

The Sands

Welcome *to your new home at The Sands!*

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.

Ayre & Oxford Inc. Property Management Contact Information

ADDRESS :

**Suite #203, 13455 - 114 Avenue NW
Edmonton AB, T5M 2E2**

Ph: 780.448.4984 ~ Fax: 780.448-7297

PROPERTY MANAGER:

Becky Lillico

E-mail becky@ayreoxford.com

780-448-4984 ext. 310

ADMINISTRATIVE ASSISTANT:

Dawn Billo

E-mail dawn@ayreoxford.com

780-448-4984 ext. 347

**AFTER HOURS EMERGENCIES
780-499-8424**

Summerside Resident's Association

Ph: 780-497-7558 Fax: 780-497-7559

www.summerside-connect.com

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Property Assistance Personnel

If you have a flood or a similarly urgent issue which requires immediate assistance please contact the after-hour emergency staff using the **After-hour emergency line: 780.499.8424.**

Outside of regular business hours, rotating after-hours emergency staff are available to assist you, however they are paid overtime rates.

The Condominium Corporation will always pay the staff for their time on-site, however please keep in mind that many concerns you would have within your suite are a unit owner's responsibility, as outlined in your bylaws. If personnel are called on-site solely to assist in completing an owner responsibility, the Corporation may have to charge your unit for the expense.

If you are unsure whether your concern is an owner issue, please ask the management office directly. **All non-urgent reports should be made via email or phone to the office for record purposes.**

Payment

Common Expense Levies (condo fees) can be paid via post-dated cheques or Electronic Funds Transfer. 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:

The Sands Condominiums
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.

CondoCafe:

This is an online portal offered exclusively by Ayre & Oxford Inc. where you will have access to view your own account balance in real time and you can make payments with your bank card, credit card, or chequing account for any costs you may incur (other than recurring Condo Fees). In addition to the new payment options, you will also have access to your condominium's documents and communications from our office.

To be able to be invited to register for CondoCafe (RentCafe), you are required to register your email address with Ayre & Oxford Inc. Once your email is received, you will be emailed instructions on how to register. Please contact dawn@ayreoxford.com to update your email information.

Move In's / outs etiquette:

- a. Please pay close attention to balconies when navigating moving trucks.
- b. Please ensure you do not block emergency fire lanes for any extended duration while conducting your move, and be ready to remove your vehicle promptly if required.
- c. **No driving on the grass or moving through patios.**
- d. Damages resulting from vehicles or trucks onto any common property area, or any other damages incurred will be charged back to the unit owner.
- e. Do not leave any doors propped open and unattended.
- f. Do not dispose of any furniture or large items in the garbage room besides domestic garbage.

Rental Units:

If you intend to rent your suite, please ensure you send confirmation to the Condo Corporation of your own and the tenants' contact information, receipt of the bylaws, and a copy of the lease to Ayre & Oxford Inc within 21 days of the rental. Provide all contact details regarding any third parties involved in the suite as well: You will find a form attached for your reference.

If you are found to be renting out your suite without sending the Condominium Corporation the full contact

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information and confirmation required, please note this may result in a bylaw violation fine of \$250.

Visitor Parking

Visitor parking is for guests of residents only. Residents are not permitted to park in visitor stalls. The speed limit within the complex is 15km per hour. Please slow down. The visitor parking stalls and Emergency Access Drive Lane (in front of garages) are monitored by United Parking. Visitors are permitted to park for 12 hours maximum per visit and a maximum of 10 visits per month.

Register Online at: www.iStall.ca Text or Call 1-844-332-2212 Location ID: 126.

Unit Alterations:

Please note that prior to making any improvements, replacements, or other changes to your property you must submit a request to the Board for approval. Changes to a property cannot be made until owners receive approval via email or letter from the Board. Please do not assume that all requests will be approved. Any changes made to a property that are not approved by the Board will require the owner to amend any work done at their own cost. Please submit the unit alteration form to Management.

A/C Units Installation:

Applications for the installation of central air conditioners will not be approved based on the information calculated by an electrician that the electrical panels which service the buildings, is not equipped to handle an air conditioner at each unit. If they are installed, the Board holds the right to have them removed at the owner's expense. **The use of interior air conditioners is permitted.** Please be reminded air conditioners are not permitted to protrude out of the window.

Garbage Garage: ACCESS CODE – 1-3-4

All residents requiring access to the garbage garage will be required to enter the code **1-3-4**. Please keep the garbage area locked, and do not dispose of furniture or mattresses in the dumpster area, as the city will not remove items. The cost of removal will be charged back to your unit if found.

Ensure all garbage is placed inside the dumpster. It **WILL NOT** get picked up by the city and this will have an impact on your condo fees.

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The Sands 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 dawn@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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The Sands Condominiums
NOTICE OF INTENTION TO RENT/LEASE

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

(name and address of proposed tenant/lessee)

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.

My/Our address for service of legal process is:

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.

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

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 bylaws. 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.

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.

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.

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

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

Attachments: Proposed Rental Lease Agreement
Signed Bylaw received
Tenants Insurance certificate

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**The Sands Condominiums
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: The Sands Condominiums

Unit # _____

Address: _____

In consideration of the attached application to lease unit # _____ at Mosaic Sands, 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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**The Sands
Unit Owner's Cease to Rent Notification**

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: Mosaic Sands 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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The Sands APPLICATION FOR PET APPROVAL

In accordance with the Board of Directors approval for a cat or dog is required. Please complete this application for the cat or dog residing in your Unit and return to the Condominium Office. A copy of the municipal license (city of Edmonton) and a recent photograph of the pet in the application must be attached before approval will be granted. **NOTE:** A size restriction is in effect. All pets must receive conditional pet approval & be registered with the Board.

**One (1) cat or (1) dog up to forty-five (45) pounds in weight and seventeen (17) inches in height; or
Two (2) cats or two (2) dogs , or one (1) cat and one (1) dog up to thirty (30) pounds and fifteen (15) inches each.**

Owner: _____ Unit Address: _____

Home # _____ Work # _____

Mailing Address if Owner lives Off-Site: _____

TO BE COMPLETED BY OWNER/LANDLORD IF UNIT IS RENTED:

Tenant Name(s) _____

Home # _____ Work # _____

Pet Description: Cat (breed): _____ Dog (breed): _____

Sex: _____ Color: _____ Age: _____ Fixed? Circle Y or N

Full Grown Height: _____ Full Grown Weight: _____

Municipal License # _____ Tag # _____

I/We, the Owner(s) of the above Unit do hereby make application for approval for the pet (cat or dog) as described above and agree to the following terms and conditions:

1. The information provided is accurate. Misrepresentation will result in the withdrawal of approval by the Condominium Corporation.
2. This application references this animal ONLY and will not apply to any other animal residing on the premises, now or in the future.
3. Approval for pets may be withdrawn by the Condominium Corporation, in accordance with By-law 62 (b) iii.
4. In the event that the animal described about is under the age of (1) year, **I/We** promise to provide a copy of the municipal license before the animal's first birthday.
5. Any and all costs incurred resulting from damages and repair to the Common Property caused by the above described animal shall be the responsibility of the Unit Owner. Resulting legal costs, if any, will be borne by the Unit Owner.
6. No animal shall be tied to any part of the Common Property, including posts, trees, shrubs, fences or signs.
7. No animal shall be allowed to create noise or disturb other residents in any way.
8. No animal shall be left unattended while on Common Property or exclusive use areas.
9. All pets must be properly controlled (leashed or caged) at all times while on Common Property.
10. Owners are responsible for the proper disposal of PET WASTE. All waste is to be removed immediately from Common Property and exclusive use areas.
11. No more than 1 cat or dog 45 pounds in weight and seventeen inches in height, or two dogs or two cats thirty pounds in weight and fifteen inches in height.
12. **I/We** agree to comply with the Condominium By-laws and any rules and regulations set forth by the Condominium Corporation.

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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. 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.
4. That I shall not permit my animal to run at large on any part of the property.
5. 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.
6. It is the Owner's responsibility to remove pet feces from common areas and exclusive use areas immediately.

Per Unit Owner _____

Per Pet Owner _____

SIGNED THIS _____ DAY OF _____, 20____. Signature: _____

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: The Sands Condominiums

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)

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Sands 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? 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 CondoCafe.)

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

Witness: _____ Signature: _____ Date: _____

Please send completed form and banking information to receivables@ayreoxford.com

A VOID CHEQUE/BANK CONFIRMATION MUST BE ATTACHED

#203, 13455 – 114 Avenue NW Edmonton AB T5M 2E2

Telephone (780) 448-4984 • Fax (780) 448-7297

www.ayreoxford.com

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January 21, 2019

Re: Security Surveillance Camera Policy - The Sands Condominiums

Dear Owner(s):

Please be advised the Board of Directors has implemented the following policy pertaining to the installation of security surveillance cameras at The Sands Condominiums.

Exterior alterations including the installation of security surveillance cameras are not permitted and as a result, the Board will not approve any requests for external security surveillance cameras. The Board may consider the installation of a doorbell camera however, a Unit Alteration Form must be submitted for Board review and approval prior to its installation.

As outlined in The Sands Bylaw:

62. USE AND OCCUPANCY RESTRICTIONS

(b) An Owner shall not:

(ix) permit, erect or hang over or cause to be erected or to remain outside any other part of a Unit or on the Common Property or on the Parcel or real property of the Corporation, clothes lines, garbage disposal equipment, recreational or athletic equipment, fences, hedges, barriers, partitions, awnings, shades, screens, miniature satellite dishes or any other matter or thing without the consent in writing of the Board first had and obtained. No television or mobile telephone or radio antenna, tower or similar structure or appurtenances thereto shall be erected on or fastened to any Unit except in connection with a common television antenna or cable system as authorized by the Board then only in accordance with the regulations therefor which may be established by the Board.

Please be advised if a security surveillance camera is installed, the Board holds the rights to have the camera removed, and all costs for removal and repairs will be charged back to the owner.

This information will be posted in the Welcome Package and on documents for new purchasers/sellers.

Should you have any questions or concerns, please contact our office at 780-448-4984 ext. 347 or dawn@ayreoxford.com.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of The Sands Condominiums



Christine Sheskey
Condominium Manager

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May 20, 2021

Dear Owner(s)

RE: Central Air Conditioner Policy - The Sands Condominiums

Further to the Central Air Conditioner Policy dated April 24, 2018, your Board of Directors have been looking into the matter of air conditioners with a number of experts, including EPCOR. The following is a summary of that research.

Information provided by Brookfield Development reported that the electrical panels installed that service the power to the buildings is not equipped to service enough power for each unit to have a central air conditioner.

Also, when The Sands was being built, Brookfield submitted an electrical contract to EPCOR based on the anticipated needs of electricity for the property. This would likely have included the number of people who expressed an interest in having central air conditioning units installed upon purchase of their units. It would appear that interest in these units was low based on the types of pedestals that were then installed by EPCOR. These do not support the type of voltage that would be required for the units to have central air conditioning installed.

Additionally, the Sands property collectively has two 100k VA transformers and due to how the system works not all units can use the 100A service allotted to their units. This is a standard system for townhomes. If units were to use the full 100A load, it could result in brownouts.

While it is possible for The Sands to upgrade the pedestals and adjust the electrical current, it would come at substantial financial cost to the owners in the complex. As such, it is the Boards' decision not to proceed further with amending the current policy to not allow for central air conditioning units to be installed in any units within the complex. Also, in order to be fair to all owners the Board does not want to have a first come first serve basis, as there would only be a small amount of air conditioners permitted for a certain amount of units.

Your Board of Directors has concluded, to ensure the electrical panel does not overload no additional central air conditioners will be approved and may not be installed in any unit.

The Board would like to remind owners that there are interior air conditioners that can be installed within your unit. The interior air conditioning units do not hang out of the window, they ventilate through the window and are portable so you can bring it into any room within your unit.

As such, in accordance with the Bylaws of the Condominium Corporation, 152 1659;

3. DUTIES OF THE OWNERS

An Owner shall:

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- (d) repair and maintain his Unit, including all light fixtures (and their bulbs) but excluding all doorbell push buttons, exterior windows and doors and outer boundaries, walls and other outside surfaces (including other outside hardware and accoutrements affecting the appearance, usability or safety of the Building), and keep it in a state of good repair, except such damage as is insured against by the Corporation; and shall maintain in a reasonable manner any area which is located on or which comprises any part of the Common Property to which the Owner has been granted exclusive use pursuant to these By-laws, (other than to the extent the Corporation is responsible for the same) and if the Owner does not maintain such area to a standard similar to that of the remaining Common Property, the Corporation may give ten (10) days' notice to the Owner to this effect (save and except situations where immediate action is required, in which case the said notice period shall not be required whatsoever), and if such notice has not been complied with at the end of that period, then the Corporation may carry out such work and the provisions of these By-laws shall apply;

59. EXCLUSIVE USE

- (b) if an Owner shall fail to maintain any exclusive use area assigned to him by Board, after ten (10) days notice to him to collect any deficiencies set forth in said notice for the Board, then the Board or its representative may order the maintenance corrected and the Owner affected shall reimburse the Board for all monies expended and all costs incurred in order to rectify said maintenance problem and pay interest thereon at the Interest Rate after demand for payment.

63. USE AND OCCUPANCY RESTRICTIONS

- (b) An Owner shall not:
 - (vi) do any act or permit any act to be done, or alter or permit to be altered his Unit in any manner, which will alter the exterior appearance of the Building or any other Units;

This information will be posted in the Welcome Package and on documents for new purchasers/sellers.

Please be advised if an air conditioner is installed, the Board holds the rights to have the owner remove it at their cost.

Should you have any questions pertaining to the above information, please do not hesitate in contacting our office at 780-448-4984.

Yours truly,

Ayre & Oxford Inc.

Agents on behalf of The Sands Condominiums



Christine Sheskey

Condominium Manager

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November 17, 2021

Re: Garbage Garage Lock Policy - The Sands Condominiums

Dear Owner(s):

Please be advised the Board of Directors has motioned on November 1st, 2021 to install a keyless entry lock to the garbage garage effective December 20th, 2021. The motion to install the new lock is to ensure that only residents of the Sands have access to the garbage garage and try to keep the cost of waste removal to a minimum.

Effective December 20th, 2021 all residents requiring access to the garbage garage will be required to enter the code **1-3-4**.



This information will be posted in CondoCafe, the Welcome Package and on documents for new purchasers/sellers.

Should you have any questions or concerns, please contact our office at 780-448-4984.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of The Sands Condominiums



Christine Sheskey

Condominium Manager

Effective Date: August 10, 2016

Re: The Sands

Dear Residents,

The Management and Board of Directors have contracted our company, UNITED PARKING SERVICES INC. to assist the community with parking management services. Our services include visitors stall management, as well as general parking enforcement patrols on the property.

Parking and visitor registration is now easier than ever with **iStall™**, your new parking system! Enjoy the following enhanced features with iStall:

- Mobile-friendly visitor registration via any browser!
- Dramatically enhanced text registration wizard
- Registration by touch-tone phone also available

Enforcement of the Parking Rules and Regulations:

Effective Date: August 10 2016: The strict enforcement of the parking rules and regulations will begin. United Parking Services Inc. is authorized by laws of contract to issue Citations, and or Tow at the owner's expense, any Vehicle in violation of the Community Parking Rules. Fees for enforcement will range depending on severity of the offence.

Fines Charged:

- Any vehicle tagged with a citation/ticket will be fined **\$125.00**, if the fine is paid within 7 days it will be reduced to **\$75.00**.
- Any vehicle towed will be charged the going tow rate based on size and type of vehicle.
- Citations paid within 7 days will receive a reduction. Citations not paid within the 7 days will be added to an overdue Citation account.

All unpaid citations will remain in the overdue database, United Parking reserves the right to tow or immobilize any vehicle found on the property with overdue unpaid citation/tickets.

**1-844-5-PATROL
(1-844-572-8765)**

Parking Hotline

24-7 Hotline for violations (e.g. unauthorized vehicle parked in your assigned parking stall)

This number is available to all residents to report a violation, i.e. for if a vehicle is parked in your assigned parking stall or in a fire lane etc. We will request the property name or Location ID, the license plate of the vehicle causing the problem, and a description of that vehicle. The response

time for a call out will depend entirely on the availability of a patrol vehicle.

Visitor registrations

You can register visitors online at www.iStall.ca, or by texting or calling 1-844-332-2212. Each option requires the specific Location ID for your property. **The site specific Location ID for your property is 126 and can be found on the bottom left corner of the visitor parking signs.**

Visitor are permitted to park 12 hours per visit and maximum of 10 visits per month are permitted, any vehicles exceeding the 10 visits per month will be considered resident and subject to a violation.

Please read and retain the enclosed “iStall Parking Registration” guide

below.

NOTE: Visitor passes are for visitors’ vehicles only. Residents are not allowed to park in visitor parking areas at any time without prior management approval.

Need an additional parking stall? Rental options at the property may be available at <http://www.iStall.ca>.

If you own a parking stall or stalls, whether in a condominium property or commercial property, iStall™ can help you connect that parking stall with someone to who wants to lease it.

Depending on your location, we may be able to help you lease your stall through our live pay-parking marketplace. Get a hold of us today at <https://istall.ca/sell>.

iStall™ Parking Registration Guide

Your Location ID: 126

Visitor parking – ways to register

1. Online at www.iStall.ca

- 1) Enter your Location ID (**126**), click “Park”, and select “Visitor Parking”.
- 2) Enter the Unit Number, License Plate, and Building if required.
- 3) iStall will confirm your registration.
- 4) iStall account holders will receive an emailed copy of every visitor parking registration

2. **NEW: TEXT THE WORD ‘PARK’ TO 1-844-332-2212**

- 1) You will be prompted to enter this information:
 - a. Location ID (**126**)
 - b. License plate
 - c. Building (Only shown if your property has multiple apartment style buildings)
 - d. Unit Number
- 2) You will receive confirmation by text response, along with a template that you can copy & paste or forward back to us for future parking registrations. Just update the license plate and hit send!

3. **PHONE 1-844-332-2212**

- 1) You will be prompted to enter Location ID (**126**), license plate and your unit number

IMPORTANT: It is your responsibility to ensure your visitors are registered. Internet and Text/SMS connections occasionally fail. If one registration method is not working, please register using an alternate option as noted above. If you do not receive a registration confirmation, or if your registration is denied, your visitor is NOT authorized to park on the property.

To register a extended visitor or request more visitor passes?

You may request additional pass privileges from the board or your property manager through iStall (this requires you create an iStall account). After logging in, click the gear on the top right corner, select “My Account”, then “Request Parking”. **NOTE:** Parking requests are only reviewed by your property manager during weekday office hours.

Additional parking stalls may be available for rent on iStall. Click on “Resident Parking” to see all stalls for rent at <http://www.iStall.ca>

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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: _____

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: _____