

Monaco Condominium

Welcome

To your new home at Monaco Condominiums

As a new owner, you will find some important information in this package concerning Property Management contacts, move in policies, rental information and pet registration. This package simply highlights a few of the provisions of the bylaws and Rules & Regulations of the Corporation. 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

#203, 13455 -114 Ave, Edmonton AB, T5M 2E2

Ph: 780.448.4984 ~ Fax: 780.448-7297

Condominium Manager Associate

Deanna Chacana

E-mail deanna@ayreoxford.com

Ph. 780-448-4984 Ext. 305

Condominium Administration

Kelley Fogarty

E-mail admin2@ayreoxford.com

Ph. 780-448-4984 ext. 357

MAINTENANCE:

Robert Talty (Contact through the PM/Admin)

AFTER HOURS EMERGENCIES

780-499-8424

(i.e. Flood, Fire, No Heat/Power/Water)

AYRE & OXFORD INC.

Professional Real Estate Management

Accredited Management Organization®(AMO®)

About On-Site Maintenance Service & Personnel

Please note that Management employs maintenance personnel, ensuring that you have someone familiar with your physical property to address any site disturbances and complete a regular visual check on your property. If you notice parking, garbage or gate operation concerns that you would like addressed, please contact the Property Manager and/or Administrator, contact info on front page.

Outside of regular business hours, a rotating **after-hours emergency staff** is available from Management to assist you, however they are paid overtime rates and are available only using the **After-hours emergency line: 780-499-8424.**

Please keep in mind that many concerns you would have within your suite will be a unit owner's responsibility, as outlined in your bylaws. If personnel are called on-site solely to assist in completing an owner responsibility such as a leaking toilet, the Corporation may have to charge your unit back for their attendance.

If you are unsure whether your concern is an owner issue, and cannot find it in your bylaws, please ask the management office directly. **All non-urgent reports should be made via email or phone to the office for record purposes.**

Getting Started: FAQ's About Your Home

1. Emergencies

If there is a police / fire or medical emergency, call **911**.

Always request the incident number they have assigned to the call, and report this to Management.

Non-emergency reports of Noise or behavior disturbances should be made to Property Management the following business day for record purposes by way of the enclosed Complaint Form so as to ensure proper record keeping and progress tracking.

2. Keys & Access

Please note that we do not provide keys to your unit door, nor do we provide keys to the mailbox. We only distribute keys to authorized individuals, so if you rent out your suite and they contact us about additional keys without our records updated, we cannot distribute the key. Suite and mailbox locks/ keys are owner responsibilities to replace and maintain.

- a. Intercom programming changes: Send the enclosed form to Management.
- b. Additional remotes and fobs can be purchased from the Management Office for a fee, which is used to cover the expenses incurred by your Condo
 - Purchase an additional parkade FOB for (\$75.00)
 - Purchase an additional door FOB for (\$25.00)
 - Purchase an additional Garbage Key (\$25.00)

3. Move in / Out Etiquette:

- a. Book the elevator in advance by contacting Property Management. A key and elevator pads will be supplied to protect the elevator.
- b. Bookings are only between the hours of 9am and 9pm in consideration of other residents.
- c. **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.**

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- d. 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.**
- e. Do not leave any doors propped open and unattended. Open doors must be attended at all times. This includes the elevator vestibule doors and the parkade overhead door.
- f. Moving household goods in / out should be done with safety and courtesy. Any damages incurred will be the responsibility of the unit owner.

4. Condominium Bylaws

In order to familiarize yourself with the different rules and regulations governing your building, please take a little time to read over the Condominium Bylaws you would have received upon purchase. If you did not receive a copy, please request one from Ayre & Oxford Inc.

5. Insurance:

Change in Condominium Act

Prior to January 1, 2020, Condominiums in Alberta could charge back (or recover) the corporation's insurance deductible from a Unit Owner for damages that occurred if the Condominium Bylaws contained certain provisions. Most of the time the provisions required an act or omission (also referred to as negligence) of the unit owner, their guests, or tenants. With effect from January 1, 2020, the Condominium Property Regulations have changed allowing Condominiums to recover up to \$50,000 from a unit owner, if the damage "originates" in the unit, regardless if there was an act or omission.

Which deductibles can be recovered from owners?

Unit Owners should have their personal insurance agent review their Condominium Bylaws and pay attention to the Condominium Corporation's deductibles when negotiating their own coverage, specifically:

- Liability Deductible
- Equipment Breakdown Deductible
- Base Property Deductible. Sometimes called the "All Loss" deductible. This covers incidents such as fire, smoke damage, and other incidents that do not involve water.
- Water Damage Deductible. This covers pipe breaks, washing machine overflows, dishwasher leaks, and fridge line leaks. Important to note, the Condominium Corporation's "Flood" deductible is used when large bodies of water are involved (i.e. rivers and lakes) – not from pipe breaks although a unit owner may refer to his unit as being flooded.
- Sewer Backup Deductible.

How much can be recovered?

The maximum that can be recovered is \$50,000 or the amount of the deductible, whichever is lesser, regardless if the unit owners carry their own insurance.

Are there exceptions to the deductible recovery?

If the loss arose out of a defect in the construction of the unit, or from an act or omission of the Condominium Corporation, or just structural deterioration (wear & tear) then the owner could possibly not be liable for the deductible even if the loss originated from their unit.

For more information

Please see section 62.4 of the Condominium Property Regulations

6. Payments

Common Expense Levies (condo fees) can be paid via post-dated cheques, via the Corporation's CondoCafe, or by Electronic Funds Transfer. Payment for all other items

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including but not limited to move fees, fobs and keys, chargebacks, parking, etc. can be paid by CondoCafe or by cheque made out to:

Monaco
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.

7. Garbage:

We strongly encourage everyone to recycle, and please be reminded:

❌ 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.

❌ Balconies, alleys and yards are not to be used for garbage storage or unsightly storage of any items

8. Speed Limits:

- The speed limit is 15 kilometers per hour in the parkade
- If you see someone speeding, please record his/her license number and call it in to the property manager.

9. Visitor Parking:

- Residents are not allowed to park in the visitors parking areas. Violators will be tagged and towed.
- Special circumstance extended stay permits can be obtained through the Management Company.
- No parking in fire lanes or obstructing individual garages.
- If vehicles are too frequently seen in visitor's parking for extended periods of time, a warning will be issued, and then that vehicle will be towed.

Contact Management About:

10. 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, keep in mind noise travels and for the comfort of other residents please keep it down.

Parties or activities beyond 9pm should be conducted with due respect to your neighbors. We want everyone to be able to enjoy the common property, so your courtesy in respect to noise levels is appreciated. If it gets noisy outside, take the party inside and close the door.

Owners with complaint regarding noise in a unit after hours are asked to call the police and report the incident number from that call to Ayre & Oxford the next business day.

Please document the date, time and nature of the complaint with as much detail as possible.

11. In-Suite Tips:

Keep in mind that even items as simple as running your bathroom fans for at least half an hour after your shower will help to prevent incidences of frozen condensation in the winter, and contribute to the long-term well-being of your unit.

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12. Renovations and Repairs:

Please note that any alterations of your existing unit (including a change of light switch facing) can void the warranty on your unit if not completed by a professional.

If you plan on a major alteration such as developing your basement, we advise you to contact the City of Edmonton at #311 to inquire further about your responsibilities and obligations in receiving a permit. We also recommend that you contact building management prior to commencement for guidelines and to seek Board approval for your intended alterations.

Please strongly consider the following before proceeding:

- a. Construction in units is to be completed between 8am to 5pm Monday through Saturday, and not to take place on balconies or common area space.
- b. Please seek advice before moving plumbing or electrical fixtures from one location to another.
- c. If you are upgrading / renovating, please ensure your insurance is adjusted to reflect coverage on all items that are not remaining "builders' grade".
- d. Unapproved renovations may be subject to removal.
- e. Disposal of renovation materials in the City garbage area may result in a chargeback.

13. Air Conditioners:

Air Conditioners must be approved by the Board. Please submit written requests to Management with all specifications. 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. Central air conditioners require written approval from the Board of Directors after they are elected at the turnover meeting.

14. Home based business:

Please note that it is against your Corporation Bylaws to have a home-based business in those units designated for residential use.

For those units with mixed use designation, kindly make your request in writing to Management for approval by the Board.

Approval will not be given to a business which requires public attendance except in the units designated for commercial use as per the Bylaws.

15. Rental Units:

If you are renting out your unit, or someone other than the titled owner will be occupying the unit, please notify Ayre & Oxford Inc within 21 days of the Rental and provide details of the tenants. You will find a notification form attached for your reference, along with a bylaw sign off form and if applicable deposit requirement. the Corporation requests that you fill out a new Contact Information Form each time a new tenant moves into your unit, confirming of the name(s) and contact numbers of your tenants/occupants as well as any changes to your personal information. Please forward these items to Ayre & Oxford Inc. Thank you.

Best Practice for Common Area & Home Enjoyment

16. For sale / rent signage:

Signs cannot be placed in windows, on the common property or surrounding grounds.

17. Balconies, BBQ's & other exterior equipment:

Balconies and yards are considered common areas. They must be kept clean of junk or heavy items not appropriate for this area. No storage of garbage etc. allowed. Basically, if it is an eyesore it's not allowed.

Satellite Dishes are not allowed on the property.

Regarding BBQ's, please keep in mind the following:

- 1) The City of Edmonton Fire Department advises against having a flammable item as near as 1 meter of the building exterior structure.
- 2) Any damages or melting caused to the structure are solely Owners' responsibility to repair, at their own expense.
- 3) Owners are not permitted at any time to store or operate my BBQ or flammable device within an enclosed area, and owners are not permitted to store combustible, inflammable or offensive goods on the site, per the Condominium bylaws.
- 4) Owners may not do or permit to be done anything which might increase the risk of fire or increase the rate of fire insurance premiums.
- 5) Excess food, charcoal and grease should not be permitted to drip on the ground, altering the appearance and affecting the sanitation of your exclusive use area.

18. Heating:

Please monitor the temperature of your unit to ensure it is reasonable, and not humid. 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.

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Monaco 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.: _____

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

Monaco
Notice of Intention to Rent/Lease

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 by laws. 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, 54, 56 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: N/A to date.

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

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

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**Monaco
Tenant Receipt of Bylaws Form**

To Be Completed by Tenant(s)

To: Monaco Condominium Corporation

Unit # _____

Address: _____

In consideration of the attached application to lease unit # _____ at
Monaco, 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 of the Corporation.

Date: _____

Signature: _____

Signature: _____

Witness Signature: _____

AYRE & OXFORD INC.

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Monaco

Alberta Treasury Branch Pre-Authorized Chequing Authorization for Debit Transfer

Unit #: _____

Surname: _____ First Name: _____ Initial: _____

Name on Account, if different from the Unit Owners: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone No : _____ (work) _____

CIRCLE YES or NO

1. New Pre-Authorized Plan for Ayre & Oxford Inc.? YES NO
2. Bank Information Change (If Applicable)? YES NO
3. Are you authorizing 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: _____ Prov: _____ Postal Code: _____
Phone: _____

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

Signature: _____ Witness: _____ Date: _____

A VOID CHEQUE or BANK CONFIRMATION MUST BE ATTACHED

EMAIL COMPLETED AND VOID CHQ TO: receivables@ayreoxford.com

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Cease to Rent Monaco

To: Board of Directors: Monaco

Unit #: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ date.

My/Our mailing address for future correspondence is:

Contact Number: _____

I/We would like to request that our Rental Deposit be returned by (check the applicable box):

☐

Mail to the above noted address.

☐

I/We would like to be notified when the cheque is ready and come to the Ayre & Oxford office to pick it up in person.

FOR OFFICE USE ONLY RETURN OF RENTAL DEPOSIT CHEQUE REQUEST

PROPERTY: _____

PAYEE: _____

DATE: _____

AMOUNT: _____

APPROVED BY: _____

NOTES: _____

Monaco

Suite Renovation/Alteration Request Form

Date of Application: _____ Unit #: _____

NAME: _____

ADDRESS: _____

PHONE: _____ **EMAIL:** _____

Interior Enhancement: Y / N *(If No, please contact management for further information.)*

DETAILED DESCRIPTION OF PROJECT & MATERIAL SPECIFICATIONS:

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

(AND/OR)

Attach a detailed plan / scope of work of the requested project outlining dimensions (including proximity to adjoining properties), material specification information, colours, etc.

If interior enhancements involve structural, electrical, and/or plumbing changes, City permits are required, which will likely require an engineer's report.

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

Contractor(s) or qualified persons responsible for construction and their contact info:

Start Date & Estimated completion date of project:

NOTE: The Owner accepts responsibility for timely completion of project, advising any neighbouring units that may be affected by noise, and providing contractors access to the building, as well as oversight of the project.

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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)

MONACO
CONDOMINIUM CORPORATION NO. 022 5994

Owner Authorization to Corporation Communications by Email

I/We, _____ the Owner(s) of the following Unit(s):

_____ expressly authorize Ayre & Oxford Inc., operating as the Management Company for the "Corporation", to send any notice or correspondence required under the Bylaws, the Condominium Property Act, The Condominium Property Regulation, Court Process or as may otherwise be direction by the Board of Directors, to me/us at the email address listed below.

It is further acknowledged that I/we will check the email address periodically. Neither the Corporation nor its Board of Directors is responsible for Spam filter settings or any other problems (electronic or otherwise) resulting in an email not being received or read by me/us. It is my responsibility to update the Corporation if my email address changes.

Email Addresses:

Owner: _____ Email: _____

Owner: _____ Email: _____

Owner: _____ Email: _____

If a unit is owned by a Corporation/Business, an individual authorized by the Corporation / Business must sign on behalf of the Corporation / Business.

Please note: By consenting to receive corporation related email communication from our office, you may cease to receive hard copies of the same.

Signature

Signature

Once filled out, please send this form to apryl@ayreoxford.com or via the contact information on the letterhead.

PROPERTY RESIDENT COMPLAINT FORM

MUST BE SUBMITTED BY A UNIT OWNER, TENANTS TO SUBMIT TO LANDLORD

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

Name: _____ Suite: _____

E-mail address: _____ Phone Number: _____

Type of complaint: _____

If the complaint is noise, provide **specific dates and times** when the noise(s) occurred, as well as a description of the noise: _____

Location / source of the complaint? _____

How is it affecting you? _____

Is it affecting anyone else? _____

Other relevant details: _____

Have you discussed / communicated this with the source of the complaint if applicable? If yes provide 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: