



Owner/Resident Manual Riviera Strata NWS 3385

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Welcome

Welcome to the Riviera! We have excellent amenities, a dedicated Strata Council and hardworking, professional staff.

Built in 1990 - 1995, the Riviera is comprised of 307 suites in three 20-story buildings—1245 (also known as Tower A); 1235 (Tower B) and 1185 (Tower C). Our amenities include fitness facilities, swimming pool, hot tub, sauna, garden patios, library, hobby room, social lounge and a guest suite.

Affairs of our Strata are conducted by a Strata Council, our Strata Management Company and a staff of five. We adhere to the requirements of the Provincial Strata Act. The Council is elected by the members (owners) at the Annual General Meeting (AGM) held before the end of February of each year. Council members are elected for one year with the option of being re-elected at the next AGM.

At the AGM we receive a report on the expenditures for the last fiscal year, and the budget for the present year is presented for adoption. Our fiscal year is January 1 to December 31. Only owners in good standing may vote at an AGM or be elected to the Strata Council.

Strata Council meetings are held once a month or as required. Owners have the right to submit proposals to the Council meetings, usually in an email. An owner wishing to make a presentation in person to the Council may do so subject to giving at least 5 days' notice to the Council.

Living in a condominium has many advantages and, at the same time, there are some joint obligations in order for us to all enjoy this style of living. With over 300 units between our 3 buildings, we need some rules and regulations for the safety, security, and enjoyment of all residents.

The Bylaws

These are the official “rules and regulations” as agreed to by the owners of the Strata. Many costly and embarrassing situations encountered by new residents could have been avoided by reading the Bylaws. The Bylaws are required to be administered by the Strata Council regardless of whether a person has or has not read them.

Owners who rent out their units are reminded that they should ensure that, as a condition of rental, their tenants read and agree to observe the Bylaws. The Owner must also submit a completed Form K (available from the Office).

Owners are responsible for the payment of any fines that may arise if their tenants engage in activities in contravention of the Bylaws.

One of our most important Bylaws is the right of every owner to enjoy their home. Some of the most common complaints received are smoking on balconies, excess noise (feet, moving furniture, a constantly barking dog). Being mindful of others is essential when we live so close together.

The Owner Manual.

This document is provided to acquaint you with all aspects of Riviera. Every effort has been made to ensure consistency between this manual and the Bylaws but in the event of a conflict, the Bylaws and Rules take precedence.

Council Minutes

Copies of council minutes are available on the Associa website as well as the Riviera online Noticeboard at:

<https://rivieranotes.website>

The Riviera Review

Periodically written by Council with tips and updates and delivered to each unit.

Riviera Site Office

Tower B (1235 Quayside Drive), 2nd Floor

Office Hours: We try to have someone available in the Office Monday through Friday but please call first to arrange an appointment.

email: riviera@shawcable.com

During the day - 9 am to 4:00 pm phone 604-833-4601

After working hours for emergency issues: 604 591-6060

(An after hours “emergency” is an issue such as flowing water or other event or occurrence that is an immediate threat to property, safety, or security. Maintenance matters are to be reported to the office during normal hours)

Staff

Site & Project Managers:	Wes & Sheila Busby
Resident Caretaker & Maintenance:	Jovica Nikolic (Johnny)
Caretakers:	Daljit Dhaliwal & Charanjit Bharya

We schedule at least 2 staff every day of the week except statutory holidays when only 1 staff is working. There is always a staff member on call 24/7 (for maintenance issues only) but for emergencies after working hours we ask that you call the Associa emergency number 604 591-6060. (see the above note on what constitutes and “emergency”)

Staff is not allowed to provide personal assistance to residents that pertains to medical or other intervention due to a resident’s physical or mental distress. In these situations, 911 must be called.

Suspected Illegal Activity - call the police

Emergency (including noise) - 911.

Non-emergency (nuisances) - 604 525-5411

Associa Strata Management Company

Alex Gefter, Strata Manager

Direct line: 604 595-1164

alex.gefter@associa.ca (in the subject line include strata plan number and unit number)

Associa BC Inc: #1001 – 7445 132nd Street, Surrey BC, V3W 1J8

Account inquires: abc.clientservicecentre@associabc.ca (include strata plan number and unit number)

24 hour line: 604 591-6060 (emergencies only)

FOBs & Keys

From your Real Estate agent you should have received the previous owner's keys (door, mailbox, locker room, garbage room), FOBs and garage opener(s). If you require any additional, there is a fee.

You may provide the Office with the name you want on the enterphone and obtain your enterphone number.

Incident Reports

In the event of a Bylaw infraction or other unusual activity, please let the Office know by filing a written Incident Report (available by the bulletin boards) and send it by email to riviera@shawcable.com. You can also deposit it in the Suggestion Box located in each mail room.

Amenities

Bicycle Storage

In the parkades, one on the lobby level, the other on "P". Apply for bike storage through the Office. Access by a fob. No bikes are to be stored on balconies, any common property, or transported through any of the buildings.

Bulletin Boards

Each building has a bulletin board area on the lobby floor where there is also a Suggestion Box. Owners/tenants are welcome to post notices that have been approved by the Office. Unapproved or out-of-date notices will be removed by staff.

Applications for the Guest Suite, Social Lounge, Incident Reports, FOB Request, Elevator Booking and Notes on Electrical Vehicle Charging are available in the notice board area.

Car Wash Area

Next to the in/out gates, "P" level. A water hose, air compressor and vacuum cleaner are available. This is the only area where cars can be washed at Riviera.

Craft Room

Tower C, 2nd floor. Next to the Social Lounge. The Craft Room is air conditioned and if a heat health emergency is declared, it can be used as a refuge area. The room has workstations, sink, chairs, tables and several basic craft tools.

Dry Sauna

Tower A, lobby floor, swimming pool area. Access to pool area by building fob. Individuals under the age of 15 must be accompanied by an owner/tenant who has obtained the age of majority.

Open 6 am to 11 pm.

Fitness

- Tower A, lobby floor. Exercise area with treadmill, rowing machine, bicycles, step machine. Access by building fob.
- Tower A, 2nd floor overlooking the swimming pool. Universal gym, free weights with bench, punching bags, workout information. Access by building fob.
- Tower C, 2nd floor, adjacent to the hot tub. Limited equipment. Access by building fob.

All are open 6 am to 10 pm (Bylaw to be revised at next AGM).

Freezer Storage Room

Tower A, 3rd floor. Space is subject to availability. See the Site Manager for more information. Access by dedicated key.

Guest Parking

We have 2 guest parking areas—one is a covered parkade between Tower A & Tower B, entered off Quayside Drive. The other is partially covered and located to the east of Tower C. Guest parking is solely for the use of guests of the Riviera and vehicles in the guest parking areas must clearly display a Riviera Guest Parking Pass. Residents who park in the guest parking areas will be subject to towing and/or fines.

Large vehicles are only permitted in the guest parking area by Tower C. Vehicles must use only one space unless they have specific permission from staff to use more than one space. At no time can they encroach on the drive area.

Guest Suite

Tower C, lobby floor. Consists of one queen bed, one queen hide-a-bed, TV, table & chairs, coffee maker and a 4-piece bathroom. Fee is \$35/night plus a \$200 security deposit, payable by 2 cheques only. The renter must supply linens and clean the suite after use. Access by dedicated key. Booking through the Office required. You can check with the Office regarding available dates. However, the Office must receive a completed application form (available in the bulletin board area) with both cheques attached before your booking is confirmed. If there is no damage, your security deposit cheque is returned.

Workshop

Tower A, 2nd floor. No storage but a variety of donated tools and a large workspace with good light is available. Users are to clean up after each use. Access by dedicated fob. Information is posted on the door of the workshop. \$25 per year, cash.

Hot Tubs

- Tower A, lobby floor, swimming pool area. Access to pool by building fob.
- Tower C, 2nd floor. Access by building fob.

Both are open 6 am to 11 pm.

Individuals under the age of 15 must be accompanied by an owner/tenant who has obtained the age of majority.

Library

Tower B, 2nd floor. Next to the Riviera Site Office. Books can be borrowed, and/or donated—see instructions in the library. Volunteers maintain the library.

Garden Patios

- Between Tower A & B, 2nd floor. Access from ‘A’ through the upper fitness area. Access from ‘B’ through the passageway to the left of the library.
- The back of Tower ‘B’, 4th floor. Entrance from elevator lobby.
- Between Tower B & C, 3rd floor. Access from ‘B’ 3rd floor parking. Access from ‘C’ 3rd floor parking.

Access back into the building by fob.

No smoking or dogs allowed on any of the patios.

Hobby Room

Tower C, 2nd floor. Available to all residents. The room has tables, chairs, sink and limited hobby equipment. Access is by building fob.

Social Lounge

Tower C, 2nd floor. Available only by rental for private functions. Consists of a kitchen with refrigerator, microwave, coffee machine and area with TV, couches, table & chairs, folding tables/chairs. Fee is \$35/night plus a \$200 security deposit, payable by 2 cheques only. You provide your own utensils and dishes, etc. You must leave the area in the original condition. Access by dedicated key.

Booking through the Office required. You can check with the Office regarding available dates. However, the Office must receive a completed application form (available in the bulletin board area) with both cheques attached before your booking is confirmed. If there is no damage, your security deposit cheque is returned. The Social Lounge is air conditioned and if a heat health emergency is declared, it can be used as a refuge area.

Swimming Pool

Tower A, lobby floor. Includes hot tub, sauna, showers & washrooms. Access by building fob.

Individuals under the age of 15 must be accompanied by an owner/tenant who has obtained the age of majority. This is a private pool for Owners and guests only.

Pools can be very expensive, so over the years we have learned that one way to keep expenses under control is do our best to ensure that our staff do not have to deal with more than regular pool maintenance. To this end we ask that:

- Infants/children are never naked (fecal matter requires that we drain & refill the pool, add chemicals, rebalance, etc)

- Children are supervised—no running and/or splashing water around
- If you have longer hair, wear a cap (hair plugs the filter)
- Everyone showers before using the pool (dry skin, oil & lotion on the skin interferes with the filter and leaves a scum around the end of the pool)

By order of Fraser Health, the pool is set at 85 degrees. The hot tub is above 90 degrees. Staff are not allowed to raise the temperatures.

Table Tennis & Billiard Table

Tower B, lobby floor. Must supply your own equipment.

Washrooms

- Tower A, lobby floor adjacent to the swimming pool. Access by building fob.
- Tower B, lobby floor, adjacent to the Table Tennis room. Access by building fob.
- Tower C, 2nd floor, adjacent to the Social Lounge. Access by building fob.

Woodwork Club

This members-only wood club, off the 2nd floor patio between Towers A & B, was constructed and equipped by the members. There are lockers for members' tools and some shared equipment. There is always a waiting list to join this club. Access by dedicated key. Details in the Office.

General Information

Garbage & Recycling

- Between Tower A & B, lobby floor by the parkade gates.
- Tower C, lobby floor by the parkade gates.

Access by dedicated key (Towers A & B) or fob (Tower C)

Garbage and recycling bins are clearly marked. Please comply with the signage, otherwise extra charges may apply or the bin will not be picked up. If you are unsure where your garbage should be placed, please check with a member of the staff or go to:

<http://www.metrovancouver.org/services/solid-waste/apartments-condos/apartment-recycling-toolkit/Handouts/NewWestSharedRecyclingAreaHandout.pdf>

- **Do not leave anything on the floor.** If your garbage/recycling does not belong in any of the bins, you must personally dispose of it. If you have items you wish to recycle, you can place an ad on the bulletin boards (with permission).
- There are garbage bins in each of the mail/bulletin board rooms to dispose of unwanted paper mail for recycling. These bins are not for regular household or dog garbage.
- To avoid the bins filling before they can be emptied, boxes must be collapsed or folded.
- **Do not overfill bins,** it will spill out, causing extra work and extra cost.
- Grey Bins are **only** for deposit containers (pop, milk, etc.). We are charged for misuse.



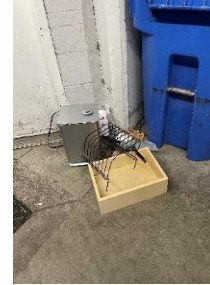
Fold Boxes



Use Correct Bin



Do Not Overstuff



Nothing on the Floor

Safety & Security

Parkades

Gates

When entering or exiting the garage, wait until the parking gate is well into the closing position before proceeding further into the parkade. If there is a car following you at the gate, stay in place as the gate closes until the gate is opened by the car behind you and then proceed. If you know the person behind you, you may proceed earlier.

Cars

Lock your car and do not leave anything visible or valuable in your parked car.

Do not leave your house keys and/or fobs in your car at any time. Leaving these items in your vehicle is a Bylaw offence. If your car is broken into the thieves will know where you live and potentially have access to not only your home but the homes of all other residents.

Please observe the 10 km speed limit on Riviera premises. Always drive as though you are expecting to meet someone.

If your car is broken into, report this to the Site Manager and the police immediately.

Entrance Doors

Do not hold the door open for anyone you do not know. Simply advise them that the Strata requires that you do not let anyone in that you do not know. They must use their own fob for entry.

Ensure that every door closes tightly and locks behind you before proceeding.

Residents are responsible for their guests—please make sure guests also secure doors behind them upon entry and exit.

If you are expecting a delivery you may buzz them in. If someone identifies themselves as a delivery that you are not expecting, please do not buzz them in but go downstairs to meet them. Once someone gains access to our building, they can go between floors and wander anywhere, something we do not want.

Pets

We are pleased to be a community that allows pets and this may have been one of the reasons you choose Riviera. However, there are some restrictions and responsibilities that go along with having them in a common living space. Small pets (max 18” tall from the front shoulder in adulthood) are welcome. Pets must be carried or controlled on a short leash in common areas.

If your pet fouls in a common area, it is your responsibility to clean up after it.

Smoking

Bylaw 3(q) An owner, tenant or occupant must not... smoke or permit smoking of any kind on any common property, limited common property or land that is a common asset, or within 6 meters of any common area building door, open window or air intake. For the purpose of this bylaw, "smoke" or "smoking" means using, inhaling, exhaling, burning or carrying of a lighted cigarette, joint, e-cigarette, vapor pen or similar vaporizing device, cigar, pipe, hookah, bong or other smoking equipment that burns or vaporizes tobacco, nicotine, or marijuana/cannabis including oils, resins or other derivatives;

Exterior Care

To protect our rain screening, the building exteriors are washed on a 3-year rotation basis.

Our exterior windows are washed once a year.

Notice of this work is always posted in the affected tower elevators.

In Suite

Balconies

Our balconies provide us with wonderful views and an outside experience without leaving home. However, while we may see them as a peaceful extension of our homes, they are limited common property. Please be considerate of the residents around you, and, in particular, those below you. Do not shake or throw anything over the railing. When you wash your deck and water your plants, make sure that no water goes over the side (plug the drain when washing). Plants should have a water catchment dish under them to protect the floor membrane.

Clothes Dryers

Lint should be cleaned out of the dryer regularly and we suggest that you also take out your lint trap and remove the lint from underneath the trap. Lint can also be found along the dryer door and behind the washing machine and dryer so you may wish to clean these areas at least quarterly.

In order to avoid condensation, we suggest that you run your dryer 20 - 40 minutes after finishing the laundry.

Dryer Vents

The strata, at their own expense, ensures that all dryer vents are cleaned on a regular basis. However, you may wish to clean your dryer vent more often, particularly if you have a long vent to the building exterior.

If access to an apartment is denied at the time of the strata's vent cleaning, the owner is responsible for the cost of cleaning and for any resulting damage caused to the unit or other units as a result of an unclean vent.

Electrical Panel

Maintain access to your electric panel. Do not place furniture or other objects that would restrict access.

External Door

The external door to your suite is the responsibility of the strata. No changes to the door are allowed without strata approval. The Owner is responsible for the locking mechanism. It is suggested that you re-key (or re-code) your door if you have allowed others access to your suite (e.g. contractors)

You are encouraged to leave a key to your suite with the Strata Office where it will be kept in a secure, protected space. It will only be used with your permission or in an emergency. You will always be notified when it is time for regular maintenance such as duct cleaning or fire alarm checks. If we have a key, you do not need to be home in order for these checks to be completed.

If there is a need to enter your suite in an emergency (e.g. a water leak) and the Office does not have a key, you will be responsible for any damage to the door.

While we are pleased that the Riviera has not had many instances of criminal activity, we encourage you to keep your door locked at all times.

Fireplace

We recommend that fireplaces be examined and cleaned by a licensed contractor annually to ensure that the fireplace is in good working order. Fireplace cleaning is the responsibility of the individual owners. Do not let anyone in the building soliciting to service your fireplace.

Garbage Disposals, Insinkerator, Garborators

Never pour grease or oil down the drain!

Kitchen sink backups are dirty, costly and can impact your neighbours because our water and sewer lines are connected to other suites.

Due to the problems, we have had with garbage disposals we encourage owners to not re-install them in their kitchen when renovating.

If you do use a disposal, please observe the following:

- Be sure your disposal is empty before using your dishwasher so that the dishwasher can drain properly.
- Regularly check your disposal connection to ensure it is in good condition.
- Do not run your dishwasher and disposal at the same time.
- Do not wash dishes in the sink at the same time your dishwasher is running as the sink's closed drain may cause a problem for dishwasher drainage.
- Do not drain your kitchen sink at the same time your disposal is running.
- Everyday use:
 - Put small amounts in at a time, keeping the cold water running.
 - Leave the water running for 30 seconds after you have disposed of your food.

Once a week

1. Place a 1/2 cup of baking soda in the drain, followed by 1/2 cup of white vinegar.
2. Close the drain, leave for at least 8 hours.
3. Carefully pour boiling water into the disposal.
4. Grind ice occasionally to clean the blades and keep bacteria away.

For best results:

1. Freeze 2 trays of ice cubes using 1 part lemon juice to 5 parts water.
2. Run hot water through the disposal for 2 minutes.
3. Dump the ice cubes into the disposal, running cold water at the same time; and
4. After the last cube has been chopped up, shut the unit off and leave for one hour before using.

Do not grind:

- grease
- fat
- lard
- large hard bones
- un-popped popcorn kernels
- fibrous fruits & vegetables (artichokes, banana peels, celery, corn husks, corn cobs, onion skins)
- egg shells
- coffee grounds
- potato peels
- fruit & avocado pits
- anything that isn't food.

Do not put lye or chemical drain cleaners into the disposal as they may corrode the metal parts.

Insurance

Insurance on the building itself is provided through the Strata Corporation. As an owner, you should ensure that you have condo homeowner's insurance. Insurance companies will advise you on what you need for adequate coverage.

If your suite undergoes a substantial renovation you should document with pictures and costs for future reference. In the event of a claim for insurance you will find these essential.

If you are an owner renting out your suite, you should require proof that your tenants have insurance as a condition of the rental agreement. Check with your insurance company on what insurance you should have for a tenant-occupied suite.

Moisture Control

We live in a rainforest. The same environmental conditions that make our skin happy, cause havoc in our lives with the excess moisture that leads to the 3M's (mould, moss and mildew). Although these may be more familiar to single family dwellers, they also affect condo inhabitants. Moisture is continually being released inside our homes — up to 10 to 50 litres or 2 to 10 gallons every day. It is important to take action to minimize the effects of moisture in our buildings.

Use Exhaust Fans

Exhaust air management in bathrooms and kitchens and a central exhaust fan controlled by a humidistat is the single most important step in controlling indoor humidity. Here are tips for managing the humidity in your home:

- Check the humidistat in the hallway periodically to ensure it is operating. It must not be removed or de-activated.

- Set the humidistat between 30%-40% during winter months; 40-50% during summer months.
- Run the kitchen exhaust fan from the beginning of the cooking process through to 30 minutes after the cooking process is complete.
- Run the bathroom exhaust fans from the beginning of the use of the room through to 30 minutes after you have left the room.
- Clean fans, housings, back-draft dampers and exterior flaps (grills) seasonally. A typical bathroom fan can be cleaned by pulling down the grill, unplugging and removing the fan module.
- If your existing fans are not satisfactory (there is no significant reduction in interior humidity or they are too noisy) consider switching to low noise/high volume exhaust fans. These units will greatly increase the volume of air removed mechanically and will do so quietly. Select your replacement unit carefully, comparing its physical size to your existing opening so that there are no surprises (a larger opening may be required). If re-wiring is required, always have a qualified contractor complete the work.

Ensure Fresh Air Supply

- At least one window should allow fresh air into any area prone to high humidity levels.
- Air movement within the various rooms of the home, especially across the face of windows or corners that tend to be colder, is very helpful in avoiding the condensation caused when air containing excess humidity finds cold surfaces.
- Consider that poor air circulation within a room may be due to furnishings against exterior walls, heat blocked by blinds or drapes or closed doors.
- Ceiling fans do an excellent job of moving air.
- Small area fans can also provide 'spot movement' in areas where air might otherwise get trapped.
- Ensure that exterior doors (a door opening onto the main hallway) are not blocked at the bottom. There must be a gap at the bottom of the door in order for the building venting system to do its job.
- Leave a one-inch gap below closet doors or leave them slightly ajar.
- Open your windows—moist, stale air should be replaced with fresh air every 3 to 4 hours. If you notice mildew on your windows, notify the Office immediately.

Watch for humidity “increasers”

- Maintain interior temperature as close as possible to a consistent 21 degrees C. If the heat is too high, moisture problems may result. There is a seal between the windows and when the cold air hits the outside glass and the heat from the heaters hits the inside glass that is cold on the outside, condensation will build up leaving water droplets.
- People, pets (mammals), potted plants, clothes drying and other moisture producing activities will significantly impact the volume of moisture to be moved and the volume of replacement air required to maintain freshness and humidity control.
- Ensure that aquariums have lids in place to reduce evaporation.
- When all other steps have been implemented and there are still issues, you may need to consider installing a dehumidifier.

Smoke & heat alarms

Depending upon floor area, each unit has 1 or 2 smoke alarms and 1 heat detector. The heat detector alarm is connected to the building Fire Panel. These alarms are the property of the Strata and must not be tampered with in any way (including painting). For the safety of everyone, do not de-activate, replace or remove them. The Strata conducts annual mandatory tests on each smoke detector and heat alarm. Residents are given ample notice when their unit will be checked and we request that you allow the strata access to your suite for this purpose.

Keep an eye on your detectors and report to the Office if the light is not on or if the unit is beeping.

NOTE

Unlike the heat detectors, the smoke detectors in your suite are not connected to the building Fire Panel. If you open your door to ventilate your suite due to burned food, the hall detectors are connected to the building Fire Panel and the building alarms will be triggered and the Fire Dept will respond.

TV & Internet Service

Riviera presently has several TV/internet providers to choose from. The City's BridgeNet fibre optic is being installed on Quayside Drive which may give us new and different options for TV & Internet service. Council will provide more information as it becomes available.

If you have a cable company working in your suite, **make sure that they do not disconnect your enterphone.**

Water & Shut Offs

If you have a panel in your laundry room, this panel allows access to the pressure reducing valve and must be kept clear for the occasional servicing by the strata. You will be notified (unless it is an emergency) whenever there is a need to enter your suite for access to this panel.

If you have a panel in your ceiling, this allows access to certain water shutoffs. Other water shutoffs are in the hallways outside the suites. In Towers A & B, certain suites are "master suites" and contain the water shutoffs for their floor as well as the 3 floors below. For this reason, we ask that you contact the Site and Project Manager before you (or your contractor) shut off any valves.

When you go away for an extended period of time, shut off the majority or all of your water valves to minimize the extent of water damage.

Do not leave running water unattended at any time.

Our city water is quite acidic by the time it reaches Riviera and this "eats" pipes. If the water were left untreated, the strata would be faced with an enormous re-piping bill (at today's costs over \$1M per tower). To address this situation our water is automatically treated by a Hytec Water System which makes the water slightly alkaline, dramatically improving the lifetime of our pipes. Evidently there is also health benefits to drinking slightly alkaline water so it is a "win-win" for us.

Renovation Hints & Tips

Read through the bylaws and policy papers (especially regarding flooring) before making decisions or signing any contracts. Provide your contractors with a copy of the Bylaws and reference the Bylaws in any contract with the contractor—e.g. if the work done does not

comply with the Bylaws your contractor will replace the work with what is permissible.

One of the noisiest and difficult jobs is removing the old tiles and the underlying cement. Consider hiring professionals to do this job rather than trying to do it yourself.

Renovation debris must be taken away by the contractor or a removal company. Our garbage bins are solely for general household refuse.

Renovation noise should not start before 8 am or continue after 6 pm. No noise renovation work is to take place on Sundays and statutory holidays. Easter Monday and Boxing Days are not statutory holidays.

If you require exclusive use of the elevator for any renovation project, please contact the Office.

Request that your contractor lay down adhesive plastic from your door to the elevator to protect the carpet. If your renovation is lengthy, consider replacing the plastic weekly so that the construction dust/dirt doesn't track from the plastic to the rest of the hallway carpet.

Be sure to inform your contractor that lock boxes are not allowed on strata property. When found, they are removed by strata immediately.

Other owners appreciate notice of possible renovation disturbance. Noise is conducted very well in concrete building due to the steel reinforcement in the cement. A notice in the elevators is appreciated and takes care of the entire building.

A Caution about renovations

Any alterations you do within your suite may be subject to Strata Council approval. Careful reading of the BC Strata Act and our bylaws will tell you that your balcony is "limited common property" and the walls of your unit are "common property". This means both these entities are strata property (although the use of the balcony is limited to the owner of the unit).

There is a good reason for this. The walls of a strata are used for the servicing of all strata units. The piping, conduits, etc. that serve your unit also service other units in our complex. In order to preserve the integrity of our common services, any work within the walls **MUST** be approved by the Strata Council.

The same applies to the outside walls. Our building has been coated by a protective membrane that keeps us safe from the elements. This membrane is regularly inspected and maintained. Any attachment or penetration of the outside wall can damage the membrane.

You are free to do work within your unit that does not involve opening/changing walls or changing the flooring. This includes painting, cabinetry, fixtures, appliances and lighting fixtures. If in doubt, please ask.

Regardless of the nature of the work or who performs the work, we have requirements and guidelines to be followed. Please ask before proceeding.

Suggested Maintenance Checklist

Monthly

Washing machine & dishwasher - Check for water leaks when running washing machine & dishwasher

Window sills/sill drains - Check for mildew around the window sills and unplug any clogged sill

drains.

January, April, July, October

Washing machine, dishwasher and fridge (if you have a water connection)

Check for leaks in the hoses or the fittings.

Caulking in bathrooms, kitchen

Check for worn or missing caulking.

Water valves under your sinks, behind your toilets and in the utility room - Check for leaks Toilet tank and bowl - Check for cracks or leaks. Toilet replacement is the responsibility of the owner.

Annually

Fireplace - Engage a certified company to check and clean fireplace.

Emergency Preparedness

For everyone's well-being here at Riviera, we all need to practice fire-safety 24-7. Due to the age of our towers, there are sprinklers in the parkades and throughout Tower C. There are 2 red fire alarm pull stations on each floor, located at the stairwell doors. When activated (Pull here in case of fire), the Fire Department is immediately notified.

Portable fire extinguishers

We recommend that each suite has at least one portable fire extinguisher and they are inspected/checked every year by a reputable company. The extinguisher should be an ABC type—i.e. multi-purpose.

Public address system (PA)

Each tower has a public address system in order for staff and emergency personnel to make announcements.

Stairwell A & B

There are 2 stairwells in each tower leading from the top of the building to the lobby. They are labelled "A" and "B". When the Fire Department arrives at the building, they may request that residents use only one of the stairwells for evacuation. This frees the other stairwell for Firefighters. Please stay alert for any announcement.

Suite exterior door

Don't make any adjustments/changes to your unit exterior door. These are fire doors and must always close automatically. Do not prop the door open (or the stairwell doors) because our pressurized system that slows the spread of a fire and/or smoke relies on closed fire doors.

When you hear the fire alarm:

- Feel your entrance door for heat, look at the bottom of your door for smoke. As long as fire is not in your floor's hallway and there is no smoke in the stairwell (a fire in the stairwell is very unlikely), leave the building via the stairs if you are able to do so. Even if the elevators are working (Towers A & B) there could be smoke in the elevator shaft, the elevator could be compromised in some other way or, the elevator may be full.
- Use the stairwell indicated on the public address system. All tower stairwells are marked "A" and "B". Using just one stairwell will give the fire department unhindered access to

the building.

- Wait in your suite for help if you have mobility issues and the fire is not in your suite. If the fire is in your suite, try to get to the stairwell if you can (the lobbies and stairwells are pressurized).
- As a last resort, go to your balcony and try to get attention (wave, use a flashlight at night).

Grab 'n go bag in the event of a fire

Once you are out of the building you may not be able to access your suite for a period of time. You may not have the time or the presence of mind to gather what you need after the alarm goes off so put your bag together before you need it and keep it near the front door.

Here are some suggestions for your grab 'n go bag:

- Copies of your house insurance and other important papers
- Medications
- Contact numbers
- Change of clothes (and appropriate clothing for the weather)
- Cell phone & charger

Websites to check out:

For Riviera advisories, information, forms & notices go to: <https://rivieranotes.website>

For emergency information go to:

<https://gov.bc.ca/PreparedBC> getprepared.gc.ca

<https://www.newwestcity.ca/services/public-safety/emergency-management>