



Queensridge

Welcome
to your new home at Queensridge

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 the Administrative Assistant 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

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

CONDOMINIUM MANAGER:

Dorrie Stender
E-mail dorrie@ayreoxford.com
780-448-4984 ext. 336

ADMINISTRATIVE ASSISTANT:

Carrie Laliberte
E-mail admin8@ayreoxford.com
780-448-4984 ext. 334

AFTER HOURS EMERGENCIES

780-499-8424

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

General Building information

1. Move Ins / Outs Etiquette:

- a. Bookings are only between the hours of 9am and 9pm in consideration of other residents.
- b. 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.
- c. 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.
- d. Sharp objects: ensure corners are padded/taped, bed frames are wrapped etc. damage to the property is your responsibility and will be charged back.
- e. Moving household goods in / out should be done with safety and courtesy. Any damages incurred will be the responsibility of the unit owner.
- f. No driving on the grass or moving through patios.
- g. 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.
- h. Parking/stopping vehicle used in your move. Do not block fire/emergency lanes. Once vehicle is offloaded move it to street parking out front. There is no visitor parking in the back parking lot. ALL other vehicles are to be in your parking stall or parked on the street.
- i. 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. Emergencies

- a. If there is a police / fire or medical emergency, call 911.
 - In case of fire, pull the fire alarm and call 911. The fire alarms in Queens Ridge are NOT hooked up to a fire panel and therefore the fire department can only be notified by calling 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.

3. 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.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

4. 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. 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”.

5. 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.

6. 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.

7. 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.

8. Pets:

Please be reminded of the bylaws regarding pets at Queensridge Section 30; 30.1, 30.2, 30.3 As a general rule, occupants may not keep pets of any kind in their apartment homes. However, if a unit owner owns one or more small pets (ie less than 20 inches high at the shoulder) at the time the unit is purchased from the Developer, that unit owner may keep the pet(s) in the apartment home for as long as the pet is alive. Such a pet will be known as a grandfathered pet.

The unit owner with the grandfathered pet is responsible for ensuring that:

- The pet is not allowed to run at large (i.e. not on a leash) on the common property
- Any droppings left by the pet are picked up and appropriately disposed of
- The pet does not damage the common property or property belonging to any other occupants; and the pet does not bother any of the other occupants due to noise,

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

aggressive behavior, or otherwise

If the board determines that a pet is a nuisance to other occupants of the building the board may issue a notice to the occupant involving specifying a date past which the pet will no longer be allowed in the building

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.

9. **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:

Queensridge 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.

10. **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 is 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.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Guidelines for enjoyment and use of Common Areas

1. Access & keys

- a. Suite and mailbox locks/ keys are owner responsibilities to replace / maintain.
- b. Building keys can be purchased from the On-site caretaker, the cost of an additional Key is (\$50)

2. For sale / rent signage:

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

b. Rental Units:

If you intend to rent your suite, please notify Ayre & Oxford Inc within 21 days of the Rental.

c. Garbage ...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.
- ⊗ A blue recycle bin is available across the alley and should be used for all recyclables including paper, cardboard and plastic.
- ⊗ 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.

d. Security:

The security of the building is relevant to everyone to make sure to avoid allowing strangers into the building.

- Don't allow people to follow you through doors.
- Wait for the garage door to close before entering / exiting the parkade.
- Report suspicious activity to the police.

3. Visitors Parking

There is no visitors parking in the Queens Ridge parking lot. All parking spots are assigned to each unit. Please have your visitors park on the street.

Unit Owner Maintenance Responsibilities:

1. Balcony / Patio Standards:

- Balconies must be kept free of garbage and household items except for barbeques and appropriate outdoor furniture.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

- Christmas decorations must be removed by April 1st.
- Balconies may not be used for storage or hanging laundry.
- Balconies must not contain anything that is unsightly, offensive, or that reduces the general attractiveness of the area.

2. Window, Patio Door, and Door Standards:

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

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Queensridge Condominiums **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 #: _____ Make/Model: _____ Colour: _____ License Plate Number: _____

Car #2.

Parking stall #: _____ 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 admin8@ayreoxford.com, or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Queensridge 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)

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 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: _____

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

A VOID CHEQUE/BANK CONFIRMATION MUST BE ATTACHED

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Appendix #1. Rental Policies/Regulation Queensridge Condo Corporation #072 4279

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 Queensridge 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 months 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 Queensridge Condo Corporation #072 4279
5. Ensure contact information is kept up to date for Owner and occupants.
6. Owner 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.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

NOTICE OF INTENTION TO RENT/LEASE Queensridge Condo Corporation #072 4279

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

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Tenants receipt of Bylaws – Queensridge

To: Board of Directors: Queensridge 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: _____

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Cease To Rent – Queensridge

To: Board of Directors: Queensridge Condominiums

Unit # _____

Address: _____

I / We _____ Cease to rent the
aforementioned suite effective: _____ date.

Date: _____

Signature: _____

Print Name: _____

Signature: _____

Print Name: _____

Witness Signature: _____

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

Queensridge - Unit Alteration/Renovation Application

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Interior Enhancement: _____

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:

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

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
Accredited Management Organization®(AMO®)

Queensridge Floor Covering Specifications

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 an Impact Insulation Class (IIC) of 70 or higher and a Sound Transmission Class (STC) OF 65 or higher.

AYRE & OXFORD INC.

Professional Real Estate Management
Accredited Management Organization®(AMO®)

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: _____

