

THE BRISTOL

175TH X 57TH

WELCOME TO THE BRISTOL MESSAGE FROM THE LANDLORD:

From everyone at Townline we would like to welcome you to your new home at The Bristol.

The Bristol includes 97 urban rental suites and townhomes located in a pedestrian friendly convenient neighborhood where all your amenities are at your doorstep.

Thank you for choosing The Bristol as your new home. We take pride in the building and trust that your stay with us will be a pleasant experience. The following is information to assist you at the beginning of your tenancy at The Bristol. Please take the time to read through the information below and do not hesitate to contact the Building Staff or the Offices of Townline Ventures Hawthorne Inc. if you have any questions or require further assistance.

CONTACT INFORMATION

The Bristol Contact, Tel: 778-979-5700 Email: manager.bristol@townline.com

The office is located in the main lobby. Meeting with the Manager is by appointment only. Please email to set up an appointment. Please call in case of emergency or if you need immediate assistance.

The offices of Townline Ventures Hawthorne Inc. can be reached at (604) 327-8760.

Property Manager: Web Johnson

Direct line: 604-327-8760 ext. 822; Email address: Web.Johnson@townline.com

Property Administrator: Gay Macdonald

Direct line: 604-327-8760 ext. 833; Email address: Gay.Macdonald@townline.com

EMERGENCIES

In the case of building or suite emergencies, such as flood, fire, security breach, no electricity, no heat, elevator not working, garage gate not working, locked out of building or suite, after business hours, on weekends and statutory holidays please call the resident manager **778-979-5700**.

911: Please call 911 for life threatening emergencies requiring Police, Fire, Ambulance or Poison Control. Please contact your Resident Manager afterwards.

Gas Leaks or Odours: 1-800-663-9911 (Fortis BC)

Power Outages and Emergencies: 1-800-224-9376 or *49376 on your cell phone

NON-EMERGENCY NUMBERS

Police:	604 599 0502	Fire:	604 543 6700
Ambulance:	604 872-5151	Poison Control Centre:	604 682 5050
Directory Assistance – Canada:	411	Directory Assistance – International:	0

THE BRISTOL

175TH X 57TH

KEYS AND FOBS

At the beginning of your tenancy you will receive all necessary keys and fobs subject to a refundable deposit in the amount of \$75.00 per FOB.

Any replacement of a lost or stolen fob is subject to a non-refundable administrative charge in amount of \$75.00 plus applicable taxes. Any replacement of a lost or stolen key is subject to a non-refundable administrative charge in amount of \$50.00 plus applicable taxes.

UTILITIES

BC Hydro: [1-800-224-9376](tel:1-800-224-9376) - www.bchydro.com

We recommend that you set up your hydro account at least one (1) week in advance of your occupancy date.

As per your Residential Tenancy Agreement, the Tenant is responsible for the cost of electricity for your suite, which includes the electrical heating. As such, each Tenant must complete and apply for BC Hydro effective the date of possession. You will be required to show proof of account activation prior to move in. Please ensure that the documentation you provide to the landlord shows that you have activated the hydro account for your specific suite.

The cost of hot water is included in your rent.

Telephone/Cable/Internet:

As per your Residential Tenancy Agreement the Tenant is responsible for telephone, cable and internet. As such each Tenant will need to apply for their own individual telephone, cable and internet through a provider of their choice.

Telus - TV, Internet, Home Phone	Tel: 1-888-811-2323	www.telus.com
Shaw - TV, Internet, Home Phone	Tel: 1-888-472-2222	www.shaw.ca
Rogers - Telephone	Tel: 1-888-764-3771	www.rogers.com

Canada Post:

Please note the following The Bristol building mailing address and postal code:

**5738 175th Street
Surrey, BC, V3S 4T7**

Canada Post Mailbox:

Canada Post mailboxes are located in the main residential lobby. Mailbox keys will be provided on your possession date.

PAYMENT OF RENT

Rent is due and payable on or before the first of each month. Please note that **NO CASH** payments of rent will be accepted. Pre-Authorized Debit Plan payment methods are preferred,

THE BRISTOL

175TH X 57TH

and payment via cheque is accepted. Please make any cheques payable to **Townline Ventures Hawthorne Inc.**

Please ensure that your suite number and address are clearly indicated in the memo line of any cheques used. Please deliver cheque(s) to the Resident Manager's office or mail to:

Townline Ventures Hawthorne Inc.

1212 – 450 SW Marine Drive
Vancouver, BC, V5X 0C3

Payments submitted by mail must be received by the 1st of the month.

Pre-Authorized Payment Agreement forms are available from Townline Ventures Hawthorne Inc or from The Bristol Office.

Rent paid after the first of the month will be subject to a late fee in the amount of \$25.00.

VISITOR ENTRY

The building is equipped with visitor entry systems at the Ground Level entrances that allow you to control access to the building from within your suite by use of your telephone.

The visitor entry phone system enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephone device.

You will be provided with your entry code upon move in. When a visitor arrives to see you, they will either enter your code or scroll through the entry panel directory until they find the occupants name and entry code. The code will connect through to the suite and, by pressing "6" on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him / her time to enter the elevator and press your floor number.

Simply hang up if you do not wish to provide access for a particular visitor.

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically, you will hear the "call waiting" tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number "6" on your telephone. To deny access to the visitor, press the "*" (star) sign on the telephone.

Please ensure that the Enterphone Name Request Form is completed so that the entry telephone system can be updated.

SECURITY CAMERAS

There are video cameras installed in common areas of the property. These cameras are not intended to infringe on your personal privacy and are designed to deter or monitor unauthorized access to the property.

All personal information collected through the key-fob/remote control system and camera recordings will be used in accordance with section 14(1) of the Personal Information Protection Act to prevent any unauthorized entry, to investigate security breaches and to enforce serious

THE BRISTOL

175TH X 57TH

rules involving the security and safety of residents and protection of common property. Camera recordings will be stored for approximately 1 month in a secured room. After approximately 1 month the recordings will be destroyed. Only management personnel will have access to the fob/remote control system and camera recordings.

Any individual, who is the subject of surveillance, has a right to request access to his or her personal information, which includes information recorded by video cameras.

GARBAGE AND RECYCLING

The residential garbage and recycling room is located on **Level P1**, next to the parkade entrance.

Cardboard boxes must be broken down and deposited in either the recycle bin for mixed paper or in the cardboard recycle bin(s). Garbage must be drained, well wrapped and tied before being placed in the garbage bin. A composting bin is also available.

No recyclable or banned materials are allowed in the garbage bins; they have to be recycled or safely disposed at specific locations in accordance with the City Of Surrey Regulations. Recyclable and banned materials include, but are not limited to: corrugated cardboard, office paper, newsprint, gypsum drywall, yard & garden waste, beverage containers, blue box recyclables, lead-acid (car) batteries, medications and pharmaceuticals, paint, solvents, flammable liquids, gasoline and pesticides, tires, oil, oil filters and empty containers, electronic waste (personal computers, printers and TV's, etc).

NO DUMPING OF FURNITURE OR ELECTRONICS IS ALLOWED.

PARKING

Parking stalls can be leased from the Landlord on a month-to-month basis. You will need a fob to access the underground parkade. Please contact the office to sign or cancel your parking agreement, to request a new fob or to report a lost or stolen one.

If you have entered into a Parking Lease Agreement, you have been provided with specific parking stall number.

Please do not leave any valuables in your vehicle, especially keys or fobs. Please note again that replacement of a lost or stolen key or fob is subject to a non-refundable administrative charge.

Parking gates are designed to allow only one vehicle to pass through at any given time. Please do not follow another vehicle through the parking gate, ensuring that the gate is fully closed before activating the fob. Tenants will be held liable for any damage due to negligence.

No Tenant or his/her Occupant or Invitee shall drive a vehicle in the parking areas and roads of The Bristol at a speed greater than 10 km per hour.

BICYCLES

Bicycles are not permitted to be stored anywhere in the building, including but not limited to suites, elevators, balconies or patios, except in a designated bicycle storage room. Please contact the Resident Manager if you need bicycle storage.

THE BRISTOL

175TH X 57TH

STORAGE LOCKERS:

If you have entered into a Storage Locker Lease Agreement, you have been provided with specific storage locker number. The residential locker rooms are located on **Level P1**. Please refer to your specific Storage Locker Lease Agreement for the specific terms and conditions.

All lockers are numbered and individually assigned. Do not use any locker except the one that was assigned to your suite. Tenants are required to supply their own padlock and the lockers must be locked at all times. Items are stored at the Tenants' own risk. Please ensure that you have Tenant insurance in place in case of any loss or damage.

MOVE-IN / MOVE OUT INFORMATION AND INSTRUCTIONS

The moving mode on the elevator will be engaged by the Building Manager for the duration of your scheduled move and the elevator pads will be installed. Please only use the designated elevator during your move as a matter of courtesy to other tenants and to ensure that unintentional damage does not occur in the unprotected elevator.

Please ensure that the back doors are not propped open and left unattended for the duration of your move. The doors are equipped with automatic closing fire safety devices which will be damaged if the doors are propped open. Unattended access to the building is additionally a security to all tenants.

INSURANCE

It is the Tenants' responsibility to ensure sufficient insurance coverage for their personal property in case of fire, smoke, water damage, theft, earthquake and third party liability. Many options are available for tenant insurance, including policies that can be purchased online. Attached is further information regarding obtaining a tenant policy through BFL.

A copy of the current Tenant insurance must be submitted to the landlord at the time of the move-in inspection. All vehicles must be fully insured at all times.

SAFETY AND SECURITY

Please follow these guidelines to maintain safety and security for yourself and everyone living at The Bristol:

- When entering/exiting the building, do not hold the door open for strangers;
- Deny access through the entry phone system unless guests are expected;
- Keep your windows and doors locked at all times, even if you are in the suite;
- **Do not leave remote controls, keys and other access devices in your vehicle;**
- Report a stolen or lost key or remote control to the Resident Manager immediately;
- Do not carry any dangerous or hazardous goods or goods likely to cause a nuisance in a motor vehicle parked at The Bristol;
- Do not leave any valuables in your vehicle, including but not limited to bags, clothing, cans, coins, etc;
- Do not allow another vehicle or a person to follow you into the parkade. Wait until the overhead gate closes before proceeding to your parking stall on entering or when exiting the parkade;

THE BRISTOL

175TH X 57TH

- Report any suspicious activity to The Bristol Office or Offices of Townline Ventures Hawthorne Inc.;
- **In the event of an emergency, please phone 911;**

Report every incident of vandalism, theft or suspicious activity to the office and to police non-emergency line at 604 599 0502 even if nothing was stolen.

BARBEQUES

Barbecuing is permitted only if it is conducted in a safe manner and is not a nuisance to other residents in the building. Barbecuing equipment must be maintained in an orderly appearance if it is to be stored on patios or balconies. Barbecue, hibachi or cooking device must be powered only by propane or electricity. Propane tank valves are to be in the off position when not in use.

BALCONIES

No storage of goods is allowed on balconies and patios, except patio furniture, propane or electric BBQ, potted flowers and potted shrubs. Potted plants are required to have drip pans to prevent water from overflowing onto other balconies.

Please take care in not stepping on the ledge to your balcony. It will cause damage as they are not meant to be stepped on.

A resident must not store or erect displays, signs, fixtures, poles, clotheslines, racks, bicycles, storage sheds and similar structures permanently or temporarily on common property including but not limited to balconies and patios.

Laundry is not permitted to be dried in the suites, balconies and patios. Please use the in-suite driers for this purpose.

FIRE ALARM TESTING

Notices will be posted in common areas notifying residents of upcoming fire alarm testing. Everything possible will be done to limit the disturbance to a minimum, but a short burst of sound can be heard from the fire bells during the testing.

OUTDOOR ACTIVITIES

We are committed to ensuring the comfort, safety and enjoyment of all residents who reside at The Bristol. For the safety and pleasure of all Tenants, please refrain from cycling, skateboarding, rollerblading or ball playing anywhere on common property. Please do not hesitate to contact the building staff or Offices of Peterson Residential with any concerns or questions you may have.

SMOKING

No Tenant, Occupant or Invitee shall smoke on interior common property, including, but not limited to, hallways, stairwells, parkade, elevators, patios, balconies and rental suites. No Tenant, Occupant or Invitee shall smoke tobacco or hold lighted tobacco anywhere closer than 3 metres to doorways, windows or any air intakes. Tenants must ensure that no smoke of any kind or odor are emanating from the suite into the common hallway and neighboring suites.

HOME CARE AND MAINTENANCE

Tenants must maintain reasonable cleanliness and sanitary standards throughout the rental unit and other residential property to which Tenants have access.

Condensation and Relative Humidity

Condensation on your windows is a common occurrence during periods of cooler weather. While this problem is more acute during the colder temperatures, normal living habits are additional and continuing contributors to high Relative Humidity (RH) in many instances.

Condensation can be a source of annoyance and if corrective measures are not taken at an early stage, serious damage from staining, rotting and mould can result.

A Tenant(s) must ensure adequate ventilation in their suites at all times by, without limitation:

- using windows for ventilation;
- maintaining appropriate heating temperature; and
- using the stove hood vent fan and bathroom vent fan. In addition to using the fan during showers or baths, it is recommended that it runs for an additional 4 to 8 hours per day depending on the unit size, and number of occupants. Utilizing this fan can prevent high humidity levels and condensation build-up in your home.

Tenants are responsible for interior moisture control and mould that is not the result of building envelope failure.

Relative humidity should be maintained between 30% – 45%. It is recommended that Tenants:

- Keep stored materials away from exterior walls
- Leave closet doors ajar and bathroom doors open
- Open drapes and curtains
- Monitor household activities such as showering, cooking, and bathing.

Residents need not measure Relative humidity (RH) in their suites. Simply use the windows as a guide to the proper R.H. within your home. (Humidity indicators are readily available at hardware outlets and should be of a good quality to ensure an accurate reading). As soon as objectionable condensation occurs on the inside of your windows, steps should be taken to reduce the R.H. by controlling the moisture sources or by increasing ventilation.

There is no conclusive evidence that either the health or the comfort of most will be adversely affected if R.H. is kept at a level that will prevent excessive condensation on the interior surface of double glazed windows. The Resident may assume that window condensation is due to faulty construction. However, please note that living habits are of prime importance, or that a well-built house is often more vulnerable to excess moisture problems than one that is “loosely constructed”.

Ventilation is often the only effective means available to the resident for removing moisture. Dehumidifiers may not be practical except for limited areas. Exhaust fans in the kitchen and bathroom are useful for drawing off moisture from cooking and bathing before the vapor can

THE BRISTOL

175TH X 57TH

circulate through the unit. Windows are commonly relied upon for general ventilation and whenever possible, the windows closest to the source of moisture should be opened.

Countertops

Wipe up any spills up immediately to avoid any water damage. **Abrasive cleaners and steel wool pads should be avoided on any hard surfaces including, but not limited to countertops, linoleum, laminate flooring, appliances, bathroom sinks and tubs.**

Appliances

Stove top, back panel, drip pans, stove hood and stove hood filter must be cleaned regularly of grease and oil. Please note grease and oil accumulation on the cook top or in the stove hood is a fire hazard.

Cabinets

To maintain the appearance of your cabinets, residents are reminded that these should be treated in the same manner as any other furniture. Specifically, they should be cleaned on a regular basis and immediately wiped off of any grease splatters. No MacTac or stick-on liners are allowed on shelves.

Floor Maintenance

No rubber backed mats are allowed on any floors.

A resident is responsible to ensure that area rugs cover at least 65% of the vinyl flooring in the suite and all furniture is supplied with protective pads.

Window Coverings

Tenants are responsible for periodic cleaning of curtains or blinds provided by the landlord. While professional cleaning is recommended at all times, the Tenant(s) will pay for professional cleaning at the end of the tenancy.

Sprinkler Heads

The sprinkler heads in your unit are sensitive due to their nature. Please do not hang any objects from the sprinkler heads. It could result in the sprinkler head activating accidentally and flooding the building. You will be held responsible for the damages in this event.

OTHER

Please inform us about your vehicle or contact information change immediately, including but not limited to changes in phone numbers, emergency contacts, etc.

Should you have any questions regarding the operation of any of the appliances or inquiries relating to your suite, please do not hesitate to contact your Resident Manager or Office of Townline Ventures Hawthorne Inc.

Thank you for your cooperation. We wish you a pleasant stay at The Bristol.

THE BRISTOL

175TH X 57TH

.....

I acknowledge having read and understood the Welcome package received from the Landlord.

(print full name)

(unit #)

(signature)

(print date)