



Willow Ridge

Welcome *to your new home at Willow Ridge*

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

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

Ph: 780.448.4984 ~ Fax: 780.448-7297

SENIOR CONDOMINIUM PROPERTY MANAGER, ASSOCIATE
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
Accredited Management Organization®(AMO®)

1. Move in's / outs etiquette:

- a. No driving on the grass or moving through patios.
- b. Moving household goods in / out should be done with safety and courtesy. Any damages incurred will be the responsibility of the unit owner.

2. Access & keys

- a. Suite and mailbox locks/ keys are owner responsibilities to replace / maintain.

3. Emergencies

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

4. In-Suite Emergencies

If you have a flood or a similarly urgent issue which requires immediate assistance, please report these incidents first to maintenance staff directly, or if more applicable, the after-hours emergency staff using the **after-hours emergency line: 780.499.8424. Please remember: IF** the situation may impact your neighbors, management needs to know about it immediately.

5. Maintenance Personnel

Your Condominium Corporation employs regular maintenance personnel, ensuring that you have someone familiar with your property to address any site emergencies and complete a regular maintenance checklist. Kindly note that outside of regular business hours, a rotating after-hours emergency staff is available to assist you, however they are paid overtime rates when called.

The Condominium Corporation will always pay the staff for their time on-site, but please keep in mind that many concerns in 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 your onsite staff or the management office directly. **All non-urgent reports should be made via email or phone to the office for record purposes.**

6. 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.

7. 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".
- e.

8. 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.

AYRE & OXFORD INC.

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

9. 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.

10. Heating:

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.

11. Pets:

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.

12. Insurance:

It is mandatory that all owners and tenants if renting have proper condo insurance. A copy of the insurance documents must 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 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.

Guidelines for enjoyment and use of Common Areas

1. For sale / rent signage:

Signs cannot be placed on the common property or surrounding grounds of Willow Ridge without prior approval from the Board.

2. Rental Units:

If you intend to rent your suite, 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.

Maximum rental deposit

74.2(1) For the purposes of section 53 of the Act, the maximum rental deposit that may be charged is prescribed to be \$1000 or one month's rent, whichever is greater.

(2) Despite subsection (1), any rental deposit that is greater than the amount prescribed in subsection (1) that was collected from an owner by a corporation before January 1, 2020 may be retained until the owner gives written notice that the owner's unit is no longer rented.

3. BBQ's :

Please ensure all BBQ's are kept away from the siding as it could melt. Any damage to the outside of the building from BBQ's is the responsibility of the owner or residents of the damaged suite.

4. Visitors Parking:

- a. The visitors' parking is for guests of residents only. Please note that if your guest is staying for an extended period, please advise Ayre & Oxford Inc.

AYRE & OXFORD INC.

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

Thinking of selling?

It happens – everyone's needs change over time. Note though that 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!

AYRE & OXFORD INC.

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

**Willow Ridge
Contact Information Update Form**

How would you like to receive your Condominium Correspondence?	
<input type="radio"/>	<input type="radio"/>
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 admin5@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®)

**NOTICE OF INTENTION TO RENT/LEASE
Willow Ridge Condominiums**

1. 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 and the circumstances under which it may be terminated prior to expiry 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. 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.

6. 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.

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.

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

8. The maximum rental deposit that may be charged is prescribed to be \$1000 or one month's rent, whichever is greater.

SIGNATURE OF OWNER SIGNATURE OF CO-OWNER

Attachments: Rental Deposit, Proposed Rental Lease Agreement, signed bylaw received. Tenants insurance certificate

AYRE & OXFORD INC.

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

Willow Ridge Cease to Rent

To: Board of Directors for Willow Ridge

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: _____

AYRE & OXFORD INC.

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

Tenants' Receipt of Bylaws -Willow Ridge

To: Board of Directors: Willow Ridge Condominiums

Unit # _____

Address:_____

In consideration of the attached application to lease unit #_____ at Willow Ridge, 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®)

Willow Ridge

Alberta Treasury Branch Pre-Authorized Chequing / Authorization for Debit Transfer

Unit #: _____ Building #: _____

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) _____

Email: _____

CIRCLE YES or NO

- | | | |
|--|-----|----|
| 1. New Pre Authorized Plan for Ayre & Oxford Inc.? | YES | NO |
| 2. Bank Information Change (If Applicable)? | YES | NO |

THESE SERVICES ARE FOR:

CHECK ONE:

____ Personal Use OR ____ Business Use

I, _____; Hereby authorize Alberta Treasury Branch (ATB) and:
Ayre & Oxford Inc., #203, 13455-114 Ave; Edmonton, AB T5M 2E2, Telephone: (780) 448-4984

To transfer monies in the amount of the monthly condominium fees from my account at the following location on the 1st of every month or next business day: **Please note outstanding balances CAN NOT be paid through Pre-authorized and must be paid by either cheque/money order or Condo Café/.**

Financial Institution Name: _____

Acct No: _____ Transit # (5 digits): _____ Financial Inst # (3 digits): _____

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.

You, the Payor may revoke your authorization at any time in writing subject to providing notice of 10 days. You have certain recourse rights if any debit does not comply with this agreement. You have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD agreement. To obtain more information on your resource rights you may contact your financial institution or visit www.payments.ca

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: _____, 20____ (This form must be received by the 23rd of the month before the commencement date.)

Signature: _____ Signature of Joint Acct Holder (if applicable) _____ Date: _____

Printed Name of Signer: _____ Printed Name of Signer of Joint Acct Holder

Please send completed form to receivables@ayreoxford.com

A VOID CHEQUE or BANK CONFIRMATION MUST BE ATTACHED

AYRE & OXFORD INC.

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

Willow Ridge – Suite Renovation/Alteration Form

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Is this an Interior Enhancement: Y / N _____

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, including 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®)

Additional Parking Stall Rental Agreement – Willow Ridge Condominium

It is hereby agreed by and between Condominium Plan 802-2962 hereinafter called the Lessor; and _____ hereinafter called the Lessee, residing at _____ that the Lessor does hereby lease unto the Lessee a space known as Parking Stall No. _____ at _____ (Edmonton, AB YEARLY agreement for the sum of **\$150** per year (January 1, 2023-December 31, 2023). The Lessee agrees that ONLY the following authorized vehicle shall use the designated parking space:
The Lessee agrees that ONLY the following authorized vehicle shall use the designated parking space:

Make: _____ Year: _____
Color: _____ Plate No. _____

The right and obligations given or imposed by this agreement are in addition to the rights and obligations given or imposed by the Willow Ridge Condominium Corporation Bylaws.

The Lessee agrees that the Lessor shall not be responsible for any loss, theft, or damage to any articles left in or on the said vehicle, nor shall the Lessor be responsible for any loss or damage to the said vehicle or part thereof, while in, or being driven to or from the said premises, howsoever caused. The Lessee acknowledges and agrees that he/she is responsible for damage caused to block heater fixtures and outlets.

The Lessor shall be entitled to allocate the parking accommodation at his discretion and to change or relocate parking accommodation including the parking stall granted to the Lessee hereby from time to time at his sole discretion.

The Lessee agrees that the leased space will only be used as a parking space for the vehicle described herein, and that he/she will not give permission for anyone else to park their vehicles, nor shall he/she use the space for parking motorcycles, boats, trailers, campers, commercial vehicles or inoperable vehicles of any description.

The Lessee agrees to inform the Lessor, or Lessor’s representative, in writing of any changes of vehicle or license plates.

It is further understood and agreed, that in the event said agreement is cancelled the Lessee agrees to remove the said vehicle from the premises promptly upon demand otherwise the Lessee authorizes the Lessor to remove the said vehicle without assumption of any liability whatsoever.

It is further understood and agreed, that either party will give to the other one month clear notice in writing of any intention to vacate or cancel this agreement, PROVIDED HOWEVER that if the Lessee breaks any of the covenants, terms or conditions to this Agreement, then

AYRE & OXFORD INC.

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

the Lessor may terminate this Agreement by giving the Lessee written notice that the Agreement shall be terminated twenty-four (24) hours after receipt of such notice.

Signed this _____ day of _____, 20__

Owner Signature (Lessee)

Ayre & Oxford Inc. (Lessor)
On behalf of the Board of Directors of Willow Ridge Condominium

Issue Date

AYRE & OXFORD INC.

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

**Willow Ridge Condominiums
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

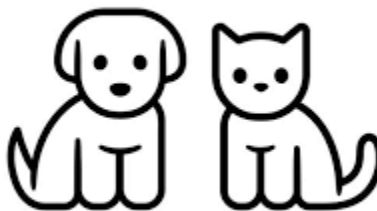
NOTES: _____

Pet Policy

The Guidelines regarding pets in the complex in accordance with your bylaws, Article 10 section 10.1.3, are as follows:

1. The animal is one of the following: bird, fish, one (1) cat or one (1) small dog no greater than fifteen (15") inches at the shoulders or other small animal restrained at all times inside the Unit. Written requests must be presented to the Board before any pet is allowed in the unit and this written notice will be subject to approval by the Board and the Board has final approval on this small pet policy.
4. It is your responsibility to remove the waste of your pet should this present itself in common property of the Condominium.
5. It is your responsibility to ensure your pet does not disturb other Residents in Willow Ridge, e.g. excessive barking/yelping.
6. If the pet is on Common Property even going to or from vehicles, it must be restrained by a leash or carried.
7. All pets are to be kept on a leash at all times in the common areas inside the Condominium and are not allowed on the common area on the exterior of the building.
8. For health reasons like asthma and allergies that Residents may have to hair/fur etc. no animals are allowed to roam through the common areas inside the complex.

Your cooperation and compliance to the above terms and conditions are appreciated by all who live at Willow Ridge Condominium.



AYRE & OXFORD INC.

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

PET REGISTRATION

The Owners: **Willow Ridge Condominium**
Unit Owner: _____
Unit Address: _____

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

Common Name: _____

Breed: _____

Approximate Size: _____

Color: _____

Age: _____

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

Other Description: _____

In consideration of this permission being granted I agree:

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

Per Unit Owner _____
Signature

Per Pet Owner _____
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: Willow Ridge Condominium