

WELCOME PACKAGE - STRATA PLAN VIS2720

(web site: 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:

Building	Street Address	Postal Code	#suites	First Occupied
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:	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.

Strata fees must be paid by Pre-Authorized Payment. Please contact Maureen Barron to setup your account.

All payments, special assessments, parking fees or fines, should be made out to STRATA PLAN 2720 and sent to our property management company:

101 - 891 Attree Ave
Victoria, BC V9B 0A6
Tel: 250.516.1915
Website: www.StrataManagers.ca

Please call Maureen Barron at Pemberton Homes if you have an accounting inquiry.

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:

Helen Merlot	President	CP107	778 676-6386	(Contact for Churchill Place)
Chris Seward	Vice President	HC317	604 219-5434	(Contact for Hampton Court)
Gayle Chong	Treasurer			
Colleen Shotbolt	Secretary			
Marly LaFleur	Security			
Dane Philpott	Grounds			
Carol Kronbauer	Member at Large			

The current council has volunteered to take on “in house” duties such as locker and parking assignments, emergencies, complaints, requests and inquiries. Please send this information to info@strata2720.com

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. If you do not have internet access, you can contact the property manager for copies to be mailed to you.

EMERGENCY SITUATIONS

Call 911 for fires, ongoing crimes or other true emergencies.

When safe, inform the strata of emergencies that require immediate strata council involvement. Strata emergencies include fire, flood (severe water ingress), electrical black-out (of building or entire floors), etc.
Please call: 778 676-6386 or 250 516-1915

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:

Situation	What to do
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 neighbor. 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 neighbors 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 neighbor</u> and requested they be quieter.

KEYS and GATE CARDS

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.

There is a charge of \$10 for replacement of lost fobs. Email the council info@strata2720.com if you require replacement keys or cards.

PARKING

Automobile Parking: Each suite is assigned one parking stall in the underground garage. Second stalls can be rented for \$20/month, if available. 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, if available. There is no

charge for using the unsecured bike racks.

Payments are by PAD and are added to your strata fees.

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 email info@strata2720.com.

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 you name and phone number programmed into the enterphone, you should provide an Owner/Tenant Information Form 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 interphone.

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.

GAS FIREPLACES

Fireplace gas is charged to the strata as a whole; individual units are not metered separately. This does not mean that gas is free, rather that we all pay for it. As a courtesy to your neighbors who are helping to pay for the gas that you use, it is requested that owners turn off the pilot light during the summer.

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. Complete an **Owner/Tenant Information Form**. (Required for enterphone programming)
4. Submit the **FORM K** and **Owner/Tenant Information Form** to council.
5. Inform council when tenants are moving in or out **at least 48 hours in advance**, 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).

NOISE

Nobody appreciates it. Please be considerate of your neighbors 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 or do renovations, let your neighbors know, so they are prepared for a little extra noise. We hope that any problems can be worked out between neighbors 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.

Thanks and see you round the commons!!!!

STRATA 2720 OWNER/TENANT INFORMATION FORM

Mail: Strata 2720, #417-545 Manchester Rd, Victoria, BC, V8T 5H6; Tel/Fax: 250.383.9061; Email: info@strata2720.com

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	
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)
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NAME TO APPEAR ON ENTERPHONE (Max. 16 characters):	PHONE # (max. 10 digits):
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MOVE-IN DATE/TIME	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon
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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' should accompany this form for Rental Tenants.

Strata Property Act

Form K
Notice of Tenant's Responsibilities
(Section 146)

Re: Strata Lot # _____ of Strata Plan VIS2720

Suite# _____ → 545 Manchester → 520 Dunedin
Hampton Court Churchill Place
Victoria, BC V8T 5H6 Victoria, BC V8T 2L6

Name of Tenant(s) _____

Tenant Phone # _____

Tenant Email _____

Tenancy Commencing: _____ [month/day/year]

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 (current bylaws and rules attached)
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, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Date [month/day/year]

Contact Information for Landlord:

Signature of Landlord or Agent for Landlord

Signature of Tenant1

Signature of Tenant2

An OWNER/TENANT INFORMATION FORM should accompany this Form K.