

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:

**Joseph Tsang**

[joseph.tsang@ranchogroup.com](mailto:joseph.tsang@ranchogroup.com)

604-331-4253 (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 Hillside West, 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:

**Tower 1: Sanfy Lin**

Tel: 604-899-7202

[Sanfy.Lin@concordpacific.com](mailto:Sanfy.Lin@concordpacific.com)

**Tower 2: Lorelei Lambert**

Tel: 604-899-7235

[loirelei.lambert@concordpacific.com](mailto:loirelei.lambert@concordpacific.com)

### Moving In/Out

Please contact Linda Truong

[linda.truong@ranchogroup.com](mailto:linda.truong@ranchogroup.com)

Tel: (604) 331-4291

**On or after Jan 1, 2023, please contact the Concierge at [hillsidewest@rservice.ca](mailto:hillsidewest@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**  
**[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.

### 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 Hillside West" 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.

### Heating and Cooling

A fan coil unit is generally located in the ceiling of the hallway of our suite. Owner is responsible to change the filters twice a year and drip pan emptied. Failure to replace filters at regular intervals may result in inefficient heating and cooling, and could potentially void your warranties. For more details, please refer to your homeowner manual under section 9 – Care and maintenance.

## 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 > Hillside West > Manuals

APPLIANCE	MODEL #	SERVICE
24" Bosch Fridge	NGM5456UC	<p><b>Toll Free Number</b> <b>1-888-416-2990</b></p> <p><a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a></p>
30" Bosch Fridge	B30IB81NSP / B30IB800SP / B30IB900SP	
24" Bosch Gas Cooktop	NGM5456UC	
30" Bosch Gas Cooktop	NGM5056UC	
24" Bosch Wall Oven	HBE5451UC	
30" Bosch Oven	HBL5351UC	
24" Bosch Dishwasher	SHVM4AUB3N	
30" Bosch Dishwasher	SHVM4AYB3N	
Bosch Hood Fan	HCP30E51UC	
Panasonic Microwave	NNST775S	
Blomberg Washer	WM72200W	
Blomberg Dryer	DV17600W	
Coffee Machine (Select units only)	BCM845OUC	

## PAINTED SURFACES

Area	Product	Code	Color
Tower 1- All walls throughout on all levels	Benjamin Moore	K537	BM CC- 30 Oxford White
Tower 1 - All ceilings throughout	Benjamin Moore	Promac 400 Zero VOC B30W04651	BM CC- 30 Oxford White
Tower 2 – All walls throughout on all levels	Benjamin Moore	F537	BM CC- 30 Oxford White
Tower 2 - All ceilings throughout	Benjamin Moore	Pomar 400 Regular	BM CC- 30 Oxford White
Tower 1 & 2 – Baseboards, Bathroom Walls and ceilings	Benjamin Moore	K539	BM CC- 30 Oxford White
Tower 1 & 2-Primer for walls and ceilings	Benjamin Moore	K354	BM CC- 30 Oxford White
Tower 1 & 2- Primer for Baseboards and Bathrooms	Benjamin Moore	K534	BM CC- 30 Oxford White

## HARD SURFACES

Laminate & Engineered Flooring	Marble Tile
<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.</li> <li>- Keep your pet's nails trimmed to prevent them from scratching your floor</li> </ul>	<p>Wash with water and a PH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills immediately to prevent staining of the grout.</p> <p>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.</p> <p><b>Engineered Quartz Counters</b></p> <p>Quartz countertops are composed of ground quartz stone, pigments, and resin. They are naturally glossy and should not require polishing.</p> <p>In order to care for your quartz countertops, use non-abrasive cleaners for cleaning. Avoid hard pressure and quick changes in temperature. Do not use metal utensils to remove stuck on material.</p> <p><b>Refer to Homeowner's Manual for care and maintenance information</b></p>