



## Maintenance & Recommendations Guide for Mondrian Suites

### Owner Checklist

#### Homeowner's insurance policy

Make sure that you carry adequate insurance coverage. Please remember that you are responsible for the Strata Insurance Deductible.

This deductible, as of April 2022, is currently set at:

- \$100,000 per incident of Water Damage
- \$25,000 per fire incident

Please request a copy of the current insurance certificate from Quay Pacific to get all the insurance policy deductibles – email: [vancouver@quaypacific.com](mailto:vancouver@quaypacific.com)

If you do not have this amount of coverage, then you are personally financially liable up to this amount if any damage occurs to the building or neighboring suites, that has started in, or been traced to, your unit. If your current insurance company does not offer this amount of coverage here is a list of companies that do offer this \$250,000 coverage:

#### **Insurance Brokers (examples):**

- BFL
- AMC Cassells
- Northbridge
- CMW (Insurance broker of the Mondrian)

If your unit is being utilized as a rental, for your protection and the Tenants, insist that the tenant purchases a Tenants insurance Policy.

#### Water issues

**Issue:** Do you know where the water shut-off valves are in your unit?

Water leakage is the number one problem experienced in residential towers. In order to protect yourself and the building, please ensure the following:

Know where your main water shut-off valves are located and how to operate them. Note there are **two** valves to shut off in the event of a leak - hot and cold water. These must be clearly marked and **MUST**

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be easily accessible in the event of an emergency (decals noting the location are available from the strata if you do not have them). Make sure that any tenants or house sitters are also aware of this.

If the shut-off valves are behind metal or plastic plates, a screwdriver may be required for access. If possible, you should install quick release mechanisms, or alternately, remove the access cover and leave it off.

Note that the shut-off valves will not turn off the fire sprinkler system. In the event the system is accidentally activated (by puncturing a line or damaging a sprinkler head) you must call Quay Pacific emergency line **immediately** at **604-685-8830**.

Never attempt work on any pressurized fixtures by yourself. Make sure that you hire a professional plumber.

### **Renovations & Maintenance**

**Issue:** Did you get an indemnity agreement approved and signed by the Strata Corporation?

Only use bonded and certified companies for **ANY** work that you plan to have in your suite. This includes replacement or installation of toilets, dishwashers, shower cartridges, and water supply lines to fridges. For your reference, a list of contractors used by the Mondrian for building maintenance is included at the end of this document.

**Note:** if you still have the original shower cartridges these have exceeded their service life and should be replaced.

Do not drill into walls close to the ceiling as fire suppression lines could be punctured. These are pressurized lines and damage can be extensive.

When installing new flooring, select an underlay to ensure sufficient noise reduction that will not echo into the units below.

Recommendations:

- Underlay (sound deadening material) under the hardwood flooring must have an STC rating of > 68 and the IIC must be > 50.
- If cork is used, it must be 6 millimeters thick (minimum) with a STC rating of > 50.
- Ceramic tile must also be installed with sound deadening underlay material.

Suite entry lock is the property of that unit. It is the owner's responsibility to maintain and repair their locks. Locks can be re-keyed without permission. It is at the Owners discretion to provide a key to the building manager for use in case of emergency access when the owner is absent.

The exterior of the suite entry doors are the responsibility of the strata corporation to maintain.

### Washing Machine

In addition, it is highly recommended that you replace ALL existing rubber hose supply lines with stainless braided lines. Again, please ensure that this work is performed by a qualified plumber. The Mondrian currently uses **Across Town Plumbing** for building maintenance and all in-suite issues thus they will respond quickly to any resident issues and are reasonably priced.

### Showers

Periodically the cartridge in your shower control will need to be replaced due to normal wear and tear. Note that if you have an original cartridge still in place it has exceeded service expectancy and should be replaced now. Please hire a licensed technician **ONLY** to replace it.

### Sinks

Monitor sink drains and plumbing for leaks. Leaks can occur in the sink drains due to wear and tear.

Garburator failure – if it fails either replace it or repair it.

- Check the breaker in the event it stops working
- **Never** stick your hand into a Garburator unless the power is turned off at the electrical breaker

### Toilets

Please monitor your toilet(s) in the event it is not working, and the water is continuously running. The Strata Corporation is charged for the water consumption by the City, this cost is billed back and affect Strata fees.

Please monitor your toilet water supply line. If it is leaking or worn, please replace immediately with a stainless-steel braided hose only.

**Do not** flush anything down the toilet besides toilet paper and human refuse.

**Do not** flush **ANY** clumping type cat litter down the toilet.

### Fire Sprinklers

To prevent damage, never touch, paint or hang anything from fire sprinkler heads or protective cages. Any damage incurred by misuse is the responsibility of the strata lot owner.

Fire sprinkler maintenance is the responsibly of the Strata Corporation.

If you see a fire sprinkler leaking or dripping, please report it immediately to the resident manager or management company.

Owners may install sprinkler cages over their sprinklers to prevent damage.

### Operation of Water Fixtures

It is highly recommended that you **DO NOT** leave your suite/unit while running the washing machine or the dishwasher. Leaks from pressurized appliances can spread very quickly throughout the building and cause extensive damage.

If there is a flood in your unit, you are responsible for all damage(s) incurred and the insurance deductible in the case of a claim.

### Fireplaces and Gas Stovetop

If you smell sulfur/rotten eggs in your unit and/or suspect a gas leak, open a window or balcony door to aerate and then immediately call Fortis Gas emergency line.

Fortis Gas emergency number: 1-800-663-9911

If your gas appliance malfunctions, please have it repaired immediately.

Gas Fire Appliance companies:

- Vancouver Gas Fireplaces
- Bravo Gas

Do not hang **ANYTHING** in front of fireplaces.

Please note: the thermostats control the fireplace temperature.

### Gas Fittings

It is critical that any work involving a gas appliance, for example a disconnection of a gas stove, **MUST** be performed by a licensed gas fitter. Please contact the Strata if any work such as this is required. For regular maintenance of the gas fireplaces the strata will be scheduling this work as a strata expense.

### Balconies

If you have hose bibs on your balcony, please ensure that they are shut off prior to any freezing temperatures in the fall. They can be reopened in the spring after temperatures consistently rise above freezing level.

The resident manager has frost free covers for hose-bib, they will be in touch annually to install the cover.

Please do not put plastic plants on balconies, as they are flammable and can catch fire if exposed to a flame or heat source.

### Electrical and Lighting Work

**Issue:** Do you know where the electrical panel is in your strata lot/unit?

As with plumbing repairs, it is also very important to utilize a qualified professional to perform any work on your electrical system. In general, any electrical work beyond plugging something in should involve a professional. For any building lighting and electrical work, the Mondrian uses **Nelcan Electric** as the preferred contractor.

### Fire Mitigation:

Never leave a lit flame of any kind unattended.

To prevent kitchen fires, **NEVER** leave a pot on the stove/in the oven or a stove with a lit flame/active element unattended.

Ensure all flammables are placed in a secure place.

Have a fire extinguisher in your unit near any BBQ.

Dispose of cigarettes or other inhaling devices in a designated area or ashtray. **DO NOT** throw cigarettes or other smoking items off the balcony.

Ensure that all smoke detectors and carbon monoxide detectors are in proper working order within your unit - if either a smoke detector or carbon monoxide detector fails, they are the owner's responsibility to repair or replace. There is annual Fire inspection, conducted by the Strata Corporation, where a technician will come into you unit to test the smoke detector.

### Sliding Doors and Glass

If your sliding doors fail to open and/or close properly, please inform the management company so a technician can be sent to repair them.

If you have a cracked or damaged window(s), please report the issue to the Resident Manager so that a glass vendor can be contacted to repair them.

If the window seals have failed (indicated by condensation between the glass panes), please contact the resident manager for repair.

### Contact Info – Contractors:

**Plumbing** - Across Town Plumbers 604-720-0423

**Electrical/Lighting** – Nelcan Electric 604-428-1119

**Fireplaces** – Bravo Fireplaces 604-533-4149

**Renovations/Drywall Repair/General Maintenance** – Abrahams Home Improvements 604-313-1919

**Emergency Numbers:**

**Quay Pacific Property Management:** 604-685-8830 (24 hours / 7 day)

- Geoffrey Rosen – Senior Strata Manager – [geoffrey@quaypacific.com](mailto:geoffrey@quaypacific.com)
- Office email: [vancouver@quaypacific.com](mailto:vancouver@quaypacific.com)
- Live answering service after-hours

**Mondrian Resident Manager**

– Cheryl Vienneau – (604) 669-1879 (Weekday Business Hours)