

Welcome Home

**cornerstone
LANDING**

Tenant Handbook

22772
119th Avenue

Tenant Handbook

**Cornerstone Landing Address
22772 119 Ave, Maple Ridge, BC, V2X 4L2**

**Cornerstone Landing Office and After-Hours
Emergency Contact Number
604-262-0016**

**Property & Facilities Manager
pm@cornerstonerentals.ca**

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Welcome to Cornerstone Landing!

Maple Ridge Pitt Meadows Community Services is a registered society and non-profit charity that has served the community since 1971. Celebrating its 50th anniversary, Community Services is proud to offer Cornerstone Landing which is a custom designed building with studio, 1, 2 and 3-bedroom units that support the growing need for Fair Market Housing in the community of Maple Ridge. As a branch of Community Services, Cornerstone Landing provides a downtown rental community with easy access to shopping, transportation, recreation opportunities, a designated pet area and smoking area as well as a variety of Good Neighbor Social events.

Thank you for choosing Cornerstone Landing as your new home. This Tenant Handbook is designed to provide information and answer questions that may come up as you settle in at Cornerstone Landing. The following guidelines and rules help establish a tenant-community environment that is friendly, safe and welcoming.

It is important to maintain a copy and fully understand your tenancy agreement with Cornerstone Landing. Don't hesitate to contact the Property Manager to clarify any aspects of your agreement or to print another copy if lost.

Cornerstone Landing Office & Staff

The Cornerstone Landing office is located directly beside the event room on the 2nd floor in unit #210. Office hours are posted on the door with options for you to drop-in or book personal appointments.

Cornerstone Landing

22772 119 Ave, Maple Ridge, BC, V2X 4L2
Cornerstone Landing Office and After-Hours Emergency
Contact Number: 604-262-0016

The Property & Facilities Manager (PM) provides leadership for the overall building and will be your main point of contact. The PM will also work with you to answer any questions or concerns and assist with resolving any tenancy and maintenance issues.
Property & Facilities Manager: pm@cornerstonerentals.ca

The Maintenance Technician (MT) provides repair and maintenance services for the overall building and rental units. The Maintenance Technician will also maintain common areas including the sundeck, event room and parking garage. Submit a maintenance request to pm@cornerstonerentals.ca to schedule a repair.

Cornerstone Landing has two fulltime Tenant Liaison Workers (TLW) who inspire a sense of community within the building by offering support, information and hosting the Good Neighbor Committee. Tenant Liaison Workers are very knowledgeable about the local area and community resources and are happy to provide support to those with day-to-day questions and/or concerns.

Elevator

Cornerstone Landing has 2-elevators that are shared between Cornerstone Landing residents and Community Services. Elevator access is permitted with a FOB and limited to the 2nd floor amenity room and sundeck and the floor of your unit. It is important to note that we discourage holding the elevator door

open as this can cause costly damage and downtime to an elevator. Although it may not seem neighborly, for the durability of the elevators, it is the best approach for everyone in the long run.

One elevator at a time may be booked for moving-in, moving-out or large deliveries which is done by completing an elevator booking form that is available at the Cornerstone Landing office.

As there may be several residents requiring the use of an elevator for their move into the building, and only one elevator can be taken out of service at a time, it is recommended to submit your elevator booking form as soon as possible to avoid disappointment. Please note the following:

The maximum time an elevator can be booked is 2 hours. The times available to book the elevator are:

- Monday to Friday - bookings will start at 9:00 a.m. and finish no later than 8:00 p.m.
- Saturday & Sunday- bookings will start at 10:00 a.m. and finish no later than 6:00 p.m.

Elevator bookings are not available on statutory holidays.

Please contact the Cornerstone Office at your booking time and the staff will lock off the elevator for you.

Building Intercom Systems:

The Cornerstone Landing intercom system operates to one phone line of your choosing. As only one line can be connected per household, this means whoever has the phone connected is the only person who can open the front door of the building. You press 9 to open the front door of the building and your guest has a limited amount of time to enter the elevator. Once inside the elevator, your guest will have access to only your floor. Please see

the Intercom Identification form.

Keys and Locks

Each unit at Cornerstone Landing is rented with a new lock on the front door. Tenants receive keys to their units, the front door of the building, the mailbox and the garage (as applicable). Please note that you will be charged a fee if you lose any of your keys or FOB.

A set of master keys is maintained by the Property Manager to ensure your safety in the event of an emergency and as such you are not permitted to change your locks or add additional security devices. If you need your lock changed, please speak with our property manager.

If you are locked out of the building, you can contact the after-hour's emergency line to let you in however please note that a fee is charged for this service.

Each unit is allocated the number of keys and FOBS that are required based on the number of tenants in the unit. Please contact the office immediately if you lose your FOB so that we are able to cancel it for building security.

You are permitted to copy your unit key as you see fit as locks are changed for each new tenant.

Parking, Guest Parking and Bike Storage

Cornerstone Landing provides a limited number of underground residential parking stalls and surface parking on evenings and weekends. When renting a unit that includes access to a parking stall please only park in the stall that was assigned to you by the Property Manager. All vehicles must be licensed and in running order. Please keep your underground parking stall neat and tidy; limiting the additional use of your stall for seasonal car accessories like winter tires or bike racks only.

Guest parking is available in designated visitor parking. A valid guest parking pass, displayed on the vehicle's rear view mirror, is required for guests staying multiple days. Yellow Tag Visitor Park-

ing Passes are available by request from the Cornerstone Landing office. Please see Parking Rules & Parking Registration form. Parking is strictly prohibited in the fire lane, loading zone or someone else's stall and will result in the vehicle being tagged and towed at the owner's expense.

Cornerstone Landing provides a secure bike storage area in the underground parking garage with a limited number of bike stalls. Units without an assigned parking stall and units without balconies will be given priority to a bike parking stall. All other units will be assigned a bike stall on a first come first serve basis.

Insurance

Cornerstone Landing requires all tenants to have content insurance as per your lease agreement. Your content insurance must insure your personal contents against damage, including glass and sewer back-up coverage with general liability coverage of a minimum of \$1,000,000.00. A copy of your insurance coverage must be given to the Property Manager upon occupancy of your unit and again following each renewal of your lease.

Hydro and Gas

Cornerstone Landing requires you to pay for your own hydro and a hydro application form will be provided to you during your sign-up meeting by the Property Manager.
Cable Telephone Satellite Dishes

Cable

Cornerstone Landing provides each tenant with the option for individual cable hook-ups and you are responsible for contacting your local cable and telephone companies to arrange for connection and payment. Cornerstone Landing has an agreement with Telus that permits Telus to advertise their services however all decisions to use a carrier and which carrier to use are strictly that of each tenant and any Telus discount or Telus equipment is directly through yourself and Telus.

Pets

Cornerstone Landing promotes a pet-responsible environment by allowing 40% of units as pet-friendly on a first come first serve basis. Only one dog or one cat is permitted per unit and all pets must be approved by the Property Manager prior to occupancy. Please note that a Pet Deposit fee of \$250.00 is required for your pet and you will be required to complete a "Pet Agreement" with proof that your pet has been spayed or neutered.

A designated pet area is provided on the west side of the property and all pet-owners are required to pick up after their pets and recognize that pets are not to be left unattended on your balcony or use the balcony as their washroom. Please do not jeopardize your residency with Cornerstone Landing by having an unauthorized pet in your unit. We expect all pet owners to be respectful of other tenants and responsible to ensure that their pet is not disturbing others.

If you experience problems with another resident's pet, first try speaking with the pet owner about your concerns and suggestions for resolution. If this initial discussion fails to resolve the situation, a written complaint may be filed with the Property Manager.

Rent Payments

Cornerstone Landing requires that your rent must be paid on or before the first day of each month. Your rent may be paid in one of the following ways:

- Direct deposit of ministry-funded payments directly to Maple Ridge Pitt Meadows Community Services "Cornerstone Landing.
- Pre-authorized rent payment with automatic monthly withdrawals from your bank account.

Please note that in a situation where you are unable to pay your rent on time, you must contact the Property Manager and provide a written explanation as to the specific reason and circum-

stance.

The Property Manager will issue a Notice to End Tenancy if rent is not paid by the first of the month.

Tenancy Agreement & Number of People per Household

The size of rental units are made available based on the number of occupants, it is your responsibility to contact the Property Manager right away if there is an increase or decrease in the number of residents in your family; even a temporary change is important to communicate.

Taking Care of Your Unit

Appliances & Plumbing

It is the responsibility of all tenants to keep their home safe and clean. This includes common areas such as hallways, laundry rooms, sundeck and exterior grounds. Storing items such as strollers or bikes in the common area is not permitted. Please remember that children and pets should not play in common areas including hallways, elevators, laundry rooms, amenity room or sundeck including the underground parking garages. If your children keep bicycles in your home, please make sure they do not ride them inside and always take a few extra minutes to clean off your bikes before bringing them into the building. Cleaning with liquid bleach is not permitted as it may damage building finishes. Any alterations, renovations or painting in your unit are not allowed

Appliances

The refrigerators are frost-free and do not need to be defrosted and please note that using knives or ice picks to scrape in the fridge or freezer may damage your appliance and you will be charged for the repair costs. Also, do not put kettles or pots filled with boiling water in the freezer to melt the ice as the heat could

melt plastic parts.

All ovens are self-cleaning and it is your responsibility to clean your oven on a regular basis. Use a mild soapy solution to clean the smooth surfaces of your appliances. For grease and dirt, try a paste made from baking soda and water. Abrasive cleaning products are not permitted as they will damage the surfaces of your appliances. Please do not use tin foil to line your stove top burner drip trays as they can cause a short.

Countertops

Please make sure to use a cutting board whenever cutting on any kitchen counter. Scratch marks on the counter tops are quite costly and you will be charged for the repair costs.

Bathrooms

Please use a gentle, non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

Condensation build-up in a bathroom may cause long-term damage to a unit and should be avoided by taking the following steps:

Turn on the bathroom fan while you are showering or bathing. Keep the fan running until the condensation has evaporated. Keep the kitchen fan on, or a kitchen window open, while cooking and washing dishes.

Note: It costs less to heat dry air in your unit than wet air, so keeping a window slightly open or the fan running will result in smaller hydro bills.

Plumbing

It is important to protect the proper workings of your toilet by only flushing body waste and toilet paper. All other waste should not be flushed and either recycled or put in the garbage. Do not dispose of cooking grease or solvents down any drains in

your unit. Such items will plug the sewer/drain lines, resulting in a sewer back up and you may be charged for the costly repairs.

Balconies

Cornerstone Landing requires all tenants to keep their balconies clean and tidy by only permitting patio furniture, plants, planters and appropriate patio decor that doesn't fall outside the edge of your balcony. Well-organized storage bins or bicycles may be permitted with approval from the Property Manager. BBQs are not permitted on balconies however tenants are encouraged to use the BBQ provided outside the amenity room on the sundeck.

Please note that smoking on the balcony is forbidden and may risk your tenancy at Cornerstone Landing.

Garbage & Recycling

Designated garbage bins and recycling containers are provided for Cornerstone Landing with a regular pick-up schedule that is provided with your move-in information. The garbage and recycling areas are monitored and recognized as an important and busy component of a clean and tidy residential community. All garbage must be bagged and tied before being thrown into the bin. Discarding of furniture, mattresses, or other large items in or next to the garbage bins is not permitted and your account will be charged for the removal of these items.

Leaving bagged garbage outside your door in the hallway or on your balcony is not permitted. If your children are tasked with bringing items for garbage or recycling, please ensure that they can fully reach so that items are not discarded around the bin areas.

All tenants are asked to sort your recyclables including paper, cardboard, plastic jugs/bottles, and tin cans and try to flatten cardboard boxes to maximize space in the bin. Please note that all jugs and containers need to be rinsed out properly or they are considered contaminated and will cause the whole load to be rejected by the waste management company.

Common Areas, Amenity Room & Laundry Rooms at Cornerstone Landing provide common areas for all tenants including an amenity room, sundeck and laundry facilities. As part of a friendly, safe and welcoming community environment, the amenity room may be used for Good Neighbor meetings, special events and community meals. The sundeck is an extension of the amenity room and provides shared BBQ and garden planters that are available for everyone to use.

Amenity room hours are 9:00 am to 9:00pm weekdays and 9:00am to 10:00pm on weekends and holidays.

Laundry Rooms are provided for tenant use only and we ask that you:

- Observe the posted laundry schedule and laundry room regulations
- Remove lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires
- Report any washer or dryer that is not working to the Maintenance Manager or call the number posted on the machine.

Energy Conservation

Cornerstone Landing strives to reduce energy and electricity consumption and related greenhouse gas emissions. We support a culture of energy conservation. Whenever possible we use energy-efficient lights and appliances. We keep the heat at moderate temperatures in stairwells and we put weather stripping around doorways and windows to reduce drafts.

There are ways you can also save energy and lower your utility bills.

Turn off lights in rooms that are not being used and whenever you leave a room. When possible, use natural light and energy-efficient light bulbs.

Unplug electronic devices and chargers when not in use. To save hot water: run full loads in the washing machine and the dishwasher; take shorter showers; use cold water to wash

clothes; plug the sink or rinse dishes in a dishpan rather than under hot running water.

When it is cold out, keep the temperature at 20 degrees Celsius (68 degrees Fahrenheit)

If you have a thermostat in your unit, turn it down when you: leave your home open windows. Keep your refrigerator on a medium or low setting.

Remove the lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires Please contact your property manager if:

- **Your unit is too hot or too cold and you cannot control the heat**
- **You notice a leaky tap or toilet**
- **Do not turn your heat below 15 degrees Celsius (59 degrees Fahrenheit) in the winter even if you will be away for a long period of time.**

Guests

Guests are welcome at Cornerstone Landing, and all tenants are responsible for ensuring that their guests are aware of and are following the property guidelines and rules. Your guests may stay with you a total of 14-nights in any 365-day period without approval and if you want to plan a longer visit, you must obtain written approval in advance of the visit from the Property Manager.

Smoking and Vaping

Cornerstone Landing is designated a smoke-free building and as such smoking or vaping is not permitted anywhere on the property except in the one designated area.

Smoking is not permitted in individual units, balconies.

Pest Control

Please report the first sign of pests in your unit to your Property Manager immediately. If you are able to capture a live bug or obtain a picture that is the best possible scenario. Pests include, but are not limited to, rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations.

You can reduce pests by:

- keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight-fitting lids.
- keeping your garbage, including recyclables, and food scraps in secure hard containers, blocking any holes in your deck or foundation, stuffing steel wool into holes around water pipes that can be found in the kitchen and bathroom.
- To avoid the spread of bedbugs, the Heat Treatment room may be suggested during the move-in process. During tenancy, all second hand or donated furniture or donated household items should be placed the heat treatment room prior to your unit.
- Please connect with the Property Manager to arrange use of the heat treatment room.
- Should you discover bedbugs in your unit, notify your Property Manager immediately if spraying or heat treatment is necessary, you will receive a notice that explains what must be done before any treatment can be completed.

Noise, Disturbances & Complaint Resolution

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, and your household members and guests, live in a manner that does not have a negative impact on your neighbours. Please note that excessive noise and disturbances may lead to action against your tenancy.

If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact your property portfolio manager in writing. Note: Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions or conclusions.

Maintenance and Repairs

Maintenance staff are on site Monday through Friday Please forward your maintenance concerns to your rental office as soon as they occur, Your Request for Service will be scheduled within 72 hours of your call. Once your service request has been completed, or should we have to return for any reason, a Notice to Residents card will be left in plain sight in your suite (usually on the kitchen table or counter). The cost to repair plugged toilets, clogged sinks and drains, torn screens, broken windows, broken light fixtures, and damaged floor coverings as a result of residents' actions will be charged back to the resident.

Should a maintenance situation, that is not an after-hours emergency (see definition of emergency maintenance on next page) arise after business hours, please email in your maintenance concern and be sure to include your name, phone number, suite number, and the maintenance request, area of the home it takes place, when it started, the more details the better.

As per your email, we will assume you have given us permission to enter unless you state otherwise in your email.

After-Hours Maintenance Emergencies

If you have a serious maintenance emergency after hours, please phone the 24-hour emergency maintenance number (listed on page one of this handbook). This number is intended for maintenance emergencies only such as

No heat

No hot water

Water leaks in pipes and/or walls

Toilet not working - provided you have only one

Flood

Double elevator breakdowns

Power or heat system failure

Broken window

Leaking roof

* Please note that if staff respond to an after-hours call that is a result of resident neglect you may be invoiced for the cost of the service.

For your security, our maintenance staff cannot respond to calls where you are locked out of your suite after hours. During office hours, contact your rental office for assistance. Make sure that you have picture I.D. containing your signature in hand so we can verify your residency. There will be a charge, payable in advance, to let you into your suite.

Transferring to another unit

There are no guarantees another unit will become available or how long it will take to process a request, as transfer requests are evaluated along with new applications for housing. Transfer requests will be accepted if the tenant and all members of their household still meet the basic eligibility requirements for housing and all of the basic transfer eligibility criteria outlined below.

Basic transfer eligibility criteria:

- The tenant(s) have lived in their current unit for a minimum of one year;
- Their tenancy is in good standing;

They have no outstanding debts including chargebacks, rent arrears. You will also need to meet one of the following reasons for a transfer request.

A change to your household size or composition requires a different size unit (over-housed tenants are required to move to an appropriately sized unit).

You or a family member has a medical condition that would be stabilized or improved by a change of location. (Your physician must provide documentation that supports the need for a medical transfer).

You or a household member well-being is at serious risk from trauma, violence, harassment or other undesirable consequences.(You will need to provide supporting documentation from the police or an appropriate social agency).

If you would like to transfer and are unsure of your eligibility, please contact your property manager who can advise you regarding your options.

If you are behind in your rent payment or owe Cornerstone Landing any money when you are offered a transfer, all outstanding charges should be paid in full before you transfer. Your transfer may be cancelled or put on hold until all outstanding charges are paid.

Protect Yourself and Your Home

Being a Good Neighbor, is not permitting strangers to follow you into the building as you enter. If your building has an intercom, ensure your guests use it when visiting you. When you receive a call on the intercom, be sure that you know the person before

allowing them into the building. Only let workers come into the building or your unit if you know they should be there (for example, if notices have been posted) and they have proper identification. If you see strangers loitering around the building, please contact your Property Manager or the police directly. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately. If your safety or someone else's safety is at risk, call 911 immediately.

Be Prepared for an Emergency

Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking such as energy bars and crackers) and clothing.

Also include a first-aid kit, flashlight extra batteries, a portable battery-operated radio and any required medications.

Earthquakes can happen, you can prepare your family ahead of time. Know the safe places in your home. You are usually safest against an inside wall, under a strong table or desk and away from falling glass or objects.

Know that dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures.

If there is an earthquake and you are at home, you should:

- **DROP to the ground;**
- **Take COVER by getting under a sturdy desk or table; and,**
- **HOLD ON to it until the shaking stops.**
- **Remain calm. After the shaking stops, wait 30 to 60 seconds before moving.**
- **Check yourself and your family for injuries.**
- **Listen to the radio for information and instructions.**
- **Be aware of overhead dangers when you go outside.**
- **Assist neighbours wherever possible.**

Fire Safety

Here are some fire safety tips to protect your home and your family

Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or in the parking garage. Regularly recycle old newspapers as they are a fire hazard if you let them stack up.

Make sure you know what to do in case of fire. We have included the fire safety plan in this handbook as well as you will find fire safety and evacuation information posted on each floor. You can also obtain fire safety information from your Property Manager. Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.

If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.

If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department.

Call your Property Manager if the smoke alarm in your home goes off frequently. This alarm is wired, so there is no battery to replace. We inspect the smoke alarm and test it regularly. Do not remove or disable it.

By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended.

Advise your Property Manager immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.

Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.

Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.

Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

Crime Free Housing

Cornerstone Landing participates in Crime Free Multi-Housing training offered by the BC Crime Prevention Association. The program is designed to help residents, owners and managers of rental property, in co-operation with the police, keep illegal activity away from rental properties. The result of this team effort is a safer, more habitable environment in which to live. The program recommends the use of the Residential Tenancy Agreement Addendum for Crime Free Housing.

The addendum states that:

The tenant(s), any occupant of the tenant(s) household and any persons invited onto the residential property or residential premise by the tenant(s) or any member of the tenant(s) family shall not engage in any criminal activity on the premises or property including, but not limited to:

Any drug-related criminal activity

Solicitation (sex-trade workers and related nuisance activity)

Street gang activity

Assault or threatened assault

Unlawful use of a firearm

Any criminal activity that threatens the health, safety or welfare of the landlord, other tenants or persons on the residential property or residential/premises.

Violating any of the provisions of this addendum is a serious violation and material non-compliance with your Residential Tenancy Agreement. (Please refer to the Crime Free Multi-Housing addendum attached to your tenancy agreement).

Vandalism

Vandalism to elevators, stairwells and hallways can result in costly repairs. Graffiti on brickwork is difficult to remove and is unsightly. We ask that you call the police right away and tell your Property Manager if you see anyone damaging Cornerstone Landing property.

Community development is the process of helping a community strengthen itself and develop towards its full potential. Cornerstone Landing staff work in partnership with residents and support organizations to meet identified tenant needs to develop a sense of community at your building and to enhance relationships among tenants, Community Services, and local resources. For example, our youth programs, educational/life-skills workshops and weekly dinner programs can help you get to know your neighbours and also connect with local organizations.

Tenant Groups and Programs

Cornerstone Landing has an active Good Neighbour Committee and social committee. Ask your Property Manager if you are interested in becoming a part of any committees in the building. These groups promote social, educational and recreational development by hosting social events and providing information on local resources and referrals.

Moving Out

When you decide to move out, you need to provide written notice to the Property Manager. This notice must be received by the last day of the month, one month before you plan to move. For example, if you were planning to move out on April 30, you would need to notify your PM by 4:30 p.m. on March 31. Your building manager/site representative will make an appointment with you to inspect your unit before you leave and will give you a list of the cleaning you have to do before moving out. You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged with repairs. You must be moved out

by 1 p.m. on the last day of the month. It is your responsibility to return all keys and your laundry card, and to sign the move out inspection form before you leave.

Cornerstone Landing Fire Escape Plan

Cornerstone Landing Fire Escape Plan. In the instance of a fire alarm please always assume that it is an emergency and that a fire is happening. Proceed to safely exit the building via the stairs. Below is a bird's eye view of the floor plan with each exit highlighted in green. Building fire exit plans are placed on each floor of the building. **DO NOT USE** the elevators in a fire alarm situation when exiting the building.

Please use attached floor plan of your unit to draw a fire escape plan for your home and post it in a visible location in your unit. Note where the walls, windows and doors are and indicate all the possible escape routes. Save On Food Parking Lot will be our buildings muster point so please ensure that your family members of all ages understand what your plan is and where the muster points are complete, practice it with every member of the household.



Legend



Fire Exit



Fire Extinguisher



Pull Station



Sprinkler Floor Valve



Standpipe
Connection



SAVE ON FOODS PARKING LOT MUSTER POINT

This handbook is provided only as a guide. Your legal rights and responsibilities are described in your Residential tenancy agreement. For more information on your rights and responsibilities as a tenant contact:

Residential Tenancy Office
Phone: 604-660-1020