

RESIDENTIAL

Owner Guide

Street**Side**

A QUALICO® Company

Every
Family
Has a
Story,
**Welcome
to Ours.**





Our promise at StreetSide Developments is to ensure that we are handing over the keys to a quality-built home. We believe in that promise and hold each other accountable to deliver on it every day. It's not easy, but it's what we'd expect if we were the owner of a StreetSide condo – and many of us are.

As a StreetSide homeowner, you can be rest assured that our team will be there every step of the way to answer your questions and address your concerns. Our industry-leading third-party warranty coverage extends up to a maximum of 10-Years on the structural integrity of your home.

From the little things to the big issues, we stick by your side. Inside these pages, you'll find maintenance tips to keep your home in great shape (and warrantable); emergency contact info; and processes in the case of non-urgent service requests.

As a local builder with a head office in Winnipeg, we also have a direct local line to reach us when a service request form feels too impersonal.

Please keep this homeowner guide in a safe place and consider us your builder for the long haul.

Sincerely,

BRIAN CORNELSEN

Vice-President

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How to Reach us

Homeowner Portal

HOMEOWNER PORTAL LOGIN

streetside.ca/homeowner

Online resources for submitting all service requests, contact lists, manuals, homeowner care & maintenance.

Service Inquiries

SERVICEQ

streetside.ca/service

streetsidewpgservice@qualico.com

Contact with questions regarding service request updates, warranty information and homeowner care & maintenance inquiries.

Homeowner Care

STREETSIDE DEVELOPMENT

customercare@streetside.ca

Contact with questions regarding agreement of purchase & sale and general inquiries on closing.

Proptery Management

For any questions regarding common areas, shared systems, building maintenance, or emergency repairs, please contact your Property Manager. You can find full details in the 'New Homeowner Contact Guide' located at the back of your manual.

Your Homeowner Portal

We want your homeownership experience to be a great one, which is why we have provided you with an online Homeowner Portal. There, you can submit service requests, access homeowner care & maintenance tips, find emergency contacts, and connect with our team. Your Portal is a one-stop resource for everything related to your new home so you can better understand, maintain and enjoy it!

Shortly after your possession confirmation, the **'Designated Buyer'** listed on your Offer to Purchase should have received an email with registration details for your homeowner portal. Since each portal is linked to a single email address, it's important that the correct contact information is on file.

If you didn't receive a registration email, visit the portal online and try selecting **"Forgot Password"** to generate a new email. If further assistance is needed or you need to update the email address associated with your portal, please contact our Customer Care team, and they will be happy to help.

To access your homeowner portal,
please visit:
streetside.ca/homeowner





Warranty Coverage

Warranty that protects you,
your family & your investment.

StreetSide promises that your home was built to meet the standards outlined in your Offer to Purchase, the Manitoba Building Code, and the local building rules that were in effect when the building permit was approved.

StreetSide's one-year warranty ensures coverage for defects in workmanship and materials. Should any issues arise within the first year of possession, we will repair or replace the affected workmanship or materials provided by us. Additionally, we will promptly resolve any deficiencies or incomplete items noted on your pre-occupancy walkthrough sheet.

Beyond our one-year workmanship and materials warranty, your new home is also protected by comprehensive coverage from National Home Warranty, one of western Canada's leading third-party warranty providers.

The National Home Warranty coverage passed on to you by StreetSide Developments protects you against defects in materials, labour and the structure of your home, as well as common property, up to the policy limits arranged by us outlined in your offer to purchase.



National Home Warranty Coverage

1-2-5-10 New Home Warranty

Your warranty coverage starts on the date listed in your Offer to Purchase, which is also your official Possession Date.

1 YEAR COVERAGE:

Defects in Materials, Labour, and Design

2 YEAR COVERAGE:

Defects in Plumbing, Electrical, A/C and Heating Systems – Covers issues with materials, labour, design, and any Manitoba Building Code violations.

5 YEAR COVERAGE:

Defects in the Building Envelope – Covers defects in major structural components, including the home's exterior shell such as the roof, exterior walls, windows, and doors.

10 YEAR COVERAGE:

Structural Defects – Provides coverage for the essential structural components of the building, including the frame and foundation.

For more details on the National Home Warranty, please visit nationalhomewarranty.com



Warranty Coverage Excludes:

- Normal Wear and Tear: Issues like paint touch-ups, flooring scratches, or minor cosmetic imperfections.
- Normal Shrinkage of Materials: Cracks in paint, drywall, masonry, and stucco may occur naturally as materials dry or settle after construction. As a courtesy, we offer one-time drywall crack and nail pop repairs at the end of the first year. Please note that paint touch-ups are not included; however, each homeowner will receive a paint voucher.
- Homeowner Maintenance: Issues resulting from neglect, improper care, or lack of regular upkeep, such as clogged drains, unmaintained HVAC systems, or damage to flooring and countertops.
- Concrete Features: Minor cracks, discoloration, or surface imperfections in basements, concrete steps, driveways, or sidewalks, as these are natural characteristics of the material and not considered defects.

For any questions regarding warranty coverage please reach out to our Service Team via your Homeowner Portal.

Please note:

All service requests must be submitted online at **streetside.ca/homeowner** during your one-year warranty period.

Extended Warranty Coverage

Your home may come with extended warranty coverage for specific equipment directly from the manufacturer. Be sure to review all equipment manuals provided in your new home and store them safely. Your manuals can also be found in your homeowner portal.



Submitting a Service Request

At StreetSide, we take pride in our work, partnering only with suppliers and trades who share our commitment to quality. To ensure your service requests are handled efficiently, please follow the steps below:

SUBMITTING A NON-EMERGENCY SERVICE REQUEST

During the one-year period your home is covered under StreetSide's warranty, **you may submit non-emergency service requests through your homeowner portal.**

Once your request is submitted:

- A ticket will be issued to our ServiceQ department.
- You will receive a confirmation email indicating that your ticket has been generated.
- Our ServiceQ team will contact you to schedule and address your service request.

To access, please visit: streetside.ca/homeowner

Year-End Warranty Reminder

As your one-year warranty approaches its end, you will receive an email notification reminding you to submit any outstanding service requests. This includes issues such as drywall cracks or nail pops resulting from normal settling.

The Repair Process

Once we have processed your service request and addressed any questions or clarifications, we will move forward with scheduling your warranted repair.

IF THE REPAIR IS HANDLED BY A SERVICEQ REPRESENTATIVE:

Repairs will be scheduled during the week, Monday to Friday, between the hours of 8:30 a.m. and 3:30 p.m. A StreetSide Representative will visit your home to complete the necessary work. As the homeowner, you are responsible for providing access to your home during the scheduled repair window.

IF THE REPAIR REQUIRES ONE OF OUR PARTNER TRADES:

Our ServiceQ team provides the trade professional with all the necessary details regarding your service request. The trade will then reach out to you directly to arrange a convenient time for the work to be completed. Once the repair is finished, our team will follow up to ensure the work has been completed efficiently and to your satisfaction.

**For any questions or concerns,
please contact our ServiceQ team.**



Warranty Guidelines

To ensure your warranty remains valid, it's essential to follow the proper process for submitting service requests:

DURING YOUR FIRST YEAR:

All service requests must be submitted online through your homeowner portal. If you contact a trade directly or arrange for repairs independently, any resulting invoices may not be covered under your warranty. Additionally, handling issues outside of the established warranty process could void coverage for related concerns.

TIMING OF REPAIRS:

While you are encouraged to submit service requests as soon as you notice a concern, some repairs—such as those related to natural settling—may be deferred until the 3rd or 12th month of your warranty. This approach allows the home to settle naturally and helps us address multiple issues at once, ensuring repairs are completed efficiently and with minimal disruption to you.

SEASONAL REPAIRS:

Certain seasonal items, such as exterior painting, may need to be deferred until weather conditions are suitable to ensure proper completion.

AFTER YOUR ONE-YEAR WARRANTY PERIOD:

Coverage transitions to either the manufacturer or National Home Warranty, depending on the specific item or system.

By adhering to these guidelines, we can work together to maintain the quality and comfort of your home.



In Case of Emergency

Emergencies can happen, and it's important to know how to respond quickly and effectively. Please refer to the **Emergency Contact List** available in your online Homeowner Portal for relevant contact information. Below are additional steps and resources to help you manage emergencies.

What Is Considered an Emergency?

EXAMPLES OF EMERGENCY SITUATIONS INCLUDE:

- Major plumbing leaks or water line bursts
- Electrical shortages or sparking wires
- Complete loss of heat during winter months
- Water penetration into your home

IMPORTANT: For fire, gas leaks, or carbon monoxide concerns, immediately contact your local Fire Department, gas utility provider, or dial **911**.

You should also inform your Property Manager, where relevant, for support and coordination of repairs if needed.



Homeowner Care & Maintenance

Your home is one of your most significant investments, and regular maintenance is essential for preserving its value and ensuring its longevity.

Proactive upkeep, such as clearing gutters, sealing drafts, and promptly addressing wear and tear, can prevent minor issues from escalating into costly repairs.



Understanding the Role of Humidity

Maintaining proper humidity is one of the most important tasks for homeowners. It helps protect your home from moisture damage, and failing to do so could lead to issues and potentially result in a denied warranty claim.

CONTROLLING HUMIDITY IN YOUR NEW HOME

Your new energy-efficient home is designed to keep out winter cold and retain cool air in summer. To maintain comfort and protect your home's materials, aim for a relative humidity level of 30% to 45%. This helps prevent damage to drywall, wood furniture, and other belongings. Regular use of your home's ventilation system (bathroom fans, kitchen range hoods, and heat-recovery ventilators) will help control moisture from new construction materials and daily activities like bathing, laundry, and cooking.

Tip: Use a portable humidity gauge to monitor humidity levels throughout your home.

LOW HUMIDITY

Low humidity can damage wood and drywall, causing your wood or vinyl floors and trim to shrink. Humidity levels can be increased by using a humidifier.

TIPS FOR EXCESSIVE MOISTURE DURING WINTER MONTHS

Lower indoor temperature will naturally cause the air to become dryer or less humid.

Opening a window for 5 minutes will also draw moisture out of your home. Ensure that heat vents are not blocked to allow proper air circulation.

TIPS FOR EXCESSIVE MOISTURE DURING SUMMER MONTHS

Leaving windows open during hot, humid summer months may result in swelling of wood products in your home, i.e. doors, trim, hardwood and laminate flooring.

To avoid excess humidity, please keep your windows closed and ensure that your air conditioner is running. When your air conditioner is on, it will act as a dehumidifier and remove the moisture from the air.



Fire Safety

Prioritizing fire safety in your home is essential for protecting both your property and your loved ones. To reduce risks and enhance preparedness, keep these important practices in mind:

SMOKE ALARMS & FIRE EXTINGUISHERS:

Test smoke alarms monthly, replace batteries yearly, and keep fire extinguishers accessible in key areas like the kitchen and garage.

SAFE PRACTICES:

Never leave cooking, avoid overloading outlets, and store flammable materials safely away from living areas.

PLAN & PREPARE:

Develop and practice a fire escape plan with two exits per level. Ensure doors and windows open easily for a quick evacuation.

EMERGENCY RESPONSE:

In case of fire, evacuate immediately, **call 911**, and only re-enter your home when cleared by emergency responders.

Additionally, always refer to your condominium rules and by-laws for any specific fire safety requirements or guidelines.



Home Security Tips

Protecting your home is not just about safeguarding your property—it's also about contributing to a safe and respectful community.

SECURE ENTRY POINTS:

Always lock doors and windows, even if you're just stepping out briefly.

BE DISCREET WITH VALUABLES:

Keep valuable items out of sight, especially near windows visible from shared spaces or common areas.

By staying mindful of both security and community guidelines, you can help create a safe and connected neighborhood.

INSTALL SECURITY CAMERAS:

Consider placing cameras at entry points. Ensure they comply with community bylaws, condominium declaration bylaws, and the property management company rules. Avoid angles that infringe on neighbours' privacy and ensure installation methods do not damage common elements.

PLAN FOR ABSENCES:

Inform a trusted neighbour or friend if you'll be away for an extended period. Have them collect your mail or packages to avoid signaling an unoccupied home.

RESPECT COMMUNITY RULES:

Ensure any security measures, like alarms or outdoor lights, comply with community bylaws.



Seasonal Home Care Checklists

Creating and adhering to a maintenance schedule for your new StreetSide home is key to protecting your investment and avoiding potential issues down the road.

This seasonal maintenance guide, provided by National Home Warranty, is intended to complement, not replace, the manufacturer's recommendations.

For tasks that require technical expertise, we advise hiring licensed contractors to ensure the job is done correctly.









Fall

- Check accessible windows and doors on the exterior for possible air or water leaks – make sure the weep holes are clear at the bottom on the outside.
- Clean and test your smoke detectors to ensure they are in proper working order.
- Inspect caulking around windows for cracks or separation from the window or building.
- Assess your furnace filter to see if it needs to be changed and have your gas heating system inspected by a certified professional (if applicable).
- Remove hoses and turn outside water outlets off and drain exterior faucets before winter.
- Homeowners with sump pits should switch to their wide diameter winter discharge pipes. Ensure the pipes are draining to a lower area as designed.
- Remove and clean the Heat Recovery Ventilator (HRV) core to ensure optimal airflow, improve indoor air quality, and maintain energy efficiency during the colder months.

For more
information on
annual and monthly
maintenance checklists,
visit your Homeowner
Portal at
streetside.ca/homeowner

Winter

- Replace the furnace filters, check the fan belt, and clean out window wells to ensure there is no heavy buildup of snow.
- Clean and test all the smoke alarms.
- Test all the Ground Fault Circuit Interrupters (GFCIs) and all the panel breakers.
- Occasionally open windows to allow the house to air out (weather permitting).
- Avoid overloading circuits with heaters, light decorations or appliances during the winter.
- Check that your faucets are not leaking – this will save you money, especially on your hot water heating costs.
- Check all the CO (Carbon Monoxide) detectors for operation. This is especially important in winter.
- Check the attic for leaks; check the insulation; look for blocked vents; and look to see if any daylight is coming in through the roof or around chimneys (may indicate a leak or hole).
- Before freezing temperatures, turn off water supply to the exterior faucets, drain hose bibs, and remove diverters. (See the information under FALL).

Spring

- Clean and test all of your smoke alarms (if needed, replace batteries).
- Test all Ground Fault Circuit Interrupters (GFCIs) in bathrooms, kitchens, outside receptacles and on the electrical panel.
- Change the furnace filters and inspect the fan belt (may require a technician).
- Inspect caulking inside and out and touch up or replace where needed with approved products.
- Clean windows and window tracks, and make sure weep holes are not blocked (including sliding door tracks – lubricate openers and track rollers with silicone spray).
- Remember to turn on the interior water supply to hose bibs and exterior faucets **(IMPORTANT – check for leaks)**.
- Shovel out window wells and remove debris prior to melt.
- Clean downspouts and gutters.
- For those with a backyard, ensure swale (exterior drainage path) is not blocked to prevent ponding.
- Once in the late spring, homeowners with a sump pump should switch to a smaller discharge pipe. Ensure the pipe is draining to a lower area as designed.



Summer

- Examine window and door seals and repair as necessary. This will cut down on energy costs for cooling.
- Assess your furnace filter to see if it needs to be changed.
- Examine and repair grout in bathrooms and tile floors to prevent moisture damage – materials shrinkage may occur during the hot season.
- Lubricate locks on doors and windows with silicone spray.
- Check window screens and screen doors for tears if installed.
- Make sure nothing is blocking the drainage of your yard, the sump hose is in the correct position, and that the water drains away from your home. Make sure that plants and bushes do not grow up against the outside of the house (moisture can stay trapped, causing damage).
- Check that downspout is in lowered position.
- Homeowners with a sump pump should ensure the smaller discharge pipe installed.





Avid Ratings®

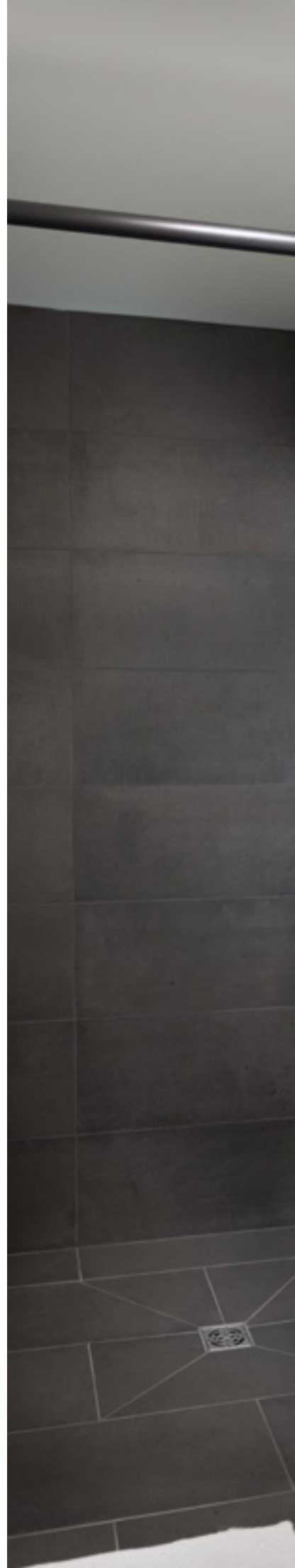
Share Your Experience

Congratulations on your new home!

StreetSide Developments has partnered with Avid Ratings®, an independent research firm specializing in the homebuilding industry, to gather valuable insights about your experience.

As a recent homebuyer, you'll be invited to share your feedback through mail, email, or phone. This is your opportunity to let us know how we did—whether we exceeded your expectations or there's room for improvement.

Your feedback helps us refine our processes and ensure we continue delivering exceptional homes. Plus, by participating in Avid Ratings surveys, you'll be automatically entered to win up to \$500.





Survey Timeline

MOVE-IN SURVEY:

Sent 30 days after possession to capture your thoughts on the buying process and your satisfaction with your home's features.

YEAR-END SURVEY:

Sent on the one-year anniversary of possession to reflect on your overall experience and satisfaction with your home.

Your Feedback Matters

By participating, you'll not only help us improve but also become eligible to win up to \$500 from Avid Ratings. Rest assured, your survey responses are used solely for reporting purposes unless you choose to share your first name and feedback for online publication. Avid Ratings will securely share the results with StreetSide Developments to help us continue building homes and experiences you'll love.

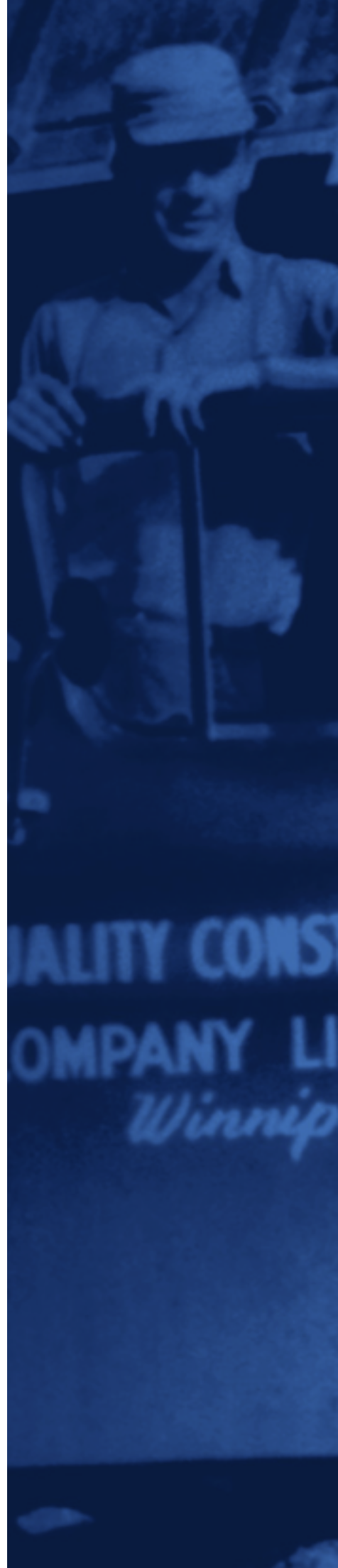


StreetSide's Story

Our story goes back over 70 years,
and is rooted in a tradition
of passion, quality and trust.

Qualico® is now one of the largest fully integrated, privately owned real estate companies in Western Canada. The company's activities span the entire real estate spectrum and include residential land acquisition and development, single and multi-family home divisions, commercial and industrial development, property management and building supply, and manufacturing divisions.

Fuelled by creativity and inspired by modern living, StreetSide brings Qualico®'s strength and expertise, customer commitment, and proven history of doing the right thing to our multi-family offerings in Winnipeg. As Winnipeg's leading condominium developer, we've set ourselves apart over the past 3 decades with successful projects such as District 149, The Rise Condominiums, and Vue Tache, among many others. As a local builder with heart, we're here to make sure you get the home that you love. From the little things to the big things, we stick by your side.



CONSTRUCTION
LIMITED

of



