



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Riverdale Pointe

Welcome to Riverdale Pointe 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. Please also ensure you have read and understand your Corporation Bylaws. In the event that you have concerns to bring to the attention of the Board of Directors, please send a letter or email. For urgent matters, please contact Ayre & Oxford Inc. directly.

Ayre & Oxford Inc. Property Management

Contact Information

**Suite 203, 13455 – 114 Avenue
Edmonton AB, T5M 2E2**

Ph: 780.448.4984 ~ Fax: 780.448-7297

CONDOMINIUM/PROPERTY MANAGER:

Amanda Edwards

**E-mail aedwards@ayreoxford.com
780-448-4984 Ext. 349**

ADMINISTRATIVE ASSISTANT:

**E-mail admin5@ayreoxford.com
780-448-4984 Ext. 340**

AFTER HOURS EMERGENCIES

780-499-8424



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Move-In / Out Etiquette:

1. Move-in hours are between the hours of 9am and 8pm in consideration of other residents.
2. Any damages incurred to common property will be the responsibility of the unit owner.

Garbage:

We strongly encourage everyone to recycle and please be reminded:

- ⊗ Please wrap tightly, tie and put garbage into containers. Placement of bins is subject to Board direction as well as city Bylaws. Refer to Condominium Bylaws Sec.62, p 34.

Rental Units:

If you intend to rent your suite, please notify Ayre & Oxford Inc within 21 days of the Rental. An Intent to Rent form is included with this package.

Maintaining Your Home

Condominium ownership means that you are responsible for the space inside your walls. We all need to keep on top of maintenance and to watch major items like furnaces and hot water heaters. Neglecting these can have bad long term consequences that affect all of us. So here are a few things you can do to maintain your unit. Remember that water is the cause of most of the damage to our units, so be especially aware of leaks.

Furnace: Your furnace should be inspected once a year. ATCO gas offers no charge "advise and adjust" inspection checks. They will check that your furnace is operating safely and efficiently, is properly vented and has the necessary air requirements.

Check http://www.atcogas.com/Safety/home_safety/HomeHeating.asp for more information. Replace your air filter every three months for peak efficiency and to minimize dust. Have a professional check the humidifier on the furnace. The filter may need to be replaced and the hoses may need to be tightened.

Air Conditioners: An air conditioner can make your condo livable. Models that exhaust through a hose are fine. Keep the filters clean for improved cooling and make sure that the drip tray collects any condensation. Please ensure your request has Board Approval for the installation of all Central Air Conditioners.

Renovations: Renovations require approval from the Board of Directors in advance. If you are planning a renovation please contact Ayre & Oxford Inc. You should also contact your insurance broker to ensure that the upgrade is covered as a betterment or improvement.

Yards/Landscaping:

Owners are responsible to maintain, weed and water your own lawn and shrub/flower beds

For the prevention of potential freeze ups, please take precautionary measures for winter months;

1. Check to ensure your heat is working daily.
2. If you are going to be away for an extended absence beyond 48 hours, ensure someone is checking your suite.



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



3. Do check your furnace room frequently to ensure the heat is working properly and that there are no leaks.
4. To prevent window frost up:
 - Ensure your heat can fully circulate through the suite.
 - Open blinds or heavy curtains to allow air flow.
 - Move furniture away from windows and patio doors.
 - Ensure the humidity levels in your suite are not too high.
 - If you still have ice buildup, install a plastic winter kit on your windows.
5. Keep your thermostat set at a temperature which consistently maintains over 20 degrees in your suite.
6. In suite heating problems are the unit **owners'** responsibility. Please ensure that both your **thermostat** and **furnace** are in working order.
7. If you notice something is wrong call Ayre & Oxford for advice, and to report the issue.
8. If you have not already provided Ayre & Oxford with your contact information, or if you need it updated, please do so immediately. Having an up- to- date list can save you money, as in the event of an emergency, if we cannot reach you, or the occupant, we will contract a locksmith to provide entry.
9. Please note: Repairs due to freeze ups and any resulting damages will be charged to the unit owner responsible.

Insurance:

It is mandatory that all owners and tenants have proper condo insurance. The Condominium Corporation carries Real Property All Risk Insurance, which provides coverage to the full replacement value of all real property in the condominium complex. This policy does not cover the individual unit owner in two important areas:

- Insurance coverage on your personal belongings and
- Insurance coverage for personal liability
- Insurance on Betterments, or improvements

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.

Noise complaints:

Condominium living can be a new experience for some Owners and Occupants. For your reference, we would like to take this opportunity to remind owners and occupants of the current procedure in place for notification of noise complaints at Riverdale Pointe Condominiums, should you experience noise causing you discomfort.

Complaint Procedure:

- Notify Property Management of the complaint in writing, noting as much detail as possible, including dates, times, type of noise.
- Report to: Ayre & Oxford Inc.:
- Amanda Edwards, Property Manager: aedwards@ayreoxford.com
- Trish Reilly, Administrative Assistant: admin5@ayreoxford.com
- If the complaint is for noise after 10pm, or of an extreme nature, in addition to reporting the occurrence to the Property Management, report it to the police during the occurrence. Police reports can be used to substantiate complaints should further action be required to rectify the issue and can also result in additional City Bylaw fines.



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Types of common complaints:

- Late night / early morning exterior noise, which carries from balconies.
- Music and loud base.
- Dogs barking.
- Parties indoors with windows open during late nights.
- Banging / thumping late at night.

Parking

- No parking on lawns
- Visitor Parking is for **visitors only** not owners or residents
- No parking in fire lanes

Thinking of selling?

It happens – everyone's needs change over time. Note: When you are selling the real estate agent you work with or potential buyers are usually interested in some key documents:

Condo Bylaws
Previous AGM minutes
Insurance Certificate for building
End of year financials
Reserve Study

All these documents have been provided to owners in the past. By law you only have to make these available for VIEWING (by appointment at Ayre & Oxford) however to speed up the sales process most sellers keep a copy of the documents handy. Please remember that if you need this documentation reproduced there is a fee which can be \$300-\$400 depending on the needs of the buyer. So be sure to have your Bylaws and keep your AGM information in a handy spot!



Riverdale Pointe
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.



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Once completed, please sign and return the form to admin5@ayreoxford.com, or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.

PET REGISTRATION

The Owners: Riverdale Pointe 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: Height: _____ Weight: _____

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 Unit Owner _____

Permission to maintain the above described animal, subject to Section 57 of the Condominium Bylaws and aforementioned conditions, is hereby granted.

Dated this _____ day of _____, 20____. Per: _____



(Property Manager)



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



**NOTICE OF INTENTION TO RENT/LEASE
Riverdale Pointe Condominiums Corporation 0728980**

We, _____ as owner(s) of Unit
Number _____, intend to rent/lease the unit to:

(name and address 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, the circumstances under which it may be terminated prior to expiry and containing the proposed lessee's signature in agreement to undertake the bylaws, and the Condominium Rental Policy / Regulation is attached.

3. My/Our 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. Notice of Move in and move out must be notified two weeks in advance, at which time an elevator key will be provided if applicable to assist with the move.

6. 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.

7. I/We have fully explained to the prospective tenant/lessee the provisions of Sections 45 to 47 of the Condominium Property Act and we have provided the tenant with a copy of the Corporation's Bylaws.

8. 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.

9. 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: Proposed Rental Lease Agreement, Appendix #1. Undertaking outlined per section 2. Above, information update form & Certified Cheque, Tenants insurance certificate.



Riverdale Pointe Condominiums– Tenants Receipt of Bylaws

To: Board of Directors

Unit # _____

Address: _____

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

I / We _____
have received copies of the Corporation bylaws, and the Condominium Rental Policies / Regulation of Elements at Windermere Condominiums for review.

I / We _____ agree to undertake the bylaws and Rental Policies / Regulation.

Date: _____, 201__.

Signature: _____
Tenant

Signature: _____
Tenant



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Riverdale Pointe Condominiums- Cease to Rent

To: Board of Directors

Unit #: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ ,
201____.

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.

☐

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: _____



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



**Riverdale Pointe Condominiums
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) _____

CIRCLE YES or NO

1. New Pre Authorized Plan for Ayre & Oxford Inc.? YES NO

2. Bank Information Change (If Applicable)? YES NO

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: Please note outstanding balances CAN NOT be paid thru Pre-authorized and must be paid by either cheque/money order or Condo Café)

Financial Institution Name _____

Address: _____

City: _____ Province: _____ Postal Code: _____

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: _____

A VOID CHEQUE/BANK CONFIRMATION MUST BE ATTACHED



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



Riverdale Pointe Condominiums– Unit Alteration/Renovation Application

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Interior Enhancement: _____

DESCRIPTION OF PROJECT(S) – Exterior: (Deck, Fence, Sun/Screen room, 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: _____



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



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)



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT



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: _____
