> 2022**, please contact the concierge at 604-585-6577 or [parkboulevardconcierge@rservice.ca](mailto:parkboulevardconcierge@rservice.ca)

**Water/Gas Shut-off Valves**

Please take the time to locate your Water Shut Off valves. They are usually located behind the square panel in your den/storage room or bedroom closet.

Gas Shut Offs are located behind the drawer in the Kitchen either beside or directly under the Cook Top. Please refer to your Component Map for location.

In case of emergencies, turn off the valves to help reduce any damage to your suite.

**Extended Absence**

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 & Cold water supply lines to your suite.

During cooler weather, always maintain a minimum 17°C temperature in your suite, even while on vacation.

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.

**Washer/Dryer**

NOTE: 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. Regular detergent will create excessive suds that can back up into the drain system causing considerable damage.

**Keys & Fobs**

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

**Hydro Accounts**

Immediately contact Hydro [bhydro.com/moving](http://bhydro.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.

**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 at Park Boulevard" in the Homeowner's Manual at [concordpacific.com](http://concordpacific.com).

\*Owners & 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.

**Window Restrictors**

DO NOT REMOVE or tamper with the window restrictors. Window restrictors are a building code safety requirement and must not be removed.

## APPLIANCES

For complete instructions on the operation and care of your appliances, please refer your appliance manuals.  
It is important to read through all manuals before using the appliances.

All Manuals can be found at [www.concordpacific.com](http://www.concordpacific.com) > Customer Care > Park Boulevard > Manuals

APPLIANCE	MODEL #	SERVICE
24" Bosch Fridge/Freezer	B09IB81NSP	<b>Trail Appliances</b> <b>1-888-416-2990</b> <a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a>
24" Bosch Cook Top	NGM5456UC	
24" Bosch Oven	HBE5451UC	
24" Bosch Dishwasher	SHVM4AYB3N	
30" Bosch Hood Fan	HCP30E52UC	
30" Bosch Fridge/Freezer	B30IB900SP	
30" Bosch Cook Top	NGM5056UC	
30" Bosch Oven	HBL5351UC	
Panasonic Microwave	NNST775S	
Blomberg Washer	WM72200W	
Blomberg Dryer	DV17600W	

## PAINTED SURFACES

Location	Colour	Product Description	Paint Code
All Walls Throughout	CC-30 Oxford White	Benjamin Moore Ultra Spec 500 - Interior Low Sheen Eggshell	K537
Bathroom walls, ceilings and all trim/woodwork	CC-30 Oxford White	Benjamin Moore Ultra Spec 500 - Interior Semi-gloss	K539
Ceilings	CC-30 Oxford White	Sherwin Williams ProMar 400 Zero VOC Interior Latex	Promar 400 Zero VOC Flat

## HARD SURFACES

<p style="text-align: center;"><b>Laminate &amp; Engineered Flooring</b></p> <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><u>Routine Maintenance:</u></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><u>Environmental Protection:</u></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.</li> <li>- Keep your pet's nails trimmed to prevent them from scratching your floor</li> </ul>	<p><b><u>Porcelain Tile:</u></b></p> <p>Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills/splashes immediately to prevent staining of the grout. <b>NOTE:</b> It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.</p> <p><b><u>Engineered Stone:</u></b></p> <ul style="list-style-type: none"> <li>*Do not sit, stand or place heavy objects on countertops.</li> <li>*Do not place hot items directly on the stone surface.</li> <li>*Always wipe up spills immediately to prevent staining.</li> <li>*Always use a cutting board; DO NOT cut any items directly on the countertop.</li> </ul> <p>Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.</p> <p>Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.</p> <p>Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.</p>
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