



**Raphael**  
POINT GREY RESIDENCES

# HOMEOWNER QUICK REFERENCE GUIDE

## EPS 11180

*Important: Please keep this Reference Guide  
in an easily accessible location in your suite*



RAPHAEL  
HOMEOWNER  
RESOURCE

### 1 LANDA CUSTOMER CARE TEAM CONTACT

Enquiries regarding **in-suite** items please contact **LANDA Customer Care**

**Email:** [service@landaglobal.com](mailto:service@landaglobal.com)

**Phone:** 604-256-5888

### 2 SUBMITTING SERVICE REQUEST

For **IN-SUITE** Service Request

All service requests **must be submitted via the TRIBE APP**

*Note: We can only accept service requests from suite owners or rental managers*

For **BUILDING** Common Area Service Request

Please submit directly to the **property manager**. Landa customer service only accepts service request for common area from property manager

### 3 PROPERTY MANAGEMENT

Enquires regarding building management please contact your property manager

**Strata Plan :** **EPS11180**

**Property Manager Name:** Verena Yu

**Contact Info:** 604-343-2601 extension 5119

**Email:** Verena.Yu@tribemgmt.com

**After-Hours/Emergency Contact:** 604-343-2601

### 4 MOVE IN & OUT

All elevator bookings will be processed through the "Amenities" tab on **Tribe Home App**, if you have any questions please contact property manager to get more information

### 5 HOMEOWNER MANUAL

For Care and Maintenance of specific materials in your home, please refer to the **HOMEOWNER'S MANUAL** Found online at [www.landaglobal.com/homeowner-care/raphael](http://www.landaglobal.com/homeowner-care/raphael)

### 6 SUITE COMPONENT MAP

Please take the time to locate and familiarize yourself with the important shutoff and access panel locations in your home, such as those for the dishwasher, gas, washer, water, and fan coil. These locations are outlined in your suite component map for your reference

In case of emergencies, promptly turn off the valves to help minimize any potential damage to your home. Be sure to maintain a reliable record of your **suite component map**

### 7 HEATING & COOLING & AIR VENTILATION

Your home is equipped with an in-suite fan coil unit and an ERV system, both accessible through a ceiling panel. As the homeowner, you are responsible for their maintenance. Failure to regularly clean or replace filters may lead to inefficient heating, cooling, and air ventilation, and could potentially affect your warranties. For further details, please refer to **Section 9.14** in your Homeowner Manual

### 8 KEY & FOB

Please remember to carry your key fob with you whenever you leave your suite, even if you are staying within the building. If you need to purchase an additional fob or are experiencing any issues with fob programming, please contact the **strata manager**

### 9 HYDRO ACCOUNTS

**Immediately contact Hydro** [bchydro.com/moving](http://bchydro.com/moving)

To register your new account, please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date



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### 10 HOMEOWNER /TENANT INSURANCE

For your protection, we feel that it is necessary to remind you of the importance of Home Owner Insurance. Please see **Section 6.5** in the Homeowner's Manual

\*Owners & Tenants should have their own in-suite insurance coverage for their personal possessions and liability coverage. An insurance policy should be obtained from your Insurance Broker to provide adequate in-suite insurance coverage, prior to your move in date

### 11 APPLIANCES

APPLIANCE	MODEL#	APPLIANCE	MODEL#	CONTACT INFO
24" ASKO Dishwasher	DFI663	Samsung Washer	WW25B6800AW	Toll Free Number 1-888-416-2990  <b>homeownercare @trailappliances. com</b>
30" Wolf Oven	SO3050TE	The following items are upgraded features and apply only to select homes.		
Wolf Microwave	MS24	24" Liebherr Wine Cooler	HW8000	
30" Wolf Gas Cooktop	CG304T	24" Marvel Wine Cooler	MLWC124-SG01A	
30" Sub-Zero Refrigerator	IT-30CIID	30" Wolf Hoodfan	VW30S	
Faber Hoodfan	INHC29SSV	30" Wolf Gas Range	GR304	
Samsung Dryer	DV25B6800HW	30" Wolf Steam Oven	CSO3050TE	

### 12 PAINTED SURFACES

AREA	BRAND	PRODUCT CODE	COLOR
Ceilings Throughout	Benjamin Moore	FS351X	BM: OC-65 Chantilly Lace
Light Scheme	Walls	Benjamin Moore	BM: OC-18 Dove Wing
	Bathroom Wall and Ceiling	Benjamin Moore	BM: OC-18 Dove Wing
Dark Scheme	Walls	Benjamin Moore	BM: OC-65 Chantilly Lace
	Bathroom Wall and Ceiling	Benjamin Moore	BM: OC-65 Chantilly Lace

### 13 B&O SMART HOME SYSTEM CONTACT INFO

410 Howe Street Vancouver, BC V6C 2X1 | 604-359-8666