



New Resident Information Package

Welcome to your new home at **Miravista KAS3488!** Here is some helpful information about the community.

(PHASE 1 – Built 2008) 3833 & 3843 Brown Rd, West Kelowna, BC V4J 2J3

(PHASE 2 – Built 2009) 3832 & 3842 Old Okanagan Highway, West Kelowna, BC V4T 3G6 & V4T 3G7

MIRAVISTA ADMINISTRATION OFFICE

<https://www.miravistastrata.com/home>

The Miravista Administration Office is located in the Amenities Room beside the swimming pool.

It is open on Saturday mornings 9am to noon. Appointments are also available by request.

Contact miravistabuilding@gmail.com to schedule your move, purchase fobs and garage openers, report Common Property maintenance issues, chirping smoke detectors, requesting Alteration Application packages for Flooring, Bike Rack, Door Locks, Window Blinds, and for general enquiries.

To pay for fobs, rent the guest suite, or send funds via e-transfer the email is miravista2020@gmail.com

No cash transactions are available at the Office.

To sign up for online access to your Pacific Quorum Strata account via the PQ Dashboard go to:

<https://pacificquorum.com/sign-up-now/> to find common property insurance information, pre-authorized debit forms, and receive Notices and Council Minutes by email.

Pacific Quorum Property Management
Property Manager, Liz Westerveld
ewesterveld@pacificquorum.com
Property Mgr Direct Line - 250-721-0198
1979 Bredin Road
Kelowna, BC
V1Y 8T2

Strata Fees & Pre-Authorized Payments
Kelowna@PacificQuorum.com
250-868-3383

<https://pacificquorum.com/online-services/pq-online-login/>

EMERGENCY & FREQUENT CONTACTS

24/7 Alliance Emergency Response

1-877-797-0010

(Water Leaks, Sewage Back Ups, Elevators, Garage Doors)

Emergency - Police, Fire, Ambulance	911
RCMP Non-Emergency	250-768-2880
Kelowna General Hospital	250-862-4000
Telus Internet, Cable, & Telephone	250-310-2255
Shaw Internet, Cable, & Telephone	250-310-7429
B.C. Hydro (In-Suite Electric)	1-800-224-9376
City of West Kelowna (Sewer)	778-797-8850
Property Taxes in BC	
https://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/how-to	

MIRAVISTA COMMUNITY SUMMARY

Introduction

Living in a Strata has some wonderful advantages of being part of a community. It is also important to be aware that living near other residents requires each person exercise consideration and concern for fellow residents. The Strata's Bylaws are regulated by the BC Strata Property Act and the Homeowners vote to adopt any bylaw changes through resolutions presented at the Annual General Meeting (AGM) each year in October. The bylaws are common-sense courtesies for living in a Strata. As the old Chinese proverb says, "A good neighbour is a priceless treasure." <https://www2.gov.bc.ca/gov/content/housing-tenancy/strata-housing>

The Strata Corporation and Role of the Strata Council

The Strata Corporation Miravista KAS3488 is the Homeowners. The Homeowners are represented by the Strata Council that they elect each year at the AGM. The Homeowners vote for up to seven volunteer homeowners to manage the day-to-day operations of the Strata. The Council is required to act on behalf of the homeowners to enforce bylaws, negotiate contracts, and protect the investment in our Common Property. Miravista homeowners and tenants follow bylaws to enable all residents to enjoy their home in this condo community.

Miravista Bylaws and Rules

The following is only a summary of the Miravista Bylaws and Rules. It is intended to familiarize you with the responsibilities of community living. The main objective is to ensure that property and residents are equally respected and protected. Homeowners and tenants should refer to the [Schedule of Consolidated Bylaws KAS3488](#) and [Consolidated Rules](#) for the complete list of current bylaws and rules. For homeowners, you received these when you purchased your unit. For tenants, you received these from your landlord or their agent.

The Property Management Company

The Property Management company manages the financial records and collects strata fees. The Property Manager attends Council meetings and acts on the directives of the Strata Council. Homeowners are advised to register with PQ Online to maintain their email address and keep their telephone and emergency contact information current. Once registered, you will receive monthly Council Minutes and Bulletins directly to your email inbox. Check to make sure the emails from Pacific Quorum are not going to spam.

Landlords and Tenants

Homeowners who choose to rent out their suite manage their own tenants and individual unit. The Strata Corporation does not provide this service. The role of the Strata Corporation is responsibility for the Common Property. Per the BC Strata Act, the landlord is required to provide the tenant with the Bylaws and Rules and both parties sign a legal document called a Form K which states the tenants agree to follow the bylaws and rules of the Strata. The Form K must be received by the Property Management company and the Strata Corporation within 14 days of the tenant taking possession of the suite. For in-suite issues, ie. appliance repairs, air handler repairs, or damages the tenant contacts their homeowner/landlord. The Homeowners are responsible for making their tenants aware of any Mandatory Access Notices i.e., Annual Fire Safety inspection or Dryer Vent Cleaning or removing vehicles for Parkade Cleaning.

Moving In or Out

1. New homeowners pay the \$200 Move In fee via their conveyancing documents directly to Pacific Quorum.
2. Tenants pay the \$200 Move In fee directly to miravista2020@gmail.com
3. There is no fee for moving out.
4. Per the bylaws all Moves in or out must be scheduled through the Miravista Strata Office a minimum of 48 hours prior to the selected date.
5. It is advisable to schedule your date as far in advance as possible to ensure availability of your desired moving date.
6. In your email request for the moving date include your Unit Number, Name, and Phone Number and the four-hour block of time for elevator and lobby access.
7. Move in/out is only permitted between 8:00a.m. and 8:00p.m. Booking time intervals are from 8am-12pm, 12pm-4pm and 4pm-8pm.
If the Strata is not informed of the move in advance the resident may be restricted from moving in/out and fines may be levied.
8. There is a \$50 refundable security deposit for the required use of the Elevator Key except ground floor suites in Bldgs 1 & 2. When you schedule your move, you will receive The Moving Procedures that have all the details for accessing the elevator key.

9. Only one moving van is permitted per driveway at a time. Moving vans may not exceed 40ft and cannot block the emergency access.
10. There are no Moves permitted on Thursday mornings as Waste Removal Trucks access the driveways.
11. Lobby Doors must always be attended while they are open. DO NOT PROP the doors open as it causes damage and is a security breach. Residents are expected to inform their movers of the procedures.
12. Homeowners/landlords must submit a signed FORM K for their tenants within 14 days of Move In. This is a legal requirement of the BC Strata Act and is a signed statement by the homeowner and tenant that they will follow the bylaws and rules. Send the completed FORM K to miravistabuilding@gmail.com and Kelowna@pacificquorum.com
13. Vehicle and Pet Registration Forms must be received 72 hours prior to moving in.
14. Ensure you have received the mailbox key and post box number, door fobs, parking garage opener, and parking stall number/s from the Seller or Property Manager. Tenants receive a copy of the Schedule of Consolidated Bylaws KAS3488 and Consolidated Rules from their landlord. Owners receive the Bylaws and Rules from Pacific Quorum.
15. Bring a heavy-duty cylindrical security lock and immediately secure your storage locker. Do not store valuables in these units. The Strata is not responsible for any items stolen from your limited common property locker.
16. Fobs and Garage Openers are available for purchase by contacting the Miravista Office.

Programming Fobs and Enter Phone After You Move In

All your door fobs and garage openers need to be reprogrammed into the Security System at the Miravista Administration Office within seven days of arrival. Failure to register your fobs may result in deactivation. Come to the office on the first Saturday morning after your move in or book an appointment to program your fobs and set up your Enterphone information. Fobs and garage openers are the property of the Homeowner and additional devices may be purchased from the Miravista Strata Office at \$100 for Garage Openers and \$50 for Door Fobs. Tenants need to contact their homeowner/landlord to purchase additional devices. Homeowners purchase devices for their tenants. For security purposes do not leave your garage opener in your vehicle. If your fob or garage opener is lost or stolen notify the Office as soon as possible so that it can be deactivated.

Use of Property

Any business that involves customer/client visits coming to the buildings and/or strata lots is not permitted. Only a business that can be conducted over the phone or the computer is permitted provided it does not disturb the neighbours. No short-term accommodations are permitted.

Sound Transmission

All residents are asked to use consideration when playing stereos, TV's etc. and entertaining guests as it is possible for loud noise to carry easily between suites in wood frame buildings. Although the building construction meets all building code requirements, they are not soundproof. In particular, the kitchen drawers should be placed into the closed position. When they are released or pushed, they create unnecessary noise and vibration. Wear soft sole slippers indoors and tread lightly. The Quiet Time Bylaw is observed between 11:00 pm – 7:00 am in suites and on balconies or patios. Call the RCMP for noise violations after 11:00pm.

Pets and Pet Sitting

The community at Miravista recognizes the importance of pet ownership. We also understand that most pet owners are aware and considerate. Still, pets are often a source of community conflict, so some basic pet policies have been established. Only One Pet is Allowed with a Maximum Height Allowed is 18" at shoulder at maturity.

1. You must ensure your animal is leashed and under control when on common property.
2. The bylaws allow for **one cat OR one dog only... not both**. Your dog must not be of a breed which is known to normally exceed 18 inches height at the shoulder when fully grown and must be licensed in accordance with City of West Kelowna requirements.
3. All tenants, guests, and visitors are responsible for cleaning up after their pets. Pet owners must not allow their pets to use the common property to defecate or urinate. Please take your pet off the strata property for this purpose; the grass is destroyed by the pet feces and urine. Please be respectful of your neighbours on surrounding properties as well.
4. Any damage to property or injury to persons, or other animals is the responsibility of the Pet Owner.
5. A maximum of 2 small, caged animals **excluding** mice, rats, reptiles, snakes, scorpions, or spiders.

Pet sitting is permitted for a maximum of 2 weeks at a time, to a maximum of two dogs or two cats or a combination of one dog or one cat in a unit, on no more than 3 separate visits per calendar year. Any pet sitting must be reported to the Administration Office prior to the pet sitting, including the dates the additional pet will be onsite. The pet restrictions in terms of maximum size of pet remain in effect for pet sitting.

Parking Stall Rentals

There is a limited amount of additional parking space available for rent in one of the seven, Strata Owned Parking Stalls. The Waiting List is posted on the Miravista Website. Parking stalls may only be used by current on-site Homeowners and Tenants. To apply for a Strata Owned Parking Stall Rental contact the Miravista Office.

There may also be owners who are interested in renting out one of their parking stalls. Interested residents can post a notice on the lobby bulletin board. Parking stall rentals are between the homeowner and the renter and are not facilitated by Miravista. The vehicle does, however, need to be registered to the parking stall with Office.

Register Your Vehicles

A vehicle registration is submitted to the Office. Each unit has one or two assigned parking spaces. Drive slowly in the parkade with the safety of others in mind. Vehicles must be in proper operating condition so as not to be a nuisance by virtue of noise, safety, appearance and must display all applicable current registration and stickers. Vehicles which do not meet these standards will be considered abandoned and may be removed at the expense of the vehicle owner. Damages that are caused to the Overhead Garage Doors that require repairs are charged back to the Homeowner.

Parking Stalls

Nothing other than motor vehicles, or motorcycle may be kept or stored in the parking stalls. No major repairs to motor vehicles are permitted in the parking stalls. Each owner or tenant is responsible for cleaning up oil spills or other debris within the common property caused by his motor vehicle. No mats or cardboard are allowed in the parking stall. Fines up to \$200 may be levied for Bylaw Infractions. No washing of vehicles is permitted in the garage. No bicycles may be parked in parking stalls or on balconies.

Visitor Parking

Visitor parking is for visitors only. Visitors using these stalls must abide by the same rules as residents and are the responsibility of the owners or tenants. Anyone that stays at Miravista for longer than 7 days in any calendar month OR for two periods of longer than 3 days during any calendar month, is thereafter considered a resident for the purpose of these rules. Anyone parked in Handicap Stalls not displaying a handicap sign will be towed at the vehicle owners' expense. Residents are not permitted to park in visitors parking at any time. Towing is enforced, in particular on Wednesday afternoons when the garbage and recycling bins are stored in the visitor stalls for Thursday morning tipping. Signs are posted.

Balconies, Window Coverings, Patios, and Storage Units

1. Nothing should be dropped, thrown, or swept from the balconies. Secure all items, keep things off railings. No items may be stored on patios except for patio furniture, a BBQ, a reasonable number of children's toys, and a reasonable number of potted plants excluding large shrubs, trees, and vines. No bicycles may be stored on balconies.
2. No fire pits, or propane heaters are permitted. No blinds or sunshades, flags, birdfeeders, or wind chimes of any type affixed to the building exterior are permitted. Keep your balcony and patio area clean and free of debris, weeds, and stored items.
3. Christmas lights or other decorative string/theme lights may be displayed on patios/balconies from December 1st to January 15th only. Live Christmas trees or boughs are not permitted.
4. Only 2" venetian blinds, off-white or bone are allowed on doors or windows. No cardboard, tinfoil, or other covering is allowed to be visible from the outside. Storage lockers must not have any flammables, gas cans, propane tanks, food, or bird seed stored in them. As per fire regulations, no items may be stored above your storage locker. They will be removed.

Enterphone

The lobby Enterphone has a dialer that lists only your name and buzzer code. Please provide the primary and secondary phone numbers you want associated with your Enterphone. The lobby door can be activated from your cell phone or a landline number. When someone presses your Enterphone number at the Lobby it will ring to your primary number first. If no one picks up after four rings the secondary number will be dialed. Be sure to add the lobby phone number into your contacts. When you receive a call from the lobby Enterphone just press the number 9 for two seconds to open the lobby door.

TV and Internet

The Telus Installers have their own key for the Electrical Room that is kept at their West Kelowna office location. When they come to install your service, they know where the Electrical Room is located. You will just need to go with them to fob them into that area. For Shaw they do not usually require site access.

Garbage Removal & Recycling

Everyone needs to do their part when disposing of garbage and recycling in the garbage room. Bins are put out on Thursday mornings. **Do not leave garbage or recycling on the floor of the disposal room.** Fines are levied for improper use if garbage is left on the floor. The contractor that moves the bins outside each week does not handle any household garbage. Put garbage in tied bags before placing into the blue garbage bins.

1. Flatten all cardboard boxes before placing in the green recycling bin. Do not leave cardboard on the garbage room floor.
2. Do not put recycling items like furniture or electronics in the garbage bins. Take donations to Salvation Army. Old belongings are not welcome in the lobby.
3. Residents are responsible for hauling away large items such as furniture, electronics, and debris from renovations. Anyone found using the garbage room as a dump site will be assessed fines.
4. Furniture can be taken to Westside Transfer Station for Disposal (on Asquith Road between Shannon Lake & Smith Creek neighbourhoods in West Kelowna - 250-768-7110)
5. Electronics & Small Appliances with attached chord can be taken to Planet Earth on Hwy 97.
6. **Do not leave bottles or cans for recycling. Take them to the Bottle Depot.**

Homeowner and Tenant Insurance

The homeowner or tenant is responsible to insure all their belongings and contents. It is strongly recommended that an insurance policy is purchased which will not only cover the personal content but also liability insurance. An owner or tenant may be held responsible for damage caused to the home, other homes in the condominium, or the common property so it is crucial to have sufficient insurance. The deductible for the Strata Common Property Insurance Policy for water leaks or flood is \$50,000. The HUB insurance policy can be found on the Pacific Quorum www.pacificquorum.com website. Tenants are urged to have an adequate tenant insurance policy for the contents of their rental unit.

Guest Suite

One Guest Suite is available for the use of homeowners and tenants at Miravista, and it is located on the ground floor of Building 1. Photos of the suite and the guest suite rules can be found on the Miravista website. There is a rental fee of \$70.00 for the first night and \$40.00 for additional nights up to a maximum of 7 nights. The minimum stay is two nights. Email the office to check for guest suite availability.

Miscellaneous Rules

1. No smoking in hallways, elevators or the garage including storage areas. No disposing of cigarette butts in any common area or off balconies. No smoking within 3 meters of building entrances/exits. No smoking in the underground parkade. Smoking is permitted on your own balcony. Please be respectful of non-smoking neighbours.
2. Mats and shoes in the hallways are not permitted. This makes vacuuming difficult for the cleaning personnel. At no time may garbage or other items be left in the hallways or stair wells.
3. Grocery carts, inline skates, skateboards, scooters, or similar equipment are not to be ridden or used within common property and are not permitted in lobbies or stairways at any time. They are not allowed in the fire lanes or parkade.
4. Move your barbecue well way from the building wall when in use to prevent heat damage to the siding.

FAQ and Tips

- The yellow levers to shut off the water in your suite in the event of a major flood are in the closet with the air handler. For information about how the heating and cooling system functions with the necessary compatible thermostat, contact the site office for details.
- Do NOT shut off the water at the yellow levers when away from your unit for an extended period. The hydronic fan coil unit that heats and cools your suite requires circulating water with a compatible thermostat feature that purges stagnant water and particles daily.
- If you are going away for more than a few days, turn off the water at sinks, toilets, and washing machine. Have a neighbour check your suite every few days. Install water sensors under the airhandler, behind toilets, under sinks, and washing machine that will alert you to any water leaks.
- Evidence of leaking or no heat or air conditioning or water – contact your homeowner or rental manager immediately. Be sure you are using the correct compatible thermostat for the Hydronic Fan Coil. Air handler filters are size 18x18 and available at the local Home Hardware or through Amazon in bulk. They should be changed, at a minimum, every three months.
- Mailboxes are in the lobby of each building. Contact your rental manager/owner for your mailbox number and key, enter phone number and parking stall number. Mailboxes are in the Lobby of each building. The first number of your Unit denotes the Building Number, the second number is your floor, and the last two numbers are your suite.
- If you lose your fobs or garage opener, immediately contact the Miravista Office and your Landlord so that the lost device can be deactivated for security purposes. New devices can be purchased on-site.
- It is important to try to get along with your neighbors. If you have a problem or concern with a neighbour, it is usually best to try to resolve the problem amongst yourselves. Introduce yourself. Make a friendly request. If you are unable to resolve a property-related problem, contact the Property Manager at Pacific Quorum with details in writing.
- Noise complaints after 11pm until 7am are handled at Miravista in the same manner as in other neighbourhoods in West Kelowna by contacting the police non-emergency line. Please note, if you feel the situation is dangerous, call 911.
- Do I need to book the elevator when I move in or out? Yes, the sooner the better to guarantee availability. Contact the Mira Vista Administration Office prior to your move in or out to coordinate elevator times and keys. Email all your details to miravistabuilding@gmail.com . There is a \$50 refundable fee for use of the elevator key. There is no fee for move outs.
- All in-suite maintenance is the responsibility of the Homeowner. For any problems pertaining to your own individual suite, tenants must contact the owner or rental manager. Homeowners are responsible for all issues within their own units.
- Any maintenance issue that is not reported, thereby causing further damage to the leased premises or that of a neighbouring tenant or common property, could become a liability to the tenant and

homeowner. If you have leak take immediate action to shut off the water, use the Emergency Response 24/7 Phone Number to report the leak. Report the leak to your insurance agent, and contact the Property Manager at Pacific Quorum.

- The Strata Corporation is responsible for repairing the common property, providing dryer vent cleaning, and replacing in-suite smoke detectors.
- Mandatory annual Fire Inspection occurs every September and fire alarms are tested on the last Tuesday of the month.
- When mandatory access is required for Fire Inspection and Dryer Vent cleaning, you are expected to make arrangement for a responsible friend or neighbour to be available to let Trades people into your Unit. Due to insurance liability Mira Vista Strata does not hold keys for Residents

Swimming Pool, Hot Tub, & Amenities Room

The seasonal outdoor swimming pool is open from May – September. The hot tub is open throughout the year. Please put the hot tub lid back on after use to keep heating costs down. Review the Rules of usage below with your tenants and visitors. Use of the pool area when closed is strictly prohibited. Children under 14 must be accompanied by an adult.

Pool & Hot Tub Rules

The Pool and Hot Tub Areas are for the exclusive use of tenants, homeowners, and their accompanied guests. These facilities are governed by the bylaws relating to the use of Common Property and by the Rules prescribed by the Council.

1. Hours of operation for Pool and Hot Tub: 9:00am –10:00pm, Monday – Sunday (pool closes for the winter – hot tub is open year-round)
2. No lifeguard on duty. All persons using the Pool and Hot Tub do so at their own risk. Neither the Strata Council nor the Management are liable for accidents or injuries however caused.
3. Access to the pool and amenities room is with your building fob. Do not prop open the pool gate or amenities room doors.
4. Washrooms with showers and change area are in the Amenities Room.
5. Persons using the Amenities Room are asked to make sure the washrooms are left clean and free of all personal effects.
6. Children under 14 years of age must be accompanied by an Adult.
7. Shower before entering pool or hot tub.
8. No animals in pool or on pool deck.
9. No smoking on pool, hot tub, or pool deck area.
10. No alcohol in pool, hot tub, or pool deck area.
11. No glass containers or cans permitted in pool, hot tub, or pool deck area.
12. No food permitted in the pool, hot tub, or pool deck area.
13. No diving.
14. No scooters, skateboards, bicycles, roller blades, etc. allowed on pool deck area.

15. No swearing, yelling, or coarse language. No running, fighting, or other conduct likely to cause an accident.
16. Pool toys should not interfere with others' enjoyment of the pool.
17. No persons with open sores, bandages, discharging ears, eyes, nose, or head colds allowed in pool or hot tub.
18. Bathing load of Pool 40 persons. Bathing load of Hot Tub 8 persons.
19. Maximum recommended use of hot tub 20 minutes.
20. No cut-offs allowed in the Pool and Hot Tub.
21. Infants must wear children's swimwear – no diapers or pull-ups.
22. Personal music players only allowed in the Pool area (iPod's etc.)
23. The Strata Council reserves the right to deny use of the facility to anyone in violation of the Pool & Hot Tub Rules.

Security

Security is of the highest priority at Miravista. Please read and review the next page with your loved ones to ensure we are all working towards a safer community. Video Surveillance is in common areas and the underground parking. If you are concerned about any security issues, report it, report it, report it Thank you for your diligence. If you would like to join our Miravista Community Block Watch program email blockwatchmiravista@gmail.com.

10 Mira Vista Security Tips

Video cameras and fob readers are installed in all buildings to increase security. However, condominiums share the same worries as single-family homes when it comes to burglary and break ins.

What can residents do to secure the complex and their units?

1. Please make sure the lobby doors to your building are shut and secure. When moving furniture in or out do not leave the front doors open and unattended. This presents a real security risk
2. Never hold open the door or buzz someone into the building that you do not know. When you receive a call from the lobby enter phone Press 9 for two seconds to provide entry to your visitor. Do not open the door for someone you do not know or are not expecting.
3. Thieves are opportunists. They will exploit any opportunity to bypass the security system. They will act as friends of neighbors who are supposed to let them in but are not home and rely on our reluctance to create an uncomfortable social situation to gain access. They will act as a pizza delivery person or delivery company to get in. If someone that you do not know attempts to come into the building with you, firmly explain that they will have to use the Enterphone to get buzzed in.
4. Use the peephole in your unit to identify who is at apartment door. Ask for identification from service people, even when they are wearing a uniform. Call their company if you still feel uneasy about them even after seeing their identification.
5. Always lock your door, whether at home or away. If you live on the ground floor, do not forget to lock your patio door. Never leave any door open for intruders to sneak in. The same applies to windows. Keep them locked.

6. Get to know your neighbours and the people in the building. Ask for their help in keeping an eye on your unit when you are gone, and at the same time offer your help in keeping an eye on their suite when they are away. Cooperation makes for a stronger and safer community.
7. Watch out for suspicious people loitering around the common areas particularly the parking garage doors. They may be attempting to gain access. Wait for the garage door to close behind you before continuing. Do not allow other vehicles to follow you in. Stop and wait for the garage door to close before proceeding.
8. Renters are responsible to purchase content insurance. The cost is relatively inexpensive compared to having an uninsured damage claim. It offers peace of mind and protect your assets and belongings.
9. Do not leave valuables on your balcony, particularly if you live on the first or second floors.

Fire Bell Testing/Fire Drill

To keep residents safe monthly fire bell testing is held on the last Tuesday of every month. The alarm will sound for a short period of time. On test day, if the alarm sounds for longer than 3 minutes, it is NOT a test. Evacuate the building by the shortest route possible. Do not use the elevators.

ANNUAL FIRE ALARM TESTING: Every September the smoke detectors and fire alarms are tested – this is required by law. All owners and/or tenants must provide access to their suite for this test. Homeowners are responsible if their tenants if they do not provide access and fines and chargebacks can be levied.

In Case of Evacuation

If the alarm sounds and it is not a scheduled test, consider it an emergency and evacuate the building. Always check your door for heat or gases to ensure that it is safe to open and exit. Exit to the closest exterior opening. On the ground floor it may be easiest to use the front door or the stairwell exit, but for all other residents the stairwell exit is the best option. DO NOT use elevators or travel down to the garage parkade. It is not the closest exit. Remember the first and safest exit is the best exit. Emergency lighting in the stairwells and parking garage have a very limited time of operation of approximately 30 minutes.

Where to Go

Once out of the building, it is important to have a location to go that is a safe distance away from the building and a point where emergency services can find and help you. Buildings 1 & 2 should travel on Brown Road to Ingram, right on Ingram to the Johnson Bentley Memorial Aquatic Centre parking lot. Buildings 3 & 4 should travel down Old Okanagan Hwy to Johnson Bentley as well. From there, Emergency Services can help you. Remember: DO NOT GO BACK INSIDE – EVEN IF SOMEONE IS MISSING! Going back into a burning or unstable building can create a second victim. If someone is trapped inside, rescuers will need to find one person. If you go back inside, they will need to find two. Once out, stay out!

In an Emergency

Time is of the essence when it comes to an emergency. Response time can be drastically reduced by contacting the correct designated professionals. In any emergency one should never hesitate to contact Police, Fire or Ambulance at 911

For Building Emergencies such as a water leak, sewer back up, stuck elevator, damage to the Garage and Lobby Doors or other building issues please contact Alliance Response 24/7 Emergency Response. Put this contact information into your phone or keep a printed copy readily available. [1-877-797-0010](tel:1-877-797-0010)