



HOMEOWNER THRIVE GUIDE

Build a better life!

November 2024

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1. Homeowner Questions and Concerns

The Partners Customer Care Team will work diligently with our Homeowners to identify and answer any questions or concerns related to your Partners home.

Regarding any deficiencies in your home, Partners would ask that you include photos and a detailed description of your concern(s). Please attach any photos or documents related to your concern(s) to your email when enquiring about possible work to be addressed in your home.

Partners Customer Care Videos & Home Maintenance

Partners has equipped homeowners with valuable Home Care videos and a document library to enhance homeowners' understanding of property management. To access these resources on our website, please follow these steps:

- 1) Locate "Homes" at the top left corner of the web page and click open.
- 2) Proceed to "Home Care" and click open.
- 3) Scroll down the page and you will find "Additional Home Care Documents" and "Partners Home Care Videos."

Additionally, within the Home Care Section, Partners offers a downloadable PDF version of the "Thrive Guide" for your convenience in case you cannot find your copy.

Located in the "Additional Home Care Documents" you will also have access to the (MSDS) Material Safety and Data Safety information and home maintenance information.

Partners Customer Care can be reached via email at: customercare@partnershomes.ca, or by phone at: 403.982.2088 ext. 1

2. After Sales - Emergency Policy

Please ensure the below process is followed whether your emergency is during normal business hours, after hours, weekends or holidays. Please contact the trade directly and then follow-up with Partners.

What is an "Emergency"? An emergency is defined as the following:

1. Total loss of heat – **Check with Utility company prior to reporting the issue** – Plumbing Contractor:
Calgary area: **Ocean Mechanical – 587.317.0300**
Okotoks Area: **A&S Mechanical – 403.938.5180** or **Ocean Mechanical – 587.317.0300**
2. Total loss of electrical/power – **Check with Utility company prior to reporting the issue**. If the issue is not related to your utility company, the electrician is your best point of contact.
Calgary Area: **Timbercreek Electric – 403.547.3400**
Okotoks Area: **Bold Electric – 403.982.2653**
3. Plumbing leak that requires the entire water supply to the building to be shut off (turn off main value in mechanical room immediately) – A Plumbing Contractor is your point of contact.
Calgary Area: **Ocean Mechanical – 587.317.0300**
Okotoks Area: **A&S Mechanical – 403.938.5180**
4. No hot water is not considered an emergency. Total loss of water is an emergency. **Check with Utility company prior to reporting issues**. A Plumbing Contractor is your point of contact.
Calgary Area: **Ocean Mechanical – 587.317.0300**

Okotoks Area: **A&S Mechanical – 403.938.5180**

5. Total sewage stoppage/back up (mechanical room) – A Plumbing Contractor is your point of contact.

Calgary Area: **Ocean Mechanical – 587.317.0300**

Okotoks Area: **A&S Mechanical – 403.938.5180**

6. Appliance Emergencies – Fridge/Freezer not cooling, water leaking from an appliance while in use or after cycle completes: **Coast Appliances – 403.243.8780**
7. Gas leak OR gas smelling odour – ATCO Gas is the best point of contact: **ATCO Emergency Line – 1.800.511.3477**

Once you have successfully reported the emergency to the applicable trade(s), it is the responsibility of the homeowner to also notify Partners Development Group of the occurrence. You can notify Partners by emailing our customer care department at: **customercare@partnershomes.ca**.

If you require support for your emergency, please contact the Partners emergency line at: **403.899.2560**

Please be advised that there could be a service charge by our contractors (after hours or regular weekday hours) if the call is deemed to not be an emergency, is not covered under warranty, or is considered homeowner misuse or neglect.

3. Introduction to Warranty

Partners Development Group Ltd. (“Partners”) would like to thank you for selecting us as your builder of choice. While Partners strives to build a flawless home, we are realistic and know this to be an elusive challenge. However, this will not stop us, or our trades, from doing our best! For these reasons, your warranty requirements should be minimal. In new home construction, there is a period of settlement and shrinkage of natural materials which may occur during the first year after completion.

Terms of Warranty

- i) One (1) year builder’s warranty on all materials and workmanship except where a longer term is specified by the manufacturers and installers for individual components.
- ii) Two (2) years warranty on distribution systems (plumbing, heating, electrical) Parts. Not all labour is covered.
- iii) Five (5) years warranty on building envelope (exterior shell, including roof and walls).
- iv) Ten (10) years warranty for key structural components (framing and foundation).

At Partners, our goal is to exceed your expectations in your new home and in our customer service. We have provided high quality materials and skilled trades for the construction of your new home, therefore setting the standard of our workmanship and warranty.

As the homeowner, you are encouraged to have a general understanding of the building and warranty policy (mailed by National Home Warranty directly after possession to the address on the Certificate of Possession and signed at the New Home Orientation prior to possession).

The purpose of this guide is to let you know what Partners Development Group's standards of quality are for the common concerns that typically come up in a new home. For each item of concern, our expectations are described as well as the action we will undertake if it does not meet our standards.

Any requests for warranty work **must** be in writing, as this will ensure proper tracking and completion of the noted items. Warranty items noticed within your home should be submitted to us prior to entering your eleventh (11) month of ownership.

Partners will provide workmanship warranty on the following elements of your new home:

Site Drainage: The proper grades and swales have been established, ensuring proper drainage away from your home. We will correct any soil grading around the foundation, only if drainage occurs towards the foundation. This correction will be performed **once** in the one (1) year warranty period. The builder is not responsible for any repairs or water damage if you or an outside party have changed the grade.

Concrete: Cracks in foundation walls, basement or garage floors greater than 1/8" in width will be repaired. Because of possible settlement of the home, it is advisable to make these repairs near the end of the warranty period.

Framing: We will repair floor squeaks that are repetitive and continuous under normal use. As a rule of thumb, "*A squeak is not a squeak unless it squeaks 365 days a year.*" This correction will be performed **once** in the one (1) year warranty period.

Finish Carpentry: Partners will repair defective joints in mouldings. This does not include hairline cracking, swelling or separation resulting from settlement, shrinkage or moisture exposure. Exterior or interior doors that may have warps may require some adjustment. Similarly, cabinet doors may also require adjustments. This correction will be performed **once** in the one (1) year warranty period, further attention falls under Owner Maintenance.

Drywall: Nail pops and drywall cracks occur as part of the normal settlement process. As a courtesy to our customers, Partners will repair these items **once** during the warranty period. This does not include repainting of the affected surface. Roof truss uplift (ceiling/wall separation) is common and is a result of cold climates. These cracks may be particularly noticeable during the winter months, however, are not because of improper construction, and no repair is required.

Flooring: Any section of linoleum, laminate and/or carpeting will have seams, but should not have unsightly gaps. Cracks in hardwood flooring will be evaluated on an individual basis and should be reviewed during the warmer months. You are responsible for maintaining the appropriate humidity level, which will minimize shrinkage and cracking.

Roof: All our roofs are sealed and waterproofed for better protection from the external elements. In addition, a twenty-five (25) year limited warranty accompanies the asphalt shingles installed on your home.

We suggest that you carefully read the information as well as the service procedures. If you have any questions regarding the standards or procedures, please do not hesitate to contact our Customer Care Team.

Service Reporting Procedures

For our service program to operate efficiently, as well as for your own convenience, we request that you wait until the following detailed timelines before submitting any warranty requests:

Two (2) Month Report:

Following your possession, our Customer Care Team will contact you at approximately two months as a courtesy follow-up to ensure you are thriving in your new home. Should you have any questions or concerns with your new home at this time, we are happy to discuss and ensure your concerns are answered.

Eleven (11) Month – Year-End Report

The Customer Care Team will contact you within the ninth (9) month following your possession day to discuss scheduling your one-year warranty review. Our trades and suppliers require the one-year warranty review to be documented and requested prior to the actual end of the twelfth month. Your quick response to the one-year warranty review will greatly assist in the process and ensure there are no delays. At the completion of the one-year warranty review, we will send you a final letter detailing all applicable manufacturers warranties and contact numbers. Once you receive the Partners warranty letter, we will be happy to discuss any further questions or concerns you may have.

Note: If you have not received an email from Partners to schedule your 60 day or 11-month walk through, please contact the Customer Care team.

How can you contact our Customer Care Team?

Owners are encouraged to submit warranty concerns via email to:

Customercare@partnershomes.ca

Please note all warranty appointments are conducted during regular business hours:

Monday – Thursday from 8:00am to 3:00pm and Friday mornings between 8:00am and 12:00pm

4. Limited/Extended Appliance Warranty – Builder & Manufacturer

Standard appliance warranties are one (1) year from the date of possession. If you have any concerns about your appliances or have a service request, contact Partner's customer care department before you contact your appliance provider: **customercare@partnershomes.ca**

Coast Appliances (Main) – (403) 243-8780 or (888) 842-5119

Email: service@coastappliances.com

Trail Appliances (South) – (403) 253-5442 or (403) 852-8939

Email: RGalway@Trail-Appliances.com

A picture of the serial tag on your appliance may be required to start the warranty process.

5. Home Warranty Programs

National Home Warranty program

National Home Warranty Group is one of Western Canada's leading warranty administrators. Partnering with more than 3,500 registered builders, they provide new home warranty coverage to 15,000 homes and homeowners every year.

For additional information on the coverage offered by National Home Warranty, please visit

<https://www.nationalhomewarranty.com>

Travelers Home Warranty Program

Travelers Home Warranty has been insuring Canadians for over 135 years. A new home is likely the largest investment you'll make. Ensuring your home comes with a Travelers Canada new home warranty gives you a peace of mind as you cross the threshold to the next phase of your life.

For additional information on the coverage offered by Travelers, please visit:
<http://www.travelerscanada.ca>

6. Home Maintenance & Trade Warranty

The following are recommended maintenance procedures to ensure your home continues to operate efficiently year-round:

- Review and inspect furnace filter monthly, and replace every three months at least, unless the manufacturer has additional instructions.
- Smoke detectors and CO detectors checked monthly, internal backup batteries must be replaced annually.
- Review and inspect your HRV filters quarterly. Clean semi-annually at a minimum, unless the manufacturer has additional instructions.
- Check and ensure that the indoor and outdoor air vents are not blocked, including cold air returns within the home.
- Adjust door striker plates on exterior doors so they latch and seal properly (annually before the winter months).
- Humidifier, if applicable, requires an annual filter change.
- Clean faucet aerators and showerheads to remove mineral deposits.
- Inspect tub and sink drains for debris. For owners with long or thick hair, you may need to inspect more frequently. Reduce as much hair and debris as possible from going down drains as they can cause blockages and costly repairs that are the homeowner's responsibility. This includes food waste down the toilet.
- Service waterless tank, boiler and fan coils once a year by a certified plumbing company. Warranties are void on the tankless water heater if an annual service is not performed by a qualified service technician. If required by the manufacturer, receipts must be kept by the homeowner to provide proof of their annual tankless water heater service appointments.
- Homeowners are responsible to schedule an annual tankless water heater service directly with Ocean Mechanical, or with a qualified service technical prior to their 1-year anniversary.
- Ocean Mechanical warrants the workmanship on the tankless water Heater for 2-years behind they drywall, 1-year in front of the drywall (parts & labour). Included with the tankless water heater is a 5-year Manufacturer's Warranty.
- The tankless water heater manual should be kept in the mechanical room where it can be easily accessible for future service appointments. Homeowners are to read the "Limited Warranty" section of the Tankless Water Heater in their owner's manual for additional warranty information.
- Refer to appliance manuals for proper maintenance and upkeep (fridge, dishwasher, washer, dryer).
- Seal cracks and gaps in windows and doors with caulking or weather stripping, replace if necessary.
- Power-wash windows and siding. If applicable, a condo corporation may budget annually to have the exterior windows and siding cleaned.
- Inspect exterior and interior door hardware; fix squeaky and or loose handles and locks.
- Every second (2) year, it is recommended to have the heating ducts and dryer vents professionally cleaned to ensure proper air flow and humidity levels within your home.

Ocean Mechanical Warranty Information		
Items	Warranty Period (From Possession Date)	Manufacturers Warranty Period
Air Handling Unit (AHU)	1-Year	5-Years limited
Tankless Unit	1-Year	IBC – 5-years limited (Heat Exchanger – 10 years)
Humidifier	2-Years if installed at construction 1-Year if installed at possession	5-Years
Water Softener	1-Year	5-7-Years
AC Units	2-Years if installed at construction 1-Year if installed at possession	Trane: 5-years limited Goodman: 10-years limited
Garburator	1-Year	1-3 years
Furnaces	2-Years	Goodman: 10 years, parts limited Trane: 5-10 years limited
Heat Recovery Ventilator (HRV)	2-Years	Fantec: 1 year limited Vane: 5 years limited
Thermostats	2-Years	Aprilaire: 5-7 years Ecobee: 5 years
Plumbing Fixtures (Toilets, tubs, etc.)	1-Year	Dependent on manufacturer

Windows and Doors – PlyGem Windows and Doors Warranty Information

Please select the link below to learn more about Ply Gem’s warranty coverage.

[PlyGem Warranty Information](#)

Care and maintenance for home regarding condensation, please refer to the section on the Partner’s website “Additional Home Care Documents” for information regarding humidity control.

Thank you for taking the time to familiarize yourself with the Warranty Thrive Guide that we have established for you. We are confident that the following routine maintenance steps will ensure that your Partners home thrives. **For all routine maintenance items noted on above, we encourage you to work with our preferred and professional contractors to ensure your needs are met.**

Ocean Mechanical: 587.3170300 OR service@oceanmech.com

Timbercreek Electric: 403.369.3131 OR ray@timbercreekelectric.com

Bold Electric: 403.982.2653 OR operations@boldelectric.ca

A&S Mechanical: 403.938.5180 OR alan@asmechanical.ca

Coast Appliances: 403.831.1826 OR service@coastappliances.com

Trail Appliances: 587.977.1433 OR rgalway@trail-appliances.com

7. Humidity & Condensation – How does it affect your home?

Condensation is the word used to describe what occurs when water vapor in the air is changed into liquid water on a cool surface. Air can hold only a certain amount of water vapor at any given temperature. If the temperature of the air is lowered by a surface which is cooler than the air’s maximum water-vapor holding capacity, condensation will occur.

When condensation appears on your windows, the immediate thought is that the window performance is inadequate. The cause is not from incorrect installation of the windows or a faulty product. Your windows are warning you of a possible excess of humidity in your home. If this problem is overlooked, it can become far worse than condensation, and ice can possibly form on your windows.

Interior surface condensation can appear on many different cool surfaces in your home, such as toilet tanks, cold water pipes, door hinges, windows, and poorly insulated walls. The lower the level of humidity in your home the more likely you will be able to reduce costly damage.

It is always a good habit to keep your blinds open a little bit at all times, to allow for air circulation. Please ensure that your heating vents, and cold air return vents are not blocked by furniture and wipe up dampness on windows/sills to avoid damage to casings and walls. This is your responsibility as the homeowner to monitor and maintain.

What are the risks of excess humidity?

In addition to frost problems on windows, **excess humidity** in your home **can damage painted and wallpapered surfaces, cause rotting and decay** of wood windows, **encourage mold and mildew growth** with the potential for serious health risks, and reduce comfort levels with increased static build up and dry skin.

What is humidity and what causes it?

Humidity is actually the measurement of water vapour in the air. While air can hold water or moisture in a gaseous state, the amount it can hold is reduced as the temperature goes down.

Outside Air Temp (°C)	Maximum Indoor Relative Humidity at 20 °C (68 °F)
-30 °C or below	15%
-30 °C to -24 °C	20%
-24 °C to -18 °C	25%
-18 °C to -12 °C	35%
-12 °C to 0 °C	40%

Sources of Moisture in a typical home are the household activities which vary with the living habits of the family. The average household with 4 occupants can produce 7 to 9 litres of moisture in their home per day under normal living conditions. This number can increase from 18 to 23 litres of moisture on wash days. In new homes, considerable quantities of moisture averaging 2200 litres may be released from various construction materials. This will add considerably to the total moisture load during the initial 18-24 months of occupancy.

How to Control and Improve Ventilation

- Leave blinds and/or drapes open as wide as possible at night and open all window coverings during the day. This will increase the warm air circulation over the cool surface and increase the temperature of the glass. Keeping blinds 8-10 inches up off the bottom windowsill will help with air circulation. Place dry towels at the bottom windowsill if ice buildup and moisture is noticed on the glass surface. Regularly change out the towels as required.
- Check the furnace filter and replace if dirty. A dirty furnace filter will reduce the output of the furnace fan. A clean filter will ensure maximum air flow.
- Turn your humidifier off or below 15% during the winter when the temperatures fall below 0 degrees Celsius or when you see condensation on your window glass.
- Always turn on the bathroom fan for a minimum of 60 minutes while showering or bathing. You may need to run the bath fan additionally if your humidity levels are high inside your home.

- Always turn on the range fan when cooking. During colder temperatures, it's advised to run your hood fan or OTR more frequently throughout the day as this will help dry out frost buildup and reduce melting inside the ductwork. As the exterior temperatures drop and fluctuate, frost builds up inside the venting that goes through the attic space. When warm interior and/or exterior air enters the vent, the frost melts and then drips through the hood fan.
- Avoid hanging clothes indoors to dry as this will add to interior humidity.
- Ensure all cold air returns and heat registers are clear of any obstruction as this could affect maximum air circulation. Avoid air deflectors for heat floor vents. Thermal cracks at the window will happen if directed at the glass.
- Installing ceiling fans will increase air flow and help reduce condensation on the windows. Ceiling fans should run continuously in rooms where the relative humidity is above recommended levels.
- Run your furnace fan continuously to balance interior heat which helps reduce any frost buildup in the window glass. Use the feature on the furnace or Air Handler to bring fresh air in more often. This will help by removing humid air and replacing it with fresh air.
- When humidity levels are high inside your home, open windows, and doors periodically to allow the dry air outside to replace the moist air inside.
- Remove interior screens in the winter to allow for better ventilation over the window surface.
- Operating a portable dehumidifier may be required if interior humidity levels remain high inside the home. Always refer to the owner's manual or contact your HVAC company to learn more about installing a dehumidifier inside your home.

8. Troubleshooting Outdoor Exhaust Vents

Please note: 30% of winter service calls are a result of the outside **exhaust vents icing up and not being maintained by the homeowner!**

Why do I need to ensure the exterior exhaust vent is free of blockage (Ice, snow etc.)?

The exterior exhaust vent is the exit point for the furnace combustion, similar to an exhaust pipe on a car. Essentially, the air being emitted out of the exhaust vent is steam. When the steam meets the cold air, especially during extreme temperatures (-20 or colder), and depending on the directional exposure of your home, the steam quickly cools, leaving condensation within the exhaust pipe which over time will freeze and form layers. If those layers are not removed, the ice chokes off the pipe and the safety switch will be triggered on the furnace; shutting it off. The furnace will not run until the exhaust vent is free and clear, once the vent is clear of any blockage you must reset the furnace with the main switch that is marked 'furnace'.

***Please reference the supplier's contact details found on your mechanical equipment**



The above photos are examples of what your exhaust vent may look like if you do not maintain the exterior vents to ensure they are free of blockages during the cold winter months.

For further support or questions, contact our Customer Care team at customercare@partnershomes.ca.

9. Partners Condominiums: Safety & Maintenance

Your safety and comfort are our top priorities. This guide provides essential information about emergency procedures, exits, muster points, and owner maintenance to ensure that your home is safe, secure, and well-maintained.

Emergency Exits & Evacuation Routes

Each building in the complex is equipped with clearly marked emergency exits. Please take note of the following:

- **Main Exits:** All main entrances and exits are clearly marked with illuminated signs. Familiarize yourself with the nearest exit to your unit.
- **Secondary Exits:** Additional exits are located in the common areas, including stairwells and hallways. Make sure you know your way to at least two exits in case of an emergency.

Tip: Walk the routes to your nearest exits so you are familiar with them before an emergency arises.

Muster Points (Assembly Points)

In the event of an emergency, it is crucial to have a safe meeting area where everyone can gather. Proceed calmly to the designated muster points outside the building.

- **Primary Muster Point:** [Designated Location, such as the far end of the parking lot or community park].
- **Secondary Muster Point:** [Alternative Location, such as another part of the complex].

Note: To determine muster point locations throughout the complex, contact your condo management company. Once you evacuate proceed directly to the nearest muster point and wait for further instructions from emergency personnel.

Remember: Never re-enter the building until it has been declared safe by the emergency services.

Emergency Procedures

Fire Alarm:

1. Remain Calm.
2. Evacuate the building immediately using the nearest exit. Do not use elevators.
3. Each unit is equipped with a "Silence Horn" feature that temporarily silences the sound of the fire alarm.
4. If safe, assist those with limited mobility.
5. Gather at the nearest muster point and wait for further instructions.

Medical Emergency:

1. Call 9-1-1 and provide them with clear information about the emergency.
2. Provide assistance to the person in distress only if it is safe for you to do so.
3. Alert building management if necessary.

Power Outage:

1. Use flashlights, not candles, for emergency lighting.
2. Contact the power company and the building management to report the outage.
3. In the event of a power outage, the building's hallways and parkade are equipped with emergency battery-powered lighting to ensure safety and visibility.
4. Follow any additional guidance provided by building management or local authorities.

Owner Maintenance Responsibilities

As a homeowner, there are a few maintenance tasks you are responsible for to keep your unit and the overall complex in great condition:

- **Fire Alarms & Smoke and CO Detectors:** Test smoke alarms and Co (Carbon monoxide) detectors monthly and replace batteries as needed. Inform management immediately if you notice any issues.
- **Plumbing Maintenance:** Regularly inspect plumbing fixtures, faucets, and toilets for leaks or other problems. Promptly repair minor leaks to avoid larger issues. Report plumbing leaks to the management company to determine if the repairs fall under the builder's warranty.
- **HVAC System Cleaning:** Before starting, turn off the HVAC system. Clean or replace ERV filters every 3 months. Clean factory provided MERV 6 polyester filter and replace MERV 13 paper framed filter. Wash with water or a combination of mild soap and water. Clean core and inside of the cabinet every 6 months. Core filters are to be vacuumed ONLY (Do not get wet). Ensure that the filters are reinstalled correctly into the cabinet. Please refer to the "Additional Documents" section on the Partner's website for ERV step by step cleaning instructions.
- **Balconies and Patios:** Keep your balcony clean and free of debris. Do not overload with heavy items, as this could affect safety.
- **Electrical:** Keep outlets and switches in good condition. Avoid overloading circuits and contact an electrician if you encounter any electrical problems.
- **Waste Disposal:** Follow proper guidelines for recycling, compost, and garbage disposal. Avoid blocking waste disposal chutes (Moloks) and ensure that garbage is bagged appropriately.
- **Sprinkler Heads:** Owners are advised to exercise caution around sprinkler heads, including those located in bathrooms, closets and other areas. Accidental impact can cause the sprinkler heads to burst, leading to water damage. In such cases, please contact condo management immediately to shut off the water supply.
- **Dryer Vent Cleaning:** Dryer vent cleaning is an essential maintenance task that homeowners should perform annually to remove lint buildup and ensure the safe and efficient operation of their dryers.
- **Filter/Rack Cleaning:** Before starting, turn off the HVAC system to prevent unfiltered air from circulating. The filter rack is in the air handler which needs to be cleaned monthly. Remove the filter rack and use a vacuum with a brush attachment to remove loose debris. For more thorough cleaning, wipe the rack with a damp cloth and a mild detergent solution. Ensure all surfaces are clean and dry before reinstalling the filter.

Seasonal Maintenance

- **Winter:** Ensure windows and doors are properly sealed to prevent drafts. Clear snow from balcony areas to avoid excess weight and water damage. Windows should remain closed during freezing temperatures to prevent the baseboard heater plumbing lines from freezing and bursting, which could result in significant flooding.
- **Spring:** Inspect for any winter damage, especially around windows and doors. Check for leaks or cracks and seal them promptly.
- **Summer:** Keep air conditioning units clean and clear of debris for efficient cooling. Check for insects and address any issues quickly.
- **Fall:** Clean vents and ensure proper ventilation as you prepare for winter. Inspect the weather stripping around the doors and windows for wear.

Note: While certain maintenance tasks are the homeowner's responsibility, always consult your condo association or property management for clarification on any specific rules or guidelines.

Condominium Management Contact List

PEKA Professional Property Management

Ph: 403-454-3050 / Emergency: 403-678-7936

Email: service@peka.ca

Blue Jean Condo Management

Ph: 403-536-7080 / Emergency: 403-536-7082

Email: info@bluejeancm.com

Condeau Management Services Ltd

Ph: 403-531-1588 / 403-531-1588 Ext #1

Email: admin@condeau.ca

Emergencies and Repairs

- **Emergency Repairs:** If an emergency repair is needed-such as a burst pipe or electrical failure-contact building management immediately. They will guide you on the next steps and inform you if a professional needs to be dispatched. If your home is under the 1-year builder warranty, call the builder's emergency number for assistance.
- **Non-Emergency Repairs:** For minor issues within your unit, arrange for a contractor or repair service as needed. If the problem involves a shared component or affects common areas, notify the Condominium Association.

Condo Association and Communication

- **Maintenance Requests:** Report any concerns in common areas to the Condo Association. Most condominium complexes have procedures for submitting maintenance requests, and following these ensures prompt attention.
- **Meetings and Notices:** Stay informed by attending Condo Association meetings and reading notices. This allows you to participate in decision-making and understand any upcoming maintenance work or projects.
- **Rules and Regulations:** Familiarize yourself with the condo rules regarding noise, renovations, outdoor décor, parking, and shared facilities. Respecting these guidelines maintains harmony within the community.

Insurance and Warranty Information:

- **Homeowner's Insurance:** Ensure that you have adequate insurance coverage for your unit. While the condominium Association may have insurance for the building's structure and common areas, individual units require separate coverage for personal property and liability.
- **Warranties:** If you have recently moved into a new condominium, familiarize yourself with any warranties that may apply to appliances, HVAC systems, and other elements of your unit. Keep warranty documentation in an accessible location and follow maintenance recommendations to maintain warranty validity.

By staying proactive with your maintenance responsibilities, you contribute to the overall well-being of the condominium community, protect your investment, and ensure a comfortable living environment.

10. Landscaping Maintenance

As part of our commitment to delivering beautiful and functional homes, we are pleased to provide you with a landscaping package as part of your new property. To ensure the longevity and health of your landscaping, we kindly ask for your cooperation in maintaining your property.

Below, we outline important responsibilities and expectations regarding the care of your landscaping.

Homeowner Responsibilities

Once the landscaping has been completed at your home, it becomes your responsibility to maintain the plants, trees, and sod to preserve their health and appearance. Proper care is essential to ensure the long-term success of your landscaping.

Watering Schedules

Different species of plants and trees require specific watering schedules. Partners encourage all homeowners to educate themselves on these schedules to provide adequate hydration for your landscaping. Overwatering or underwatering can lead to poor plant health or even loss, so careful attention to each species' needs is critical.

Maintenance Guidelines

Regularly inspect plants, trees, and grass for signs of stress, pests, or diseases. Perform routine tasks such as pruning, fertilizing, and mowing as appropriate.

Education Support

Partners can provide you with detailed information about the products and species used in your landscaping package. Please feel free to reach out to us for guidance or resources to help you care for your property.

Partner's Policy on Landscaping Replacement

Please be aware that Partners Development Group will not be responsible for replacing plants, trees, sod, or other landscaping elements that have not been properly maintained. Neglect or improper care that results in the deterioration or death of landscaping components will be the homeowner's responsibility to address.

We appreciate your understanding and cooperation in maintaining your property to the high standards we aim to deliver. If you have any questions or need additional resources regarding your landscaping, please do not hesitate to contact Partners.

11. Compost, Garbage, & Recycling: Molok underground disposal system

This information is intended to help educate our homeowners on how to properly utilize the Moloks within their Partners community. Molok bins are a deep collection system, which is designed to keep this community looking clean and tidy. Photos included below to help understand the Molok bin design.



As seen above, the Molok bin system is built vertically, with the majority of the collection happening below grade. As the Molok bins are built with a narrower opening but a long storage bag, it is **ESPECIALLY** important that when disposing of items in the appropriately labeled Molok bin, the material is broken down fully. For example, if recycling cardboard boxes, the box must be broken down into a flattened state, otherwise it may stay closer to the top or take up more space than required, leaving the Molok bin appearing to be full while in reality, there could be a lot of room under the unflattened box.

To assist with proper disposal practices, each Molok will have a sticker/decal indicating what is permitted, and what is not. This information is also included below in this simplified reference guide. For additional information, please visit: <https://www.wm.com/us/en/recycle-right/recycling-101>.

Moloks are intended for the Owners and Residents use **ONLY**. A collection schedule is set based on the community's needs. The costs incurred for waste removal is shared amongst the homeowners and paid through the monthly condominium contributions. **Improper disposal and or dumping will directly impact the waste removal costs and in turn could result in increased condominium contributions as there is a "contamination" fee that is charged by the collection contractor, when items are improperly disposed of in the bins.**

Household items are not permitted to be dumped in or around the Molok bin areas. Owners or residents found to be dumping items improperly will be held responsible for the costs incurred to have these items removed from the common property. These include but are not limited to:

- Household items such as mattresses, floor lamps, appliances, desks, kitchen table and chairs, furniture
- Children's toys, bikes and/or sporting equipment
- Exercise equipment
- Vehicle tires, batteries,
- Household hazardous materials such as paint, motor oil, car batteries

Household items are to be disposed of at the **City of Calgary Landfills**.

To learn about what is garbage, recycle or compost, visit <http://www.wm.com/recycleright>.