



High Level Crossing

Welcome *to your new home at High Level Crossing*

You will find some important information and forms in this package as it pertains to your new property. This package simply highlights a few of the provisions of the Bylaws and policies of the Corporation. Please ensure that all applicable forms are submitted to Management Company for your property.

Please also ensure you have read and understand your Corporation Bylaws.

Please keep this package handy for contact and information purposes.

Ayre & Oxford Inc.
Property Management Contact Information

Suite 203, 13455 -114 Avenue NW
Edmonton AB, T5M 2E2
Ph: 780.448.4984 ~ Fax: 780.448-7297

CONDOMINIUM MANAGER:
Alexis Miner
E-mail alexis@ayreoxford.com
780-448-4984 ext.342

ADMINISTRATION
carrie@ayreoxford.com
780-448-4984 ext. 334

AFTER HOURS EMERGENCIES
780-499-8424

General Building information

1. Move in's / Outs Etiquette:

- ARRANGE TO GET ELEVATOR PADS, SERVICE KEY & KEY TO UNLOCK FRONT DOOR PADLOCK (if your building is so equipped) by contacting Ayre & Oxford Inc. numbers posted.
- Bookings are only between the hours of 9am and 9pm in consideration of other residents.
- A deposit in the amount of \$100.00 is required for the elevator key, which will be refunded immediately. Please note this must be in the form of a check as on site staff, do not accept cash.
- Elevators held open without a key cause major repair issues; therefore if you are found holding open the door, **you will be charged** for the elevator company inspection and any resulting repairs required. These repairs have been known to be **in excess of \$500.00**.
- NEVER, under any circumstances leave security doors propped open – when security doors are open an adult must be present at all times to monitor foot traffic and if appropriate challenge persons entering to produce a key.
- While moving furniture/effects through the security doors, prop doors open using a piece of furniture DO NOT USE stones or rocks. Bent hinges result when these are used and the cost of repairs will be charged back to your suite or to your landlord and paid from your damage deposit.
- Elevator service key – use common sense and show reasonableness when using. This infers you have items at elevator ready to load before you use the key, and when you reach destination floor you immediately offload, and release the elevator.
- Sharp objects: ensure corners are padded/taped, bed frames are wrapped etc – damage to the elevators is your responsibility and will be charged back.
- Moving household goods in / out should be done with safety and courtesy. Any damages incurred will be the responsibility of the unit owner.
- **No driving on the grass or moving through patios.**
- Unwanted or damaged furniture/mattresses etc. – these are NOT to be left at garbage/recycle bins. They are yours, dispose of them as any other residence would be expected to do. Items left, when tracked back to your unit will be charged back at significant rates. The items are yours – YOU remove from site or pay to have it removed.
- Parking/stopping vehicle used in your move. Do not block fire/emergency lanes. Once vehicle is offloaded move it to visitor parking. The timelines on visitor parking are enforced. Visitor Parking spots are monitored – ensure Ayre & Oxford representative has license plate numbers or vehicle description so your moving related vehicle(s) are recognized. ALL other vehicles are to be in your parking stall or parked in accordance with the Condominium Association's posted visitor parking rules.
- Padlock on front door – if taking a break during the move – secure the door and replace the padlock – when completed moving and before returning keys, replace the padlock
- Return of key/return of security deposit – contact the same Ayre & Oxford representative who provided the key. Unless arrangements are specifically made, the expectation is that the keys are 'out' for 24 hours or less.

2. Additional information

- a. Suite and mailbox locks/ keys are owner responsibilities to replace / maintain.
- b. **Fob programming changes:** To change the name of a fob user in the system, please contact Ayre & Oxford Inc. @ 780-448-4984.
- c. **Intercom programming changes:** Fill out the applicable form, attached in this package.
- d. If applicable additional remotes and fobs can be purchased from the Property Management Office for a fee, please contact the office for details.

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3. Emergencies

- a. If there is a police / fire or medical emergency, call **911**.
- b. Report incidents requiring immediate action to the onsite emergency staff.
- c. Non-emergency reports should be made to Property Management the following business day for record purposes.

4. Noise and disturbance:

Daily living and its associated noises are expected and suggested to remain from 8am to 9pm. Outside of this timeframe should be quiet hours.

- a. Parties or activities beyond 9pm should be conducted with due respect to your neighbors.
- b. Owners with complaint regarding noise in a unit after hours are asked to call the police and report it to Ayre & Oxford the next business day. Please document the date / time and nature of the complaint with as much details as possible.

5. Renovations and Repairs:

- a. Construction in units is to be between 8am to 5pm Monday through Saturday.
- b. If you are planning a renovation you are asked to contact building management prior to commencement for guidelines and they will provide permission. This also applies to moving plumbing or electrical fixtures from one location to another.
- c. Renovations must be approved by the Board. Unapproved renovations are subject to removal.
- d. If you are upgrading / renovating, please ensure your insurance is adjusted to reflect coverage on all items that are not remaining "builders grade".

6. Home based business:

Please make your request in writing to the Building Management for approval by the Board. Approval will not be given to business which requires public attendance in the building.

7. Air conditioners:

Air conditioners cannot be mounted to hang outside of windows and must be fully inside your unit. They cannot alter the building in any way or cause excessive noise outside your unit that may disturb neighbors.

8. Heating:

It is the owner / residents responsibility to inspect their home for leaks and report them as soon as discovered. Take a moment and inspect your heating pipes, carpet areas and ceilings frequently and report any damages as soon as possible to avoid further damage and possible liability.

In the winter please make sure your heat is on. Do not leave any windows or patio doors open when you are not around. If you do need to open a window please monitor it closely as there have been problems with pipes freezing when there is a change in temperature. Damage done to your suite and other suites, as a result of frozen pipes that burst, as a result of negligence on the part of the resident or owners of the suite, is the responsibility of the owner and/or resident of that suite. Our temperature can change drastically from warm to cold in a hurry.

9. Sprinkler Systems:

All suites have sprinkler heads in them. Please familiarize where they are so that they can be kept free from objects around them. A burst sprinkler head can cause a lot of damage not only to your suite but to other suites and common areas. If the sprinkler head breaks as a result of negligence on the part of the occupant than they are responsible for the damage. A little common sense goes a long way for prevention.

10. Pets:

**Please be reminded of the bylaws regarding pets at High Level Crossing:
Section 57.**

- a) No animal, livestock, fowl or reptiles (all of the foregoing hereinafter referred to as a "pet") of any kind shall be kept in any Unit (unless the pet is approved by the Board or the pet is a cat or dog whose size is under 12 kg), which approval by the Board may in its sole discretion withhold, and may, if given, withdraw arbitrarily without having to provide reasons therefor.

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- b) If the Board, in its sole discretion, deems any pet whatsoever to be or causing unreasonable disturbance the other Unit occupiers or to be a hazard to or harmful to any common property or to other Owners or Unit Occupiers, then the Owner of the Unit or the occupier of the Unit in which such pet is kept shall forthwith, on notice from the Board, remove or cause to be removed such pet from his Unit and such animal shall thereafter not be kept in that unit at any time.
- c) Any municipal bylaws in effect in the City of Edmonton show have effect within the Common Property of the Corporation. Municipal Enforcement Officers are hereby authorized to enforce the City of Edmonton bylaws in the Common Property of the Corporation.
- d) A pet shall not be permitted to defecate or urinate on Common Property. The size of the pet is restricted to 12 kg unless specifically approved, in writing, by the Board. No owner shall be permitted to place housing quarters for their pet on any portion of the Common Property.

Not noted in the bylaws: Clean up after your pet on common property and do not use balconies to replace walking your pet. Pets, including visiting pets require approval of the Board. You will find a pet approval Form included in this package. Please also refer to the Corporation bylaws.

11. Payment:

Common Expense Levies (condo fees) can be paid via post-dated cheques or Electronic Funds Transfer (form enclosed). Payment for all other items including but not limited to move fees, fobs and keys, chargebacks, parking, etc. can be paid by cheque made out to:

**High Level Crossing
C/O Ayre & Oxford Inc.
#203 13455 114 Avenue
Edmonton Alberta, T5M 2E2**

Please note that any payment that is returned is subject to a \$35.00 NSF processing charge, as well as any interest charges as set out in the Corporation Bylaws.

12. Insurance:

It is strongly suggested that all owners have proper insurance. A copy of the insurance documents should be presented to the management company for their records.

The Condominium Corporation carries Real Property All Risk Insurance, which provides coverage to the full replacement value of all real common property and Directors and Officers Liability. This policy does not cover the individual unit owner in these important areas:

- Insurance coverage on your personal property or contents coverage
- Insurance coverage for personal liability
- Sewer Back up
- Contingent insurance
- Insurance on Betterments, or improvements
- Loss assessment (coverage for the Corporations deductible should it be assessed back to them.)
- If the unit is rented to tenants, the owner should carry a condo package that also covers tenant liability, the tenant must carry a tenants policy.

To protect these important areas you should purchase a Condominium Unit Owners Policy. This a package designed specifically for this unique type of ownership. Contact your insurance agent to ensure that your needs are adequately met. Provide your insurance agent with a copy of the Corporation bylaws and the current Corporation insurance certificate for reference.

Guidelines for enjoyment and use of Common Areas

1. **For sale / rent signage:**
Signs cannot be placed in windows, on the common property or surrounding grounds.
2. **Rental Units:**
If you intend to rent your suite, please notify Ayre & Oxford Inc within 21 days of the Rental to provide them with all applicable information on your tenants as well as your updated information.
3. **BBQ's:**
Propane BBQ's are not allowed. Each unit has a natural gas hook up for a BBQ. The BBQ should be kept away from the siding as it could melt. Any damage to the outside of the building from BBQ's is the responsibility of the owner's or residents of the suite with the damage.
4. **Garbage:**
Please DON'T put your garbage beside the dumpster – it won't get picked up by the garbage folks and ends up being strewn across the property. If we have to hire someone to clean up garbage left outside the bin or in the building that cost gets passed on to all owners to share.
Plastic milk jugs and other recyclable plastic jugs now carry a refundable deposit. If you are placing milk jugs into the containers, please ensure they are crushed to allow more space.
Please DON'T put your garbage in the hallway, lobby mailbox area garbage or in stairwells.
5. **Security:**
The security of the building is relevant to everyone to make sure to avoid allowing strangers into the building.
 - a. Don't allow people to follow you through doors.
 - b. Wait for the garage door to close before entering / exiting the parkade.
 - c. Report suspicious activity to the police.
6. **Visitors Parking**
Visitors' parking is for "visitors" only.
Visitor parking is restricted to a maximum of six hours. Temporary permits can be obtained for special circumstances; however not for regular use.

Unit Owner Maintenance Responsibilities:

Balcony / Patio Standards:

1. Balconies must be kept free of garbage and household items except for barbeques and appropriate outdoor furniture.
2. Christmas decorations must be removed by April 1st.
3. Balconies may not be used for storage or hanging laundry.
4. Balconies must not contain anything that is unsightly, offensive, or that reduces the general attractiveness of the area.
5. For apartments on the main floor with a railing around the patio, note: any alterations to the rail including the addition of a gate is to be approved by the Board of Directors in advance.

Window, Patio Door, and Door Standards:

1. Only window coverings produced specifically for covering windows shall be placed on windows.
 - a. Foil, blankets, signs, sheets, flags, boards, cardboard, and window coverings containing logos, pictures, or words in any language are not allowed.
 - b. Window coverings that, at the sole discretion of the Condo Corp Board, are unsightly are not allowed.
 - c. Ornaments or objects that, at the sole discretion of the Condo Corp Board, are unsightly or offensive must not be placed where they are visible through windows or doors.
 - d. Windows may not be painted.
 - e. Christmas decorations must be removed by April 1st
 - f. Windows must be kept free of damage.
2. Patio Doors: All the same standards apply to patio doors as apply to windows.
3. Doors:
 - a. Only makes and models of screen doors approved by the board may be installed on a unit.
 - b. New locksets must be the same color, finish, and style as the original locksets.
 - c. Doors must be kept clean and free of damage.

Remedies: If a unit owner fails to maintain his unit or balcony according to the above standards then the following will occur:

1. Fines will be levied by the Condo Corporation at their discretion
2. The condo corporation, at their discretion, will bring the unit up to the required standard and will charge the cost of the maintenance and repairs back to the unit owner.

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High Level Crossing **Contact Information Update Form**

How would you like to receive your Condominium Correspondence?

EMAIL ONLY

MAIL ONLY

**** Please ensure that your address filed with Land Titles is kept up-to-date at all times to ensure you receive important Legal documents pertaining to your Property, which will continue to be mailed to the Address registered on Land Title. ****

Suite No.: _____ Building (where applicable): _____

OWNER INFORMATION

Owner Name: _____

Property Address: _____

Mailing Address (if offsite): _____ Prov: ___ Postal Code: _____

Primary Phone No.: _____ Secondary Phone No.: _____

E-mail: _____

Emergency Contact/Agent: _____

Emergency contact primary phone: _____ Secondary phone: _____

TENANT / RESIDENT INFORMATION, (if different from Owner):

Name(s): _____

Daytime phone: _____ Evening phone: _____

Please be reminded that the Owner(s) is/are responsible to ensure the Tenant(s) receive all applicable correspondence.

CARS OWNED OR USED BY OWNER/RESIDENTS parked on Condominium Property:

Car #1.

Parking stall number: ___ Make/Model: _____ Colour: _____ License Plate Number: _____

Car #2.

Parking stall number: ___ Make/Model: _____ Colour: _____ License Plate Number: _____

Signature: _____ **Date:** _____

The information requested above is required as per your Bylaws and the Condominium Property Act. Please ensure you submit a new form with any changes to any of the above information. Changes are accepted in writing only, to ensure no discrepancies.

Once completed, please sign and return the form to carrie@ayreoxford.com, or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.

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High Level Crossing Alberta Treasury Branch Pre-Authorized Chequing Authorization for Debit Transfer

Unit #: _____

Surname: _____ First Name: _____ Initial: _____

Name: _____

Complete if the name the account is under is different from Condominium Owner's name

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone No : _____ (work) _____

New Pre Authorized Plan? ___ Yes ___ No

Bank Information Change? ___ Yes ___ No

Are you authorizing for any outstanding balance to be withdrawn from your account along with your monthly fees? ___ Yes ___ No ___ Initials

I, _____; Hereby authorize Alberta Treasury Branch (ATB) and:

Ayre & Oxford Inc.
#203, 13455 – 114 Avenue
Edmonton, Alberta T5M 2E2 Telephone: (780) 448-4984

To transfer monies in the amount of the monthly condominium fees from my account at the following location:

Financial Institution Name _____

Address: _____

City: _____ Province: _____ PostalCode: _____

Telephone No.: _____

I authorize Ayre & Oxford Inc. and ATB to use the services of any member or affiliate of the Canadian Payments Association (CPA) in carrying out this authorization. I agree to be bound by the standards, rules and practices of the CPA as they may exist from time to time. I agree to give written notice of cancellation of this authorization to Ayre & Oxford Inc. and to be bound by this authorization until Ayre & Oxford Inc. has had reasonable time to act on the notice. Ayre & Oxford Inc. and/or ATB may terminate this authorization by providing me with ten (ten) days notice. I undertake to inform Ayre & Oxford Inc. within ten (10) days of any changes to branch, account and institution number while this authorization is in effect.

It is the Condominium Owner's responsibility to notify Ayre & Oxford Inc. of cancellation or changes to the Pre-Authorized account on or by the 23rd of the current month.

I understand there will be a service charge of \$35.00 if any withdrawal is returned. (This service charge is subject to change without notice.)

Commencement Date: _____ 1, 20____ (We must receive this form by the 24th of the month before the commencement date.)

Witness: _____ Signature: _____ Date: _____

Once completed, please return the form attention receivables@ayreoxford.com.

Thank you

A VOID CHEQUE/BANK CONFIRMATION MUST BE ATTACHED

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PET REGISTRATION

The Owners: ***High Level Crossing Condominiums***

Unit Owner: _____

Unit Address: _____

I hereby request permission to keep in the aforementioned described condominium unit a pet of the following description (**Note:** Please submit a photograph with this application.):

Common Name: _____

Breed: _____

Approximate Size: _____

Color: _____

Age: _____

Up to date immunization shots: Yes _____ No _____ (check one)

Other Description: _____

In consideration of this permission being granted I agree:

1. That at all times when this animal is not in the Unit, or contained in the privacy area, it shall be kept on a leash while coming to or leaving the property.
2. That I will pay immediately for any damage done by said animal to the common property or person.
3. That I will indemnify and save you harmless from any and all claims which may be against the Condominium Corporation by reason of the Condominium Corporation permitting me to keep said animal in my Condominium Unit.
4. That permission granted by the Board of Directors on behalf of the Condominium Corporation may be revoked at any time, at the Board of Director's discretion.
5. That I shall not permit my animal to run at large on any part of the property.
6. Continual barking is acknowledged as disturbing the quiet enjoyment of Condominium Owners, and the Condominium Corporation has the right to withdraw approval of pets that are deemed to be a problem.
7. Animals are not allowed to defecate and if so it is the Owners responsibility to remove immediately.

Per Unit Owner _____

Per Pet Owner _____

Permission to maintain the above described animal, subject to the Condominium Bylaws and aforementioned conditions, is hereby granted.

Dated this _____ day of _____, 20 ____ Per: _____ (Property Manager)

on behalf of The Owners: ***High Level Crossing Condominiums***

Appendix #1. Rental Policies/Regulation
High Level Crossing Condo Corporation #062 5930

1. Application for rental units will be made by owners using the format of the Notice of Intention and Application to Rent form provided by the High Level Crossing Board of Directors. Applications will not be processed without all of the required information.
2. A deposit will be required in the amount equal to one month rent and is to accompany the Notice of Intention to Rent form. Deposits are kept in a separate trust account for duration of the unit being rented. To request a deposit refund, fill out the Cease to rent form.
3. Move in and out procedures are strictly enforced.
4. Tenants/Lessees will be required to sign an undertaking in agreement to be bound by the bylaws, rules, regulations and rental policies of High Level Crossing Condo Corporation #062 5930
5. Ensure contact information is kept up to date for Owner and occupants.
6. Owners Usage:
 - (i) Each Unit shall be occupied only as a one-family residence by the Owner and his family or by a tenant of the Owner and his family, and for the purposes of this Bylaw one family shall mean a nuclear family.
 - (ii) Roomers and boarders shall not be allowed; and
 - (iii) The number of occupants of a Unit shall in any event be reasonably commensurate to the number of bedrooms and bathrooms within the unit;
 - b) The Owner shall require written approval from the Board for use of a Unit in whole or part for the operation of any commercial or professional enterprise. No Unit shall be used in whole or in part for any commercial or professional enterprise by other than the Owner and such enterprise shall be restricted to one authorized and approved by the City of Edmonton through the development permit process as a home occupation which use shall not create unreasonable traffic, noise or activity with the portion of the Unit so employed or upon or around the building or the parcel.
7. Notice to vacate will be sent by registered mail, three months in advance, should this be deemed necessary by the Board of Directors upon review of the rental agreement.
8. All other notices by the Corporation to give up possession will be given in compliance with Section 54 of the *Condominium Property Act*:
 - 54 (1) The Corporation may give a tenant renting a unit notice to give up possession of that unit if any person in possession of the unit;
 - a) Causes damage, other than normal wear and tear, to the real or personal property of the Corporation or to the common property, or
 - b) Contravenes a bylaw.
 - (2) When the Corporation gives a tenant notice under subsection (1),
 - a) The tenant shall give up possession of the unit, and
 - b) Notwithstanding the *Residential Tenancies Act* or anything contained in the tenancy agreement between the tenant and the tenant's landlord, the tenancy agreement terminates,
On the last day of the month immediately following the month in which the notice is served on the tenant.
 - (3) A notice given under subsection (1) shall be served on the tenant and the tenant's landlord.

NOTICE OF INTENTION TO RENT/LEASE

High Level Crossing Condo Corporation #062 5930

1. We, _____ as owner(s)
of _____

Unit Number _____, intend to rent/lease the unit to:

(name(s) of proposed tenant/lessee)

2. A copy of the proposed rental agreement/lease showing the terms thereof, the amount of the rental to be paid and the circumstances under which it may be terminated prior to expiry is attached.

3. My/Our mailing address for service of legal process is:

4. I/We undertake to pay the Condominium Corporation and to indemnify it against any damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee.

5. I/We understand and agree that any unpaid charges resulting from damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee will be applied against condominium fees paid; resulting in action taken as per the Corporation. The Corporation also has a charge against the estate of the defaulting owner, for any amounts that the Corporation has the right to recover under these Bylaws. The charge shall be deemed to be an interest in the land, and the Corporation may register a caveat in that regard against the title to the defaulting owners unit. The Corporation shall not be obliged to discharge the caveat until all arrears, including interest and enforcement costs have been paid.

6. I/We have fully explained to the prospective tenant/lessee the provisions of Sections 53-57 of the *Condominium Property Act* and we have provided the tenant with a copy of the Corporation's Bylaws.

7. I/ We understand that the *Residential Tenancies Act* may affect us and our tenant. If there is a conflict between the *Residential Tenancies Act* and the *Condominium Property Act*, the *Condominium Property Act* applies.

8. Attached is a cheque for the deposit (one month's rent) in the amount of \$1000.00 or one month's rent which is ever greater and \$150 move in fee if applicable Yes _____, or No _____.

DATED at Edmonton this _____ day of _____, 20 _____.

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

Attachments: Rental Lease Agreement & Certified Cheque

Tenants Receipt of Bylaws

High Level Crossing Condo Corporation #062 5930

To: Board of Directors: High Level Crossing Condominiums

Unit # _____

Address: _____

In consideration of the attached application to lease unit # _____, please be advised of the following:

I /

We _____

have received a copy of the Corporation bylaws, for review.

I / We

_____ agree

to undertake the bylaws.

Date: _____

Signature: _____

Signature: _____

Witness Signature: _____

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Cease To Rent

High Level Crossing Condo Corporation #062 5930

To: Board of Directors: High Level Crossing Condominiums

Unit # _____

Address: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ date.

Date: _____

Signature: _____

Print Name: _____

Signature: _____

Print Name: _____

Witness Signature: _____

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***Unit Alteration/Renovation Application
High Level Crossing Condominiums***

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Interior Enhancements: _____

DESCRIPTION OF PROJECT(S) – Exterior: (Deck, Fence, Sun/Screenroom, Other)

Permit Required: YES _____ NO _____ (If yes, enclose copy for file)

Material(s) to be used in construction:

NOTE: low, minimal or maintenance free materials must be used in construction, and must meet with municipal and provincial codes & requirements

Color(s): NOTE: If enhancement is exterior, it must coordinate to existing exteriors

Dimensions, Specifications:

(attach a detailed sketch or drawing of the project showing dimensions, including proximity to adjoining properties. If interior enhancements involve structural changes, an engineer’s report may be required.)

Contractor(s) or persons responsible for construction and contact numbers:

Estimated completion date of project(s):

NOTE: owner(s) accepts responsibility for timely completion of construction project

Units that may be affected and/or impacted by construction: _____

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Owner(s) to complete the following section:

I/we, _____, as homeowner(s) of Unit _____, accept all responsibility for construction and associated costs including permits as well as any/all related maintenance of these projects. I/We also accept full liability for any and all damages caused as a result of the failure of any electrical, plumbing and/or structural components changed during the course of the renovation.

When these enhancements are complete, these projects will be discussed with my/our insurance agent. If applicable my/our insurance coverage will be increased to cover replacement costs associated with these items. I/We are aware and accept full responsibility for any additional insurance premiums incurred as a result of these improvements to my/our property and unit.

Dated this _____ day of _____, 20_____

Owner's Signature

Owner's Signature

Office to complete the following section

Board members concerns and/or any related conditions of approval OR denial and reason for denial:

Approved / Denied (Please circle and initial one)

Dated this _____ day of _____, 20_____, _____
(Property Manager)

Floor Covering Specifications

High Level Crossing Condo Corporation #062 5930

Floor coverings in the interior of any unit shall not be replaced with less resilient coverings than the pre-existing coverings without the prior consent of the Board. For the purpose of this policy: ceramic tile, marble or the like shall be considered less resilient than vinyl tile, hardwood flooring or the like which shall be considered less resilient than carpeting, carpeting and under pad, or the like.

Where hard floor coverings are allowed by permission of the board, and where they are located in any unit that is above another unit, the floor coverings must be installed using a resilient underlay which has a laboratory tested rating of “Impact Insulation Class” (IIC) of 70 or higher, and a Sound Transmission Class (STC) of 65 or higher.

The floor covering must “float” on the isolated underlay with no fasteners or other bridging through to the structure. For solid hardwood floors and tiles floors, this can be achieved by installing the resilient underlay below the subfloor.

Occupants with hardwood floors topping (hardwood, vinyl, ceramic tile and laminate) must recognize that the floor impact resulting from their activities are more readily transmitted to units below and active steps to limit the noise of these impacts must be taken. Please note: the under pad requirement must have a Impact Insulation Class (IIC) of 70 or higher and a Sound Transmission Class (STC) OF 65 or higher.

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PROPERTY RESIDENT COMPLAINT FORM

Today's Date: _____ Building Name / Address: _____

Name: _____ Suite: _____ Owner or Tenant? _____

E-mail address: _____ Phone Number: _____

Complaint against Suite #: _____ Type of complaint: _____

If the complaint is noise, describe the type of noise: _____

How frequent is this occurring? _____

How long does this occur? _____

At what time of day? _____

Location / source of the complaint? _____

How is it affecting you? _____

Is it affecting anyone else? _____

Other relevant details: _____

Are you willing to attend court in the event that this issue escalates to that point? _____

The information collected here is for legal and record keeping purposes only. Your information will not be shared with the offenders unless required by law.

FOR OFFICE USE ONLY:

1ST COMPLAINT 2ND COMPLAINT 3RD COMPLAINT 4TH COMPLAINT

NOTES: _____

