

# WELCOME PACKAGE - STRATA PLAN VIS2720

(website: [www.strata2720.com](http://www.strata2720.com))

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## WELCOME

This package was put together to provide information about the strata and answer some common questions people have when purchasing, renting and moving into our strata. Our strata, VIS 2720, consists of 2 buildings and 108 suites:

<u>Building</u>	<u>Street Address</u>	<u>Postal Code</u>	<u>#suites</u>	<u>First Occupied</u>
Hampton Court (HC)	545 Manchester Rd	V8T 5H6	60	May 1993
Churchill Place (CP)	520 Dunedin Street	V8T 2L6	48	Oct 1993

## SUITE INFORMATION

The strata fees, locker and parking assignments for your suite are:

Suite:	Locker #:	Parking Stall(s):	Monthly strata fees:
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## PAYMENT OF FEES

All fees (strata fees, parking fees, late fines, etc.) are due on **the first day** of each month. As our year-end is June 30, it is suggested that owners provide the property management company post-dated cheques up to and including the month of June, or you can arrange for automatic withdrawals.

All payments via cheque, whether strata fees, special assessments, parking fees or fines, should be made out to

STRATA VIS2720 and sent to our property management company:

Strata VIS2720  
c/o Sutton Advantage Property Management  
#103-4400 Chatterton Way  
Victoria, BC V8X 5J2  
Tel 250.881.8866, Fax 250.881.8886  
Email [advantage@sutton.com](mailto:advantage@sutton.com)  
Website <http://suttonadvantage.ca>

Should you wish to arrange payment of your strata fees by automatic withdrawal, a Pre-Authorized Debit (PAD) Agreement is included at the end of this package (and is also available on the strata web site). For accounting related questions, please contact:

Gilbert Gutfreund, Property Manager - [ggutfreund@sutton.com](mailto:ggutfreund@sutton.com)  
Maureen Barron, Accounting Dept - [mbarron@sutton.com](mailto:mbarron@sutton.com)

## **STRATA COUNCIL**

Strata Council is a group of owners (7 maximum) that are elected at the Annual General Meeting to manage and/or employ agents or employees for the control, management and administration of the common property, common facilities or other assets of the strata corporation. Strata Council members include:

Gayle Chong	President	CP106	Tel 778.440.0411	<i>Contact for Hampton Court</i>
Helen Merlot	Treasurer/Secretary	CP107	Tel 778.676.6386	
Dane Philpott	Grounds	CP303	Tel 250.380.7591	<i>Contact for Churchill Place</i>
Liam Nordby	Security	HC402	Tel 250.507.0155	
Roger Taylor	Previous Chair	HC417	Tel 250.383.9061	

The current council has volunteered to taken on “in house” duties such as locker and parking assignments, emergencies, complaints, requests and inquiries.

If you need copies of the strata bylaws & rules, financial statements, minutes, or notices, they are available on the strata web site at [www.strata2720.com](http://www.strata2720.com). If you do not have internet access, you can contact the property manager for copies to be mailed to you.

## **EMERGENCY SITUATIONS**

The strata’s EMERGENCY PAGER # is **250-800-3865**.

The emergency pager is for strata emergencies that require immediate strata council involvement. Strata emergencies include fire, flood (severe water ingress), electrical black-out (of building or entire floors), etc.

Below is a list of personal emergencies that do not constitute a strata emergency. In general, rental tenants should contact their landlords or the rental property manager for the unit:

<b>Situation</b>	<b>What to do</b>
Appliance/Equipment breakdown	Renters – call your landlord/rental property manager Owners – call a repairman/handyman

No hot water	Renters – call your landlord/rental property manager Owners - Check breakers on the electrical panel in the unit. The electrical panel is generally located in the utility/laundry room. If the breakers are OK, call a plumber to check the heating elements in the hot water tank.
Lost keys for suite/mailbox	Renters – call your landlord/rental property manager or a locksmith Owners - call a locksmith
Plugged/overflowing toilet	Shut off water valve below toilet if overflowing. Clean-up water on floor quickly to reduce any water damage to suite below. Plunge toilet. Call plumber if needed.
Enterphone programming	Submit a completed Owner/Tenant Information Form to council by email, fax, mail, or drop it off in the council mailbox in the lobby – at least 48 hours prior to move-in. Please remember the enterphone displays only one line for a name, 16 characters maximum (including spaces).
Keys dropped down elevator shaft	Call Roger at 250.383.9061. If he is home, he may be able to help retrieve your keys. If he is not home and you cannot wait, you can call Thyssen Elevators at 250.727.6083 and pay their service call fee.
Noise	Communicate with your neighbour. Introduce yourself to them and let them know that their noise level is disturbing. Politely ask them to reduce the noise level. Many people do not know they are disturbing their neighbours until they are told. Once they are informed, they are generally very considerate turn down the volume level or try to keep the noise down. The only time noise may be considered an issue for strata council is when the noise persists <u>after you have contacted your neighbour</u> and requested they be quieter.

## **KEYS / FOBS**

Council does not have a master key for individual suites. All owners are advised to change their locks whenever there is a change in ownership or tenancy.

Please report any lost or stolen fobs immediately. You can contact the council chair or secretary, if you require replacement (or additional) fobs. There is a charge of \$10 for fobs.

## **PARKING**

**Automobile Parking:** Each suite is assigned one parking stall in the underground garage. Second stalls can be rented for \$20/month. Parking stalls will only be rented to (and for the use of) people residing in the strata.

Please do not park in a stall if it is not assigned to your suite and do not “swap” stalls with other residents without prior written notification to council. Any vehicle parked in a stall that is not assigned to their suite is subject to immediate tow away.

Residents are responsible to keep their parking stall(s) clean and tidy; free of oil spots, exhaust marks, and personal property. The only thing that should be in your parking stall is your vehicle. Should an oil leak (or other fluid leak) occur, you need to repair your vehicle and clean up the fluid leak as soon as possible. Some residents use crushed kitty litter to help soak-up fluids.

**Motorcycle Parking:** Motorcycle parking stalls can be rented for \$7.00/month

**Bicycle Hangers:** There is a secured bike room (labeled “Cable Room”) and unsecured bike racks in the underground garage. Bike hangers in the secured bicycle room cost \$3.00/month. There is no charge for using the unsecured bike racks.

Payments should be made to STRATA 2720 and received by the property manager by the first of the month. Pre-Authorized Debit (also known as Automatic Debit) is recommended.

**Guest Parking:** There are four parking stalls (105-108) available for guests to use for extended stays of 2-15 days. The guest stalls are assigned. Please do not tell your guests to park down in the garage without arranging for a parking stall. Vehicles parked in guest stalls that are not registered will be subject to tow away. To arrange for a guest stall (and/or get a gate card), please call Roger Taylor at 250.383.9061.

**Driveways:** Parking in the front driveway is permitted for **3 minutes**. Exceptions are made for moving/delivery vehicles, emergency vehicles and strata maintenance vehicles only. Vehicles in violation will be towed at the owner’s expense. Please warn your visitors not to park there for more than the allotted time.

## **LOCKERS**

Each suite is assigned one locker. Although some people may choose not to utilize their locker, it does not mean that anyone else has the liberty to use an empty locker that is not assigned to their suite. No items are to be stored on top of the locker or in the aisle ways. Such items may be removed and/or disposed. Please do not swap lockers with other owners without prior notification to council.

In the past, the locker room has been broken into. To reduce the risk of further losses, full-length door guards have been installed and the locker room doors are marked as “**Boiler Room**”. Even though these precautions have been taken, it’s advised that valuables not be stored in lockers.

## **COMMON AREAS**

Please observe the following rules in all **indoor common areas** (hallways, elevators, stairwells, garage):

- ◆ Carry all pets and bicycles
- ◆ No smoking or littering
- ◆ Do not leave personal items any items laying about ( i.e. garbage bags on door handles, shoes in hallways, buckets, tools, or car paraphernalia in parking spots, etc.)
- ◆ No dumping of household garbage in foyer containers.

### **Outdoor common areas:**

- ◆ Keep all pets on a leash and pick up excrement.
- ◆ No littering

This is our home and we all pay to maintain the common property. Please treat it with respect. (see bylaws, rules and regulations for more details )

## **MOVING IN/OUT**

Owners and tenants should inform council, at least 48 hours in advance, of when they intend to move in or out. This way, Council can provide an elevator key to make the move easier. An Owner/Tenant Information form is required for programming of the enterphone. Please see the section named Rental Units for additional requirements for owners of rental units.

## **ENTERPHONE**

At the front entrances of each building, there are “enterphones” used to call a unit and get “buzzed-in”. The enterphone system must be programmed with the resident’s name and telephone number before a guest can get “buzzed-in”. To get your name and phone number programmed into the enterphone, you should provide an Owner/Tenant Information Form (or a Form K) to council. The enterphone dials your phone number and calls your suite. Therefore, if you are on the phone and do not have call waiting, your guest will get a busy signal. If your phone number changes, or you have just moved in, council will need to know in order to program it into the enterphone. Please note: The front entry system dials LOCAL numbers only (maximum 10 digits).

**TIP:** Instead of scrolling through the whole list of names to find a person, one can simply press the # symbol, then the suite number.

***To let a guest in, press 9 on a touch tone phone.***

## **NOTICE BOARDS & NOTICES**

There is a notice board above the mailboxes in each lobby. These are for strata council notices. PLEASE READ the notice board. **Strata notices take priority.** Any other items posted by residents may be moved or removed to make room. Other notices may be posted in elevators or on stairwell doors. We would appreciate all residents co-operation in following their instructions. Please DO NOT remove notices. They will be removed at the proper time.

## **GARBAGE/RECYCLING**

In order to keep the garbage and recycling area neat and organized we ask you to please do the following:

- ◆ Tie up all household garbage securely and place in grey garbage bins.
- ◆ Do not place unapproved items in the containers. (See signs above bins for more details)
- ◆ Do not overflow the containers or leave items outside the containers.

## **SECURITY**

Is a very important issue these days. There is much vandalism, theft and crime happening everywhere. We ask that you not let anyone in the front door unless they are your guest or you know they live here.

The WEAKEST LINK in our security is the GARAGE DOOR. **It is imperative that all residents stop inside the gate and watch it close. Please do not follow anyone down.** We all need to take a few mere seconds to watch that security is maintained.

## **RENTAL UNITS**

According to the bylaws, there are rental restrictions for third and subsequent owners. Before renting a suite, all owners must first obtain permission from council. Since the maximum number of rentals has been reached, “second” owners wanting to sell their units must sell to an “owner occupier”. Check with council for up-to-date owner and rental information.

**IMPORTANT:** Prior to a tenant’s move-in, the owner of a rental unit must:

1. Provide the tenant with a copy of the most recent strata **Rules and Bylaws**.
2. Have the tenant sign a **FORM K** (a tenant’s undertaking to abide by the rules and bylaws of the strata)

3. Submit the signed **FORM K** to council **at least 48 hours in advance** of the tenant moving in, so an **elevator key** can be provided and the enterphone programmed.

Forms and bylaws can be downloaded from the “documents” page of the strata website ([www.strata2720.com](http://www.strata2720.com)).

## ***NOISE***

Nobody appreciates it. Please be considerate of your neighbours at all times. Noise travels in an apartment, no matter how well built. Take the time to introduce yourselves to your neighbors and determine acceptable noise levels with each other. If you're going to have a party, let your neighbours know, so they are prepared for a little extra noise. We hope that any problems can be worked out between neighbours patiently and courteously. However, council may issue warnings and fines if problems persist.

## ***COMMUNICATION***

Communication is important for the smooth operation and enjoyment of the strata. It is our desire to foster a spirit of community, security, and consideration within our strata. We appreciate all suggestions on the upkeep, beautification and enjoyment of our strata buildings and grounds, so please do not hesitate to contact a member of council with your comments or suggestions.

Please don't forget to contact council if your address, telephone number, email or emergency contact information changes, so we can keep our contact information up-to-date. An Owner/Tenant Information Form and Form K are included with this package.

Thanks and see you round the commons!!!!

**Suite #:** \_\_\_\_\_  **545 Manchester**  **520 Dunedin**

**Owner Information**

**Possession Date:**

Owner Name(s)

Home. Phone

Work Phone

Cell Phone

Other Phone

Off-site Mailing Address (if applicable)

Primary Email

City, Province, Postal Code

Alternate Email

By checking the box, I authorize the strata and/or property manager to communicate with me via email for matters regarding Strata VIS2720.

Emergency Contact Name (including relation to owner, if applicable)

Emergency Phone

**Rental Tenant Information**

Rental Tenant Name(s)

Home Phone

Work Phone

Cell Phone

Other Phone

Primary Email

Relation to owner (if applicable)

Alternate Email

Pet Information (including weight if dog or cat)

Make, Model, Color and License Plate No. of Vehicle(s)

**NAME TO APPEAR ON ENTERPHONE** (Max. 16 characters):

**LOCAL PHONE #** (max. 10 digits):

**MOVE-IN DATE/TIME**

\_\_\_\_ Morning \_\_\_\_ Afternoon

**Name, phone number, and move-in date are required for ENTERPHONE programming.**  
Please return form to strata council via mail, fax, email, or the council mailbox in the front lobby.  
A Form 'K' is required for each change in Rental Tenants.





Notice of Tenant's Responsibilities

(Section 146)

Suite# \_\_\_\_\_

- Hampton Court, 545 Manchester Rd, Victoria, BC, V8T 5H6, or
 Churchill Place, 520 Dunedin St, Victoria, BC, V8T 2L6

Name(s) of Tenant(s) \_\_\_\_\_

Phone # of Tenant(s) \_\_\_\_\_

Email of Tenant(s) \_\_\_\_\_

Type of Tenancy:  Lease  Month-to-month  House-sitter\*

Tenancy Duration: \_\_\_\_\_
Start date (mm/dd/yyyy) End date (mm/dd/yyyy) if applicable

Move-in date/time \_\_\_\_\_  Morning  Afternoon
(mm/dd/yyyy) if different than start date

Front Entry System\*: \_\_\_\_\_
Display name (max. 16 characters) Phone number. Local only (10 digits max.).

Vehicle Information \_\_\_\_\_
Make/model Colour License

IMPORTANT NOTICE TO TENANTS:

- 1. Under the Strata Property Act, a tenant in a strata corporation must comply with the bylaws and rules of the strata corporation that are in force from time to time. A copy of the current bylaws and rules is available on the strata website at www.strata2720.com.
2. The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant must comply with the changed bylaws and rules.
3. If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, eviction, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Contact Information for Landlord:

\_\_\_\_\_
Date (mm/dd/yyyy)

Name:

\_\_\_\_\_

Address: \_\_\_\_\_

Signature of Landlord or Agent for Landlord

\_\_\_\_\_

Signature of Tenant1

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

\_\_\_\_\_  
Signature of Tenant2

*This Form K can be returned via the council mailbox in the front lobby;*

*Mail to: Strata Council, 545 Manchester Rd, Victoria, BC, V8T 5H6; or Email: [info@strata2720.com](mailto:info@strata2720.com).*

*\* Changes to the front entry system are not made for house-sitter tenants (maximum stay - 6 months in a 2 year period).*

# SUTTON ADVANTAGE MANAGEMENT PRE-AUTHORIZED DEBIT (PAD) AGREEMENT

5103-4400 Chatterton Way, Victoria, BC V8X 5J2; Tel (250) 881-8866; Fax (250) 881-8886; Email: [advantage@sutton.com](mailto:advantage@sutton.com)

**This form should be returned no later than the 20<sup>th</sup> of the month prior to the month the PAD is to commence.**

**Please enclose a cheque for any balance owing prior to the PAD commencement.**

NAME(S):

DATE:

Strata VIS2720

UNIT #:

545 Manchester Rd, Victoria, BC, V8T 5H6

520 Dunedin St, Victoria, BC, V8T 2L6

MAILING ADDRESS (if different from unit address):

Home Tel

Work/Mobile

Account Type:  Personal  Business

I/we authorize Sutton Advantage Property Management and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our account(s). Regular monthly payments for the full amount will be debited to my/our account on the 1<sup>st</sup> day of each month. **The Payor and Payee agree to waive the pre-notification requirement set out in Section II of Appendix II of rule H1 of the Canadian Payments Association.** This amount may be increased/decreased as required by the change in monthly strata fees and/or other fees, fines, and assessments as approved by the Strata Corporation and/or Section of our Strata Plan or as a result of a reduction or increase in applicable municipal, provincial or federal tax. All pre-authorized payments will be made on the first day of each month or next business day.

This authority is to remain in effect until Sutton Advantage Property Management has received written notification from me/us of its change or termination. This notification must be received no less than ten (10) business days before the next debit is scheduled at the address provided below. I/we may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting [www.cdnpay.ca](http://www.cdnpay.ca). I/we undertake to inform Sutton - Advantage Property Management, in writing, of any change in the account information provided in this authorization no less than ten (10) business days prior to the next due date of the PAD. I/we warrant and guarantee that all persons whose signatures are required to sign on this account have signed this agreement below. Sutton - Advantage Property Management may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we acknowledge that the processing institution is not required to verify that a PAD has been issued in accordance with the particulars of the payor's authorization including, but not limited to, the amount. I/we acknowledge that the processing institution is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Sutton Advantage Property Management as a condition to honouring a PAD issued or caused to be issued by Sutton Advantage Property Management on the payors account.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca)

Revocation of this authorization does not terminate any contract for goods or services that exists between Sutton - Advantage Property Management and the payor. The payor's authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged.

**PLEASE ATTACH SPECIMEN CHEQUE or PRE-AUTHORIZED TRANSACTION FORM FROM YOUR BANK**

**AUTHORIZED  
SIGNATURE(S):**

*Office Use*

SF -	Start Amount: \$	Received:
PAD Code:	Start Date:	Posted: