

Website Terms and Conditions

Scope and operator

These terms apply to the public website at residemanage.com operated by 1163531 B.C. Ltd., doing business as Reside Management. Please review them before using the website. Where an action requires contractual acceptance, we will present the applicable terms for that action.

These website terms do not replace or change a tenancy, property-management agreement, statutory disclosure or separate service contract. Applicable mandatory law prevails. Browsing or submitting an inquiry alone does not create a tenancy, agency relationship or management engagement.

Listings and applications

Listings provide general property information. Availability, descriptions, measurements, photographs, amenities, rates and incentives must be confirmed before an agreement is made. We seek to keep information accurate and correct known errors. We do not use these terms to excuse misleading advertising or change agreed tenancy terms.

Submitting an application alone does not reserve a home or guarantee approval. Application handling is subject to the separate privacy notice and authorizations. Screening follows lawful criteria and applicable human-rights requirements. Material inaccuracies will be addressed in accordance with applicable law; these terms do not create an automatic right to evict a tenant.

No rental application or application-processing fee is payable by an applicant through this website. Do not make an unsolicited deposit to reserve a listing. We provide authorized payment instructions separately when appropriate.

Acceptable use

You may use the website to review listings, inquire about services and access authorized resources. You must not impersonate someone, submit knowingly false information, introduce malicious code, obtain unauthorized access, interfere with security, unlawfully collect others' personal information or infringe intellectual-property or privacy rights.

You may view and make reasonable personal copies of public content. Commercial reproduction, redistribution or systematic extraction requires permission unless the law permits it. Nothing prohibits lawful evidence preservation, fair dealing, complaints or communication with regulators.

External services and accounts

Links and embedded tools may lead to application, resident, owner, scheduling, payment, mapping or other third-party services. Their applicable terms govern their services. Review notices before providing

information. Reside does not control independent third-party sites, but remains responsible for its own conduct and information under its control.

Protect portal credentials and report suspected compromise promptly. We may restrict website access proportionately for security or misuse, while maintaining appropriate alternative ways to exercise tenancy, payment, privacy and other legal rights.

Privacy and communications

Our Privacy Policy and Cookies and Tracking Policy explain information handling. They do not constitute blanket authorization for screening or optional tracking. We use separate authorizations where required.

Submitting an inquiry allows us to respond to that inquiry. Optional marketing choices are separate. An ordinary website contact form is not a designated channel for serving a statutory notice unless the applicable law and any required written agreement permit it. Nothing here invalidates service that is otherwise legally effective.

Website content is general information and is not individualized legal, tax or investment advice. Contact us to confirm the scope of any professional services.

Availability and liability

We aim to provide a useful and secure website, but do not promise uninterrupted availability, compatibility or error-free operation. To the extent permitted by law, the public website is provided as available without additional warranties beyond those expressly given or legally required.

To the extent permitted by law, Reside excludes liability for indirect or consequential loss caused solely by inability to access this public website. This limitation does not exclude liability for fraud, wilful misconduct or gross negligence, or limit statutory privacy rights, residential tenancy rights, brokerage obligations or other rights and liabilities that cannot lawfully be excluded. It does not limit obligations under a separate tenancy or services agreement.

There is no indemnity, mandatory arbitration, class-action waiver or limitation of regulatory complaint rights in these terms.

Changes and governing law

We may change these terms prospectively by publishing an updated version and effective date. Material changes requiring acceptance will be presented appropriately. Changes do not retroactively alter completed transactions or existing agreements.

BC law and applicable Canadian federal law govern these terms. Any court proceeding concerning these website terms is subject to the jurisdiction of competent BC courts, without displacing mandatory jurisdiction of the Residential Tenancy Branch, a privacy commissioner, BCFSa, a human rights tribunal or another competent body.

If a provision is unenforceable, the remaining provisions continue to the extent legally possible. A failure to enforce a provision immediately does not by itself waive it.

Contact

Reside Management

18th Floor, 450 Southwest Marine Drive, Vancouver, BC V5X 0C3

info@residemanage.com

For privacy matters: Privacy Officer, ericko@residemanage.com.

For urgent property matters, use the emergency instructions supplied for your tenancy. For immediate danger, contact emergency services.