



THE FALLS

KANAKA SPRINGS

HOMEOWNER MANUAL



EPIC HOMES

#201- 20050 Stewart Crescent, Maple Ridge BC, V2X 0T4

service@epichomes.info | (604) 465-6886

WELCOME HOME

Congratulations on the purchase of your brand new EPIC home and welcome to THE FALLS at KANAKA SPRINGS!

Now that you have purchased your new home, it's time to get to the exciting part – moving in! Epic Homes is committed to providing you with a smooth and worry-free transition into your new home. That's why we have assembled a team of dedicated customer care specialists to assist you with any inquiries you may have during your move.

This homeowner manual has been created to provide you with a quick reference to helpful information, customer care procedures, and maintenance guidelines for your new home. Please take a moment to review the information in your manual. Should you require further assistance, please contact our customer care team at ✉ service@epichomes.info or 📞 (604) 465-6886.

To submit a Customer Care Request please visit Epic Homes Customer Care at:
epichomes.info/service-request/

Welcome to the Epic Homes family!



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Emergency Numbers


POLICE 11990 Haney Pl, Maple Ridge, BC V2X 9B8	911 (non-emergency: 604-463-6251)
AMBULANCE/HOSPITAL 11666 Laity St, Maple Ridge, BC V2X 7G5	911 (non-emergency: 604-872-5151)
FIRE 22708 Brown Ave, Maple Ridge, BC V2X 9A2	911 (non-emergency: 604-463-5880)
BC Hydro	1 (888) 224-9376
FORTIS BC	(604) 576-7000
POISON CONTROL CENTRE	(604) 682-5050

Community Information & Services

City of Maple Ridge 11995 Haney Pl, Maple Ridge, BC V2X 6A9	Web: www.mapleridge.ca Tel: (604) 463-5221 Fax: (604) 467-7329 After Hours: (604) 463-9581 General Enquiries Email: enquiries@mapleridge.ca
Ridge Meadows Hospital 11666 Laity St, Maple Ridge, BC V2X 7G5	Web: www.fraserhealth.ca Tel: (604) 463-4111
School District 42 22225 Brown Ave, Maple Ridge, BC V2X 8N6	Web: www.sd42.ca Tel: (604) 463-4200
Public Transit Translink	Web: www.translink.bc.ca Tel: (604) 953-333
Leisure Centre 11925 Haney Pl, Maple Ridge, BC V2X 6G2	Web: ww.mapleridge.ca/parksandrec Tel: (604) 467-7322
Library 22470 Dewdney Trunk Rd, Maple Ridge, BC V2X 7X7	Web: www.fvrl.bc.ca Tel: (604) 467-7417
Service BC Centre/ICBC Driver Licensing Services 22470 Dewdney Trunk Rd #175, Maple Ridge, BC V2X 5Z6	Tel: (604) 660-2421
Cable/TV Provider: SHAW 11850 224 STMaple Ridge, BC, V2X 8S1	Web: www.shaw.com/welcomehome Tel: (778)-306-9936
Albion Sports Complex 23778 104 Ave, Maple Ridge, BC V2W 1B8	Tel: (604) 467-7346

Important “Move-In” Reminders

Strata Management Move-in Instructions

 **RANCHO**
MANAGEMENT SERVICES (B.C.) LTD.
Agents for the Owners
8th Floor – 1125 Howe Street
Vancouver, British Columbia V6Z 2K8
Phone: 604.684.4508
www.ranchovan.com



THE FALLS

KANAKA SPRINGS

MOVING IN PROCEDURE

If you or your tenants are moving into **THE FALLS**, please contact Rancho's office to make **PRIOR** appointment.

Please have tenants file a Form K with the Strata Corporation within two (2) weeks of moving in.

For moving information and to submit a Form K, please contact Shubam Agnihotri, Strata Agent:

- Direct Line: (604) 331-4296
- Email: shubam.agnihotri@ranchogroup.com

Resident(s) who show up without an appointment will be fined accordingly.



THANK YOU FOR YOUR COOPERATION!

Active Construction Zones

A friendly reminder to all homeowners that Kanaka Springs is an active construction site and some areas will be closed to residents during ongoing construction. For safety purposes, no access is permitted under any circumstances unless escorted by Epic Homes staff. Thank you for your cooperation.

Set Up Your Home Services

The Homeowner is responsible for arranging hook-ups for all home services, such as Hydro, Fortis, cable, and telephone. Please contact the company concerned directly.

BC HYDRO	Visit www.bchydro.com or call 1 (800) 224-9376
FORTIS BC	Visit www.fortisbc.com or call 1 (888) 224-2710
ROGERS PHONE & CABLE	Call 1-888-817-8997 or visit shaw.ca/welcomehome

IMPORTANT REMINDER: Epic Homes has partnered with Rogers to provide you with a “Welcome Home Package” including special offers and rates. Please refer to Rogers Flyer provided with this manual.

Mail Keys

To get your mail keys please contact Canada Post

Maple Ridge location: 20800 Lougheed Hwy, Maple Ridge, BC V2X 0V2

Or request online at:

<https://www.canadapost-postescanada.ca/cpc/en/support/kb/receiving/community-mailboxes/how-to-get-started-with-community-mailbox.page>

NEW HOME WARRANTY

To provide you with peace of mind, we have assembled a team of dedicated customer care specialists ready to assist you with any inquiries during your move and post-occupancy warranty submissions. We will help manage your BC Housing legislated 2-5-10 Year Coverage, which includes:

- **1 Year:** Coverage for any defects in materials and labor (15 months on common property of strata buildings)
- **2 Years:** Coverage for building systems, exterior cladding, and building code compliance
- **5 Years:** Coverage for the building envelope
- **10 Years:** Coverage for structural integrity

For more information please visit www.bchousing.org/licensing-consumer-services/new-homes/home-warranty-insurance-new-homes

Third-Party Home Warranty Provider

Your home warranty has been administered by WBI Warranty Insurance Agency. For more information on your home warranty and protection or to make a direct inquiry please visit wbihomewarranty.com or call (604) 639-2924.

Warranty Guidelines

Epic Homes provides the following warranties for your home:

1. All defects in the house, whether structural or otherwise, either caused by materials or workmanship, as agreed upon by both parties.
2. All appliances purchased with home.
3. All plumbing including plumbing fixtures, bathroom fixtures (including toilets, tubs, showers, sinks), hot water tanks, waterlines and drain lines.
4. All electrical and electrical fixtures, including switches, plugs, wiring, and light fixtures.
5. All mechanical installations, including furnace and water heater.
6. All cupboards, vanities, cabinetry, and countertops.
7. All roof systems including trusses, roof coverings, gutters, and downpipes.
8. All exterior finishing composed of wood, metal, or plastic, but not paint
9. At the one-year anniversary we attend to drywall touch-ups and nail pops (excluding paint touch-ups)

For terms and duration of coverage of each component, please visit: wbihomewarranty.com

Limits and Exclusions

1. No claim may be made under this warranty where the Purchaser has not purchased the warranted item through Epic Homes.
2. This warranty is for defects in workmanship and/or materials and shall not extend to “normal” or “reasonable” wear and tear, damage, accidents, alterations by the Purchaser, misuse, abuse or neglect, fire, or Acts of God.

3. Should the warranted item have been discontinued by the manufacturer, Epic Homes reserves the right to replace the warranted item with a product of equal or greater value than the warranted item.
4. No claim may be made by the Purchaser under this warranty where the Purchaser has received warranty coverage directly from the supplier or manufacturer of the warranted item.
5. No claim may be made by the purchaser under this warranty against Epic Homes after the expiration of one year from the date of possession of the dwelling house by the Purchaser.
6. Epic Homes shall be responsible only for the repair and/or replacement of the materials and/or products contained in the original specifications as outlined in the Purchase Agreement between Epic Homes and the Purchaser. Any deviation from the material and/or product specifications may result in this warranty being void regarding such materials or products.
7. Epic Homes retains the right to determine whether defective materials or products are to be repaired or replaced. Subject to Homeowner Protection guidelines. Read more at:
<https://www.bchousing.org/publications/Residential-Construction-Performance-Guide.pdf>
8. All paint, exterior or interior is excluded.
9. Grass and shrubs are excluded.
10. Driveways and walks are excluded.
11. Fences are excluded.

Manufacturer's and/or Suppliers Warranties

Epic Homes and the purchaser acknowledge and agree that certain products in the dwelling will have warranties from either the manufacturer or suppliers that may exceed, in length of time, the Epic Homes warranty contained herein. Epic Homes and the purchaser covenant and agree that the Epic Homes warranty will not, in any manner, restrict the purchaser from claiming under their manufacturer's or supplier's warranty.

EPIC HOMES CUSTOMER CARE PROGRAM

Epic Homes is committed to delivering exceptional quality and lasting care to our homeowners. To ensure your satisfaction, we offer two dedicated service opportunities—one at 6 months and another at 1 year after occupancy. These services address any material or labor defects within your home's interior, providing you with peace of mind and a home you can truly cherish.

How to Submit a Customer Care Request

Unless service is of an emergency nature (emergency service is generally considered that which affects electrical, heating, or water supply), please submit all service requests via Epic Homes Customer Care at:

epichomes.info/service-request/

Customer Care Request Guidelines

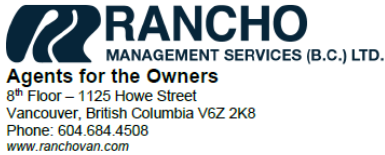
1. Do not give customer care requests to your sales representative or construction staff. Any items verbally discussed with site staff are not considered valid. They must be sent to our Customer Care department using epichomes.info/service-request/.
2. Any items noted on the pre-occupancy walk-through sheet will be addressed within 30 days of occupancy.
3. Your first service request can be submitted on or before the date of 6-month occupancy. Your final service request must be submitted on or before the 1-year occupancy anniversary date.
4. All drywall and ceiling-related deficiencies including nail pops will be addressed at the 1 year-end service appointment to allow for settling of the home, most of which should have occurred by this time.
5. Should any trades need to return to your home, Epic Homes will notify the trade and coordinate an appointment.
6. If items arise after the anniversary date, please transfer them to the next service request.

***Please note:** Items such as scratches or dents in glass, damaged hems, sinks, countertops, flooring & appliances will only be warrantable if they are noted before occupancy.

Exterior and Common Property

For deficiencies related to the exterior, roof and common property of your home please contact the Property Management service, as provide below, to arrange for service.

To report an exterior or common property deficiency please contact:



Shubam Agnihotri
Strata Agent

RANCHO MANAGEMENT SERVICES (B.C.) LTD.
Agents for the Owners
Direct Line: (604) 331-4296
Tel: (604) 684-4508 Fax: (604) 684-1956
Email: shubam.agnihotri@ranchogroup.com
www.ranchovan.com

Maintenance of Your Home

Your new home will require regular preventative maintenance to preserve its beauty, value, and Home Warranty requirements. Preventative maintenance on your home should begin when you move in. Read the following sections of this manual to become familiar with a few basic practices and procedures for maintenance. You may also refer to your WBI Warranty manual, for more information please visit wbihomewarranty.com.

Gas

If at any time you smell gas in your home, you should leave your home and contact the gas supplier immediately. They are best to inspect and advise of any issues.

Heating

If your furnace does not operate properly, you should check to ensure the breaker has not tripped and refer to the furnace manual for pilot light lighting instructions. You should also check the thermostat settings, to ensure it has not been turned down. Contact your builder (if warranty-related). If the Heating component of your warranty has expired (2 years) then you should contact a trained and qualified professional to rectify the issue.

Burst Water Line

A water line can burst due to a number of different reasons. What is important here is to stop the water from flowing into your home in order to prevent extensive damage to your home and property. If a burst water line happens between a fixture and a shut-off valve, then shut off the water at the valve immediately. If no shut-off valve exists, then shut the water off at the main water shut-off, which is usually located where the water line enters your home (mechanical area – location varies by plan). It is also recommended to shut off your hot water tank to prevent overheating.

Quartz Surfaces

Refer to Appendix A

More Homeowner Maintenance Guides & Tips

For more information on homeowner maintenance guidelines and tips please visit:

wbihomewarranty.com/download/wbi-home-warranty-homeowner-maintenance-manual/ or
wbihomewarranty.com/home-warranty/

APPENDIX A: Quartz Surface Maintenance



ZONE STONE LTD

7-11720 Voyageur Way, Richmond
T: 604-370-1118 | E: info@zonestone.ca

Taking Care of Your Quartz Surface:

Quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Quartz, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Minimal Maintenance:

Virtually maintenance-free, Quartz's hard, non-porous surfaces require no sealing to renew its luster and are simple to be cleaned. In most cases, soap and water or a mild detergent is enough to keep your Quartz surfaces looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Stubborn Stains or Dried Spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as



ZONE STONE LTD

7-11720 Voyageur Way, Richmond
T: 604-370-1118 | E: info@zonestone.ca

food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a noscratch Scotch-Brite® pad is recommended along with the non-abrasive cleaner such as Method Daily Granite.

Heat Tolerance

Quartz is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 150°C (300°F).

However, like all stone material, Quartz can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

Scratch Resistant

Quartz is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.



ZONE STONE LTD

7-11720 Voyageur Way, Richmond
T: 604-370-1118 | E: info@zonestone.ca

Cleaning Agents to Avoid

It's important to be aware that like any other surface, Quartz can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Quartz surface with products that contain Quartz or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

APPENDIX B:

Rancho Strata Management Welcome Package

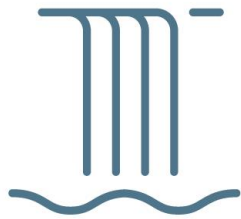


Epic Homes NE Albion JV
20050 Stewart Crescent #201,
Maple Ridge, BC V2X 0T4
(604) 465-6886 | service@epichomes.info



Agents for the Owners

8th Floor – 1125 Howe Street
Vancouver, British Columbia V6Z 2K8
Phone: 604.684.4508
www.ranchovan.com



THE FALLS

KANAKA SPRINGS

WELCOME TO ALL OWNERS!

Welcome to your new home at **THE FALLS**. Getting started in your new home is exciting and to assist you with your new location, Rancho Management Services (B.C.) Ltd. has produced the attached package.

This package outlines various aspects of Strata-living, as well as information on **THE FALLS**. You may wish to retain this package, as a reference tool from time to time.

We sincerely hope that you will enjoy your new home. If we can be of any assistance, please do not hesitate to call.

Yours truly,

A handwritten signature in black ink, appearing to read 'Shubam Agnihotri', written over a horizontal line.

Shubam Agnihotri
Strata Agent

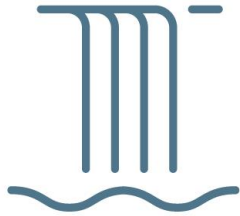
RANCHO MANAGEMENT SERVICES (B.C.) LTD.

Agents for the Owners

Direct Line: (604) 331-4296
Tel: (604) 684-4508 Fax: (604) 684-1956
Email: shubam.agnihotri@ranchogroup.com
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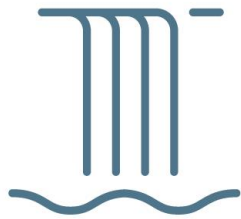
KANAKA SPRINGS

PACKAGE CONTENTS

- **DEVELOPMENT INFORMATION** (Page 4)
Civic information about the property.
- **QUICK NUMBERS** (Page 5)
Telephone numbers for your easy reference.
- **STRATA'S INSURANCE/OWNER'S INSURANCE** (Pages 6-7)
Includes information as to which items are covered by the Strata Corporation's insurance, and what the Owner's insurance should cover.
- **STRATA FEE SCHEDULE** (Page 8)
Monthly strata fees are used to pay for the operation of the Strata Corporation. These fees are due and payable on or before the first of each month. Please note that monthly invoices will not be sent. Each Owner is responsible for making sure that the strata fee owing for his/her strata lot unit is paid on time.
- **STRATA WEBSITE** (Page 9)
Please note that this internet service will only be available on the date your first Annual General Meeting notice is sent out. The web page is located at www.ranchovan.com under the Strata Members section.
- **RANCHO BENEFITS PROGRAM** (Page 10)
- **MOVING-IN PROCEDURE** (Page 11)

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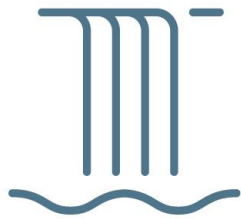
PACKAGE CONTENTS – CONT'D

- **GARBAGE & RECYCLING** (Page 12)
- **BUILDING EMERGENCY PROCEDURES** (Page 13)
- **VACATION TIME** (Page 14)
- **PRE-AUTHORIZED DEBIT PARTICIPATION AUTHORIZATION FORM (PAD) FORM** (Page 15)
Your monthly strata fees will be debited off your account every 1st of the month. Please complete the form, attach a “Void” cheque, and return to Rancho Management.
- **EMERGENCY FORM** (Page 16)
We request that all Owners complete the Emergency Form and return same to Rancho Management Services (B.C.) Ltd - The form is for the purpose of contacting you or your relatives in the event of an emergency.
- **FORM K** (Page 17)
Owners who are renting their suite are required by The Strata Property Act to forward a Form K-Tenant’s Undertaking, executed by both the Owner(s) and tenant(s), to the property management company. This form is also required for all future tenants. Basically, it states that the tenant(s) have read, understood, and agree to comply with the bylaws of the Strata Corporation.
- **RSERVICE TENANT REGISTRATION FORM** (Page 18)
We request that Owners get their tenant(s) to fill out the attached form to sign up for RService, wherein tenants are able to book elevators and any amenities online.



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DEVELOPMENT INFORMATION

Civic Address:

THE FALLS
24951 112 AVE.
MAPLE RIDGE, BC
V2W 0L1

Legal: Lot 1 Section 14 Township 12 New Westminster District Plan EPP119370

PID: 031-825-222

Strata Lot ____

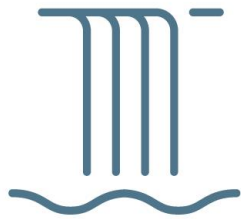
To obtain warranty repairs during the warranty period, please refer to your Homeowners Manual provided by the Developer, or contact the following:

To submit a customer care request please visit:
customer care.epichomes.info
to log into your Homeowner Portal

For assistance with log-in contact 604-465-6886 or service@epichomes.info

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QUICK NUMBERS

The Strata management company for THE FALLS is Rancho Management Services (B.C.) Ltd. Rancho is an independently-operated firm, which was assigned to manage the strata corporation based on its expertise, knowledge, resources and professionalism in handling large condominium developments. The management company is directed by the Strata Council and provides an array of services. The following are a few examples:

- Maintaining all records and building information;
- Keeping complete financial records, such as: monthly financial statements, payables, a list of owners' accounts, and banking information for the operation of the Strata Corporation;
- Attending Strata Council meetings, Annual Meetings and General Meetings, giving a full recording of minutes for distribution to all owners;
- Negotiating with and providing trades-people for work in and around the building;
- Providing experience and guidance in decision-making for the Strata Council, based on years of condominium management;
- Managing all the common areas; and,
- Responding to all emergencies (i.e. fire, flood, etc.).

Location: 8th Floor– 1125 Howe Street
Vancouver, BC V6Z 2K8

Contact: Shubam Agnihotri, Strata Agent
Email: shubam.agnihotri@ranchogroup.com
Direct Line: 604-331-4296

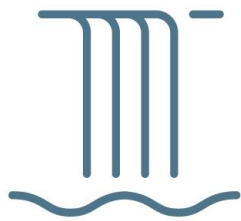
Head Office Phone: (604) 684-4508 (24 hours)
Fax: (604) 684-1956
Hours: 8:30 a.m. - 5:00 p.m. (Plus 24-hour answering service)

Non-Emergency:
Emergency: 911



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STRATA'S INSURANCE / OWNER'S INSURANCE

The Strata Corporation's insurance covers the common property, common assets, buildings shown on the strata plan and fixtures built or installed on a strata lot, assuming that the fixtures are built or installed by the owner/developer as part of the original construction on the strata lot (please refer to section 149 of the Strata Property Act for greater detail.)



Owners should have their own in-suite insurance coverage for their personal items. If modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection.

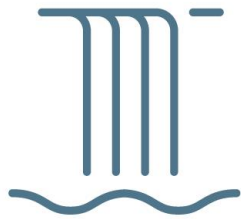
For example, hardwood floors installed by the Vendor, are covered by the Strata's insurance. Hardwood floors installed by an owner, after the time of purchase, are not covered by the Strata's insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the Strata's insurance policy.

In order to ensure that you are covered, ask your insurance provider the following questions:

1. Am I covered if the Strata Corporation charges my Strata Lot an amount below the insurance deductible?
2. I have made upgrades to my suite. What additional coverage do I need? (betterment coverage)
3. I have tenants living in my suite. What coverage do I need? (loss of rent & liability)

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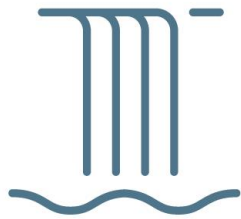
STRATA'S INSURANCE / OWNER'S INSURANCE – CONT'D

The following is a list of insurance providers. Please feel free to contact them for quotes:

BFL Canada	604-669-9600	jocampo@bflcanada.ca
Acera (formerly Capri CMW)	604-294-3301	gordon.li@acera.ca
HUB International	604-269-1827	mayank.anand@hubinternational.com
InsureBC (Ambleside) Insurance Services	778-606-3033	ambleside@insurebc.ca
Johnston Meier Insurance Agencies Group	604-736-4574	Evelyn.Chin@jmins.com westbroadway@jmins.com
TXL Insurance Agency	604-875-6122	info@txl-insurance.com
The Cooperators	1-800-265-2662	client_service_support@cooperators.ca
Alpine Insurance	604-533-0654	bhupi@alpineins.ca
Jack Chow Insurance	604-669-7777	sylvia@jackchow.com
Square One Insurance	1-855-331-6933	customer.support@squareoneinsurance.com
BCAA	1-888-268-2222	https://www.bcaa.com/contact-us

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STRATA FEE SCHEDULE

Strata fees are due on the first of every month. Monthly invoices are not sent by the management company. A copy of the strata fee schedule will be sent to you attached to the Annual General Meeting minutes.

The PRE-AUTHORIZED DEBIT (PAD) Plan has been implemented by Rancho for paying your strata fees. Attached at the end of this welcome package is the PAP form for you to fill out. Please complete the enclosed form and include a VOID cheque along with one cheque for the next month. This cheque will be used as your first strata fee payment. After the first cheque is used, the Pre-Authorized Payment Program will commence the following month.

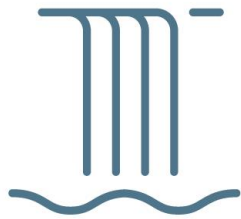


PLEASE REMEMBER THAT IF YOU DO NOT PAY YOUR FEES, THE STRATA CORPORATION CANNOT PAY ITS BILLS. ALSO, WE DO NOT INVOICE YOU FOR FEES. THIS NOTICE WILL BE THE ONLY NOTICE THAT YOU RECEIVE FOR PAYMENT. ONCE PER YEAR, THE STRATA CORPORATION WILL SET A NEW BUDGET AND AT THAT TIME THE FEES MAY CHANGE.



Agents for the Owners

8th Floor – 1125 Howe Street
Vancouver, British Columbia V6Z 2K8
Phone: 604.684.4508
www.ranchovan.com



THE FALLS

KANAKA SPRINGS

STRATA WEBSITE

Rancho offers a convenient way for Owners to access Strata-related documents (such as minutes, bylaws, memo, insurance certificate, etc.) through myRanchoStrata at www.ranchovan.com. Rancho also allows for Residents of THE FALLS (owner-occupants and tenants only) to book elevators and amenities online, as well as receive email notification for packages through RService at www.rservice.ca.

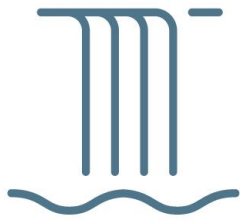
Owners are encouraged to register to myRanchoStrata by visiting our website at www.ranchovan.com after the completion date. Once registered and approved, Owners will receive an email from Rancho with their log-in information. Owner-occupants may use the same log-in for Rservice. Please note that Investor-owners do not get access to Rservice.

Tenants, on the other hand, can sign up for RService by filling out the RService Tenant Registration Form attached to this Welcome Package. Please note that Tenants must be registered on the Form K on file in order to be registered.

**Register
Now**

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RANCHO BENEFITS PROGRAM

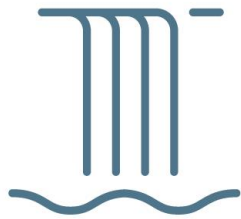
As a benefit of living in a Rancho-managed building, Rancho has launched the Rancho Benefits Program. With the Rancho Benefits Program, Owners and Tenants of a Rancho-managed strata may now enjoy discounts and special deals.



To start taking advantage of these offers, please visit our website at www.ranchovan.com and sign up for myRanchoStrata or RService! If you have any questions about this program, please do not hesitate to email ranchobenefits@ranchogroup.com.

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THE FALLS

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MOVING IN PROCEDURE

If you or your tenants are moving into **THE FALLS**, please contact Rancho's office to make PRIOR appointment.

Please have tenants file a Form K with the Strata Corporation within two (2) weeks of moving in.

For moving information and to submit a Form K, please contact Shubam Agnihotri, Strata Agent:

- Direct Line: (604) 331-4296
- Email: shubam.agnihotri@ranchogroup.com

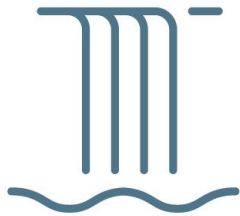
Resident(s) who show up without an appointment will be fined accordingly.



THANK YOU FOR YOUR COOPERATION!

Agents for the Owners

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THE FALLS

KANAKA SPRINGS



GARBAGE AND RECYCLING

Moving in to a new home means lots of garbage and empty cardboard boxes once all settled in. Please ensure to discard off your garbage and cardboard boxes appropriately by disposing them in the appropriate bins and by crushing your boxes before dumping in the cardboard bins. Schedule for garbage pick-up will be announced shortly.

Rancho also wants to emphasize that all garbage be bagged at all times before disposing of. If necessary, please double bag your garbage.

Also, Residents at **THE FALLS** are asked to please ensure that the following procedures be practiced in the building:

- 1) Use a separate container to collect your food scraps. Please do not use plastic bags.
- 2) When disposing your food scraps, please ensure to dispose them into the proper bin in your building.
- 3) For approved products for disposal, please [visit https://www.mapleridge.ca/resident-services/waste-collection](https://www.mapleridge.ca/resident-services/waste-collection)

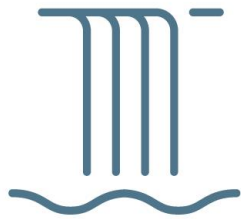


THANK YOU FOR YOUR COOPERATION!



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THE FALLS

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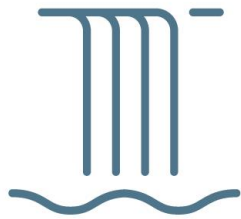
BUILDING EMERGENCY PROCEDURES

In the event of a building emergency, please contact Rancho's 24-Hour Answering Service at:

604-684-4508

Agents for the Owners

8th Floor – 1125 Howe Street
Vancouver, British Columbia V6Z 2K8
Phone: 604.684.4508
www.ranchovan.com



THE FALLS

KANAKA SPRINGS

VACATION TIME

If you are going away on a vacation and/or your suite will not be occupied for a period of more than one month, please ensure that it gets inspected on a regular basis for any gas leaks, pipe leaks, and/or break-ins.

It is also suggested that the following steps be followed:

- Email an emergency contact phone number with the Property Manager
- Turn off all water supply lines in your suite
- It is advisable that you have your suite checked at least once a week.



THANK YOU FOR YOUR COOPERATION!

Pre-Authorized Debit (PAD) Plan – Strata

FAX: (604) 684-1956

EMAIL: AR@ranchogroup.com

ATTACH VOID
CHEQUE HERE

STRATA PLAN: _____

STRATA LOT NO.: _____

UNIT NO.: _____

1. I/We hereby authorize Rancho Management Services (B.C.) Ltd. on behalf of our Strata Corporation to begin deductions effective _____ as per my/our instructions for the following: recurring monthly strata fee(s)/authorized charges (parking, etc) and one-time retroactive strata fee(s) adjustments as voted upon and passed by the general membership of the Strata Corporation from time to time. In addition to the monthly strata fee(s), authorized one-time or sporadic debits, any fines, gas consumption, chargebacks, penalties, and special levy fee(s) up to a maximum of \$1,000.00 as assessed according to the Strata Corporation Bylaws and Rules and Regulations. These above mentioned fee(s)/charges will be debited to my/our specified account on the 1st day of every month.
2. I/We undertake to inform Rancho Management Services (B.C.) Ltd. of any change in the account or address information provided in this authorization before the fifteenth day of the month.
3. I/We acknowledge that delivery of the authorization to Rancho Management Services (B.C.) Ltd. constitutes delivery by me/us to the financial institution below.
4. This authority is to remain in effect until Rancho Management Services (B.C.) Ltd. has received written notification from me/us of its change or termination. This notification must be received within 15 days before the next debit is scheduled at the address provided below. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca.
5. Rancho Management Services (B.C.) Ltd. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.
6. I/We have certain recourse rights if any debt does not comply with this agreement. For example, I/We have the right to receive reimbursement for any PAD that is not authorized or is not consistent with the terms of this PAD Agreement. To obtain more information on my/our recourse rights, I/We may contact my/our financial institution or visit www.cdnpay.ca.

Type of Service: Personal _____ Business _____

Name _____

Property Address _____

Phone # _____

Name of Financial Institution _____

Address of Financial Institution _____

Financial Institution Number _____

Branch Transit Number _____

Account Number _____

A Specimen cheque has been marked "VOID" and attached to this authorization. If your account does not provide cheques, please have your bank verify this information with a **bank stamp** after filling out the information above to ensure the account is coded correctly and will allow pre-authorized debit.

When the form is complete, mail, fax, or email to:

Rancho Management Services (B.C.) Ltd. – 8th Floor – 1125 Howe Street, Vancouver, British Columbia, V6Z 2K8

Phone – 604 – 684 – 4508 Fax – 604 – 684 – 1956 Email: ar@ranchogroup.com

Attention: Accounts Receivable

Date: _____ Signature: _____ Signature: _____

PLEASE NOTE THAT THIS FORM MUST BE RECEIVED BY RANCHO NO LATER THAN THE 20TH OF THE MONTH PRIOR TO THE MONTH THE PAD IS TO COMMENCE. (I.e. To be on the Pre-Authorized Debit Plan for the month of June, the form must be in our office prior to the 20th of May. Forms received after the 20th of the current month (i.e. May) will be processed but your first payment will not come out of your account until July 1st), as this system is set up in conjunction with the bank, and processing time is required, **PAD enrolment cannot be applied retroactively. Please also enclose a cheque for payment of any balance owing prior to PAD commencement.**

Strata Property Act

FORM K

NOTICE OF TENANT'S RESPONSIBILITIES

(Section 146)

Re: Strata Plan *[the registration number of the strata plan]* _____ or *[legal description of development]* _____

Strata Address of Strata Lot: _____

Name (s) of tenant (s): _____

Phone Number(s): _____

Email Address (es): _____

Tenancy commencing: _____
[month, day, year]

IMPORTANT NOTICE TO TENANTS:

1. Under the *Strata Property Act*, a tenant in a strata corporation must comply with the bylaws and rules of the strata corporation that are in force from time to time (current bylaws and rules attached).
2. The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant **must** comply with the changed bylaws and rules.
3. If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Date: _____ (mm/dd/yy)

Print name and Signature of Landlord,
or Agent of Landlord

Address of landlord, or agent of landlord

Phone Number(s): _____

Signature of Tenant

Signature of Tenant

This Form K is not used to change the address of the Owner/Landlord/Agent of Landlord. Owner/Landlord/Agent of Landlord MUST update their mailing address (if different from property address) on myRanchoStrata.



Agents for the Owners

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Phone: 604.684.4508
www.ranchovan.com

EMERGENCY INFORMATION FORM
RANCHO MANAGEMENT SERVICES (B.C.) LTD.

The following information is confidential and for the purpose of contacting you or your relatives in the event of an emergency. This information is held in the strictest of confidence and will not be released to anyone without your permission.

Strata Corporation: EPS10402 - THE FALLS

Unit #:

Strata Lot #:

Registered Owner (s) full name (s)

Telephone Number: (h)_____ (b)_____ other _____
(cell/pager - please specify)

Non resident owner address and phone number (if unit is rented to a tenant or you are an absentee Landlord):

Name, Address and Telephone number of a local contact or relative in the event of an emergency in your suite:

If your contact or relative is not available, will you allow access to your suite via the Management Company?
(please circle appropriate)

YES

NO

Access code for security system (optional)_____

*** Please complete and return as soon as possible to:**

Rancho Management Services (B.C.) Ltd.
8th Floor – 1125 Howe Street
Vancouver, B.C., V6Z 2K8
Email: AR@ranchogroup.com

Welcome Package

RService Tenant Registration Form

EPS10402 - THE FALLS

RService allows Residents to book the elevator and other amenities online. Building staff will create an account for you based on the information provided below. As such, please ensure that all information is correct and written legibly. Each Tenant must be registered separately.

Note: This form is for registering Tenants only to RService. Owners/Landlords can request a password at www.ranchovan.com. The Tenant's name must be on the Form K on record in order to be registered on RService.

Tenant's full name: _____

Unit: _____ Building: _____

Phone number: _____

Primary email address: _____

Alternate email address (must be for same Tenant): _____

Tenancy commencement: _____ (yy/mm/dd)

I hereby agree to abide by the bylaws and rules of the Strata Corporation.

Signature of Tenant (required for registration): _____

For Building Staff Use Only

Double check that the Resident is a Tenant and not an Owner

Tenant name on Form K? Yes No

Account created on: _____

Account created by: _____

Date user deleted: _____

APPENDIX C: Site Map



APPENDIX D: Area Amenity Map



Epic Homes NE Albion JV
20050 Stewart Crescent #201,
Maple Ridge, BC V2X 0T4
(604) 465-6886 | service@epichomes.info

