



Mosaic Shores

Welcome

To your new home at Mosaic Shores

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.

Key Resident Contact Information

Ayre & Oxford Inc

Suite 203, 13455 -114 Ave
Edmonton, AB T5M 2E2
Ph: 780.448.4984 ~ Fax: 780.448.7297

Becky Lillico-Condominium Manager

Ext. 310 ~ Email: becky@ayreoxford.com

Dawn Billo-Senior Administrative Assistant

Ext. 347 ~ Email: dawn@ayreoxford.com

**After-hours Maintenance Emergency line:
780.499.8424**

Summerside Residents Association

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-hours emergency staff using the **After-hours 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.

Condominium fees

Your monthly condominium fees are due on or before the 1st of each month. You can pay your condominium fees on the online portal Condo Café. Please contact your Property Administrator to request the registration link which will prompt you to change your email address and have instructions on how to sign in and use Condo Cafe.

- For **Recurring payments**, select the **auto-pay setup** and fill in your choice of payment options along with start and end dates.
- For **One-time payment**, you can clear any odd outstanding balance including any special assessments, chargebacks, or fines that may be incurred. Select the **payment accounts** tab and add your choice of payment mode, Bank account, Debit card, or Credit Card.
- **Please note the payment option will be unavailable between the 28th and the 31st of each month for the system to upload. Payments cannot be made during these days.**
- There are additional charges for processing Debit and Credit cards, deducted directly by YARDI. Debit Card = 0.75% and Credit Card = 1.75%

You can also pay your fess by submitting a cheque or money order made payable to:

Grove on 25th Condominiums
C/o Ayre & Oxford Inc.
Suite 203, 13455 – 114 Avenue
Edmonton, AB T5M 2E2

Please ensure that your Unit number is noted on the memo line of your payment so that it may be applied to the correct account.

What is Condo Café?

CondoCafé, an online portal where you can make payments with your bank card, credit card, or chequing account for recurring condominium fees, levies, or any other cost you may incur. You will have access to view your own account balance in real-time and ability to change your financial information. In addition to the new payment options, you will also have access to your condominium documents, communications from our office, and an easy-to-use maintenance request form that gets directly mailed to your Property Manager.

****Special Note:** Only one email address can be linked to each unit file.

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.**

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.**

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- d. Damages resulting from vehicles or trucks onto any common property area, or any other damages incurred will be charged backed 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 and receipt of the bylaws through 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 information and confirmation required, please note that this may result in a fine of \$250.

Pets:

- A) One cat or one dog up to forty-five pounds in weight and seventeen inches in height; or
- B) Two cats or two dogs, or one cat and one dog, up to 30 pounds in weight each and 15 inches in height

A/C Units Installation:

Approval for the installation of central air conditioners is on hold until further notice. The Board of Directors are in the process of investigating further details of the electrical capacity. 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.

Visitor Parking

Visitor parking will be monitored by United Parking starting July 1, 2016. Please remember to remind your guests to register their vehicle as soon as they park. Visitors are permitted to park for a maximum of 24 hours per visit and 8 visits per month. Residents are not permitted to park in visitor stalls. Please review the parking signs on site for further instructions.

Register online at: www.iStall.ca Text or Call 1-844-332-2212 Location ID: 119.

Humidity and Condensation in your Home

It is a home owner's responsibility to maintain the proper humidity level within their home in efforts to reduce moisture. Routine things like cooking, showers, dishwasher and laundry machine use and hang drying clothes can produce high amounts of moisture in your home. If the moisture is not vented outside, it can cause damage in your home. In efforts to reduce excessive moisture please ensure to use the appropriate fans listed below:

- Adjust the humidifier on your furnace to match the chart below when temperatures change outside.
- Use your bathroom and kitchen fans every time you cook or shower. Run them for an hour after each use.
- Use the main ventilation switch located below the thermostat at least once a day for an hour each time.
- Keep the window curtains open and/or blinds lifted one (1) foot from the bottom of the window.

<u>Outside Air Temp</u>	<u>Maximum Indoor Humidity</u>
-30°C or below	15%
-30°C to -24°C	20%
-24°C to -18°C	25%
-18°C to -12°C	35%
-12°C to 0°C	40%

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Please contact Ayre & Oxford if any condensation from the attic leaks onto the ceiling or from the bathroom fan

Sump Pumps

Each end unit has a sump pump installed. With this equipment comes some responsibility, as its continued operation will affect all other units. Costs associated to its operation are metered separately for its electrical intake. The main benefit of having a sump pump in your home is that it alleviates the worry of accidental water damage.

Each unit owner is responsible to ensure the installed sump pump is operational at all times. Should the sump pump remain inoperable for a period of time, damages can result in repair costs along with restoration costs in the event of flooding, which can be excessive.

Should damages occur as a result of unit owner negligence, the repair costs will be levied against the unit owner responsible. In addition, Brookfield Homes may void structural warranty terms should any resulting foundation issues be uncovered.

Please take this opportunity to review some tips for care of the sump pump:

- **Ensure the discharge pipe is connected** and allows water to drain away from the foundation.
- **Go outside** to check that the pump is actually discharging water (sometimes the pump will run but it won't pump any water out).
- **Visual Check:** In general, a sump pump does not require extensive maintenance. Most homeowners find it beneficial to do a visual check on the pump every few months. Once annually, it is important that a more thorough sump pump maintenance routine be performed. On the rare occasion of persistent rainfall, your sump pump should be monitored more often to ensure its smooth operation.
- **Replace the battery** on the back-up sump pump every second or third year.
- **Fill the sump pit with water** to make sure the pump is working properly.
- **Clean the air hole** in the discharge line.
- **After Heavy Rainfall:** A buildup of debris in your sump pump is one of the major causes of sump pump failure. It is important that you check your inlet suction screen to make sure that there is no blockage. This sump pump maintenance routine should be performed every few months and especially after heavy or persistent rainfall.
- **Check the Motor:** Once annually, it is necessary to check on the effective operation of the sump pump's motor by pouring water into the drain area of the pump. If the pump is working well, the motor will turn on just as the float rises with the water level. You should repeat this procedure for a few cycles. Keep track of when you last performed this task as it is a very important part of your sump pump maintenance program.
- **Check Float:** Ensure that the float of your sump pump is able to freely move. If the float is obstructed, your pump may fail to start. This task does not have to be performed regularly, but you should get in the habit of doing it every few months.
- **Verify Oil Seal:** If you spot an oily film on the surface of the water in your sump pump, verify the condition of the oil seal. The appearance of oil probably indicates a faulty oil seal which may cause the motor to burn out.

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Mosaic Shores
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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Mosaic Shores

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

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**Mosaic Shores
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.

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 Receipt of Bylaws.
Tenants' insurance certificate

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**Mosaic Shores
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: Mosaic Shores Condominiums

Unit # _____

Address: _____

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

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: Mosaic Shores 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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**Mosaic Shores
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.

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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**Mosaic Shores
APPLICATION FOR PET APPROVAL**

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. It is the Owner's responsibility to remove pet feces from common areas and exclusive use areas immediately.

Per Unit Owner _____

Per Unit 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: Mosaic Shores Condominium

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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**Mosaic Shores
Unit Alteration/Renovation Application**

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____ **Interior Enhancement** (needing insurance) **Y / N**

Description of Project(s) – Exterior: Check description below.

- Patio Stones Rocks Mulch Shrubs Artificial Grass Fence
- Phantom Screen Door BBQ Gas Line

Description of Project(s):

City of Edmonton 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, also provide where it will be located within the yard. If interior enhancements involve structural changes, an engineer’s report may be required. If for an air conditioner please specify the make, model, decibels and the amps.)

Contractor(s) or persons responsible for construction and contact numbers:

Estimated start to completion dates of project(s): _____

NOTE: owner(s) accepts responsibility for timely completion of construction project

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Units that may be affected and/or impacted by construction: _____

Specifications as Follows:

IF the installation is flooring: adequate soundproofing must be provided by the underlay selected.

- If the flooring being installed is an engineered floating floor, the insulation needs to have a FIIC impact rating of a minimum 60 to avoid disturbance to adjacent suites.
- A further recommendation for sound barrier would be an FIIC rating of 80.
- The flooring will be installed with the inclusion of a moisture barrier which is mold / mildew resistant.

IF the installation is regarding fixtures: they match the current standards and voltage.

Plumbing/Dishwashing changes: That this work is conducted by a professional.

Aluminum white screen doors, with glass: would be permitted with Board approval

If you have any questions about coordinating the work, contact Becky Lillico, Condominium Manager.

This decision will stand as long as all of the following conditions are met:

1. The work is to be completed during normal working hours 8:00 a.m. to 6:00 p.m. Monday to Friday, and will not be conducted on balcony space or other common areas, as applicable.
2. Understand that this may be considered replacement of the builders' grade; therefore this will be considered betterment, or improvement is covered by the Corporation insurance policy. Be sure to complete and submit the betterment and improvement form from the welcome package.
3. It will be the home owner's responsibility to pay for any future damages that may occur due to the above adjustment.
4. It will be the home owner's responsibility to declare to any future purchasers their responsibility for the adjustment.
5. Although this area is no longer considered common area, it must be maintained as to the standards of all other common areas of this project.
6. Failure to comply with any of the above points or failure to sign and return one copy of this form to the Board will result in this request being denied.
7. Failure to maintain the area after construction will result in the area being returned to its original state at the home owner's expense.
8. All building permits are responsibility of home owner not the Condominium Corporation.
9. You are responsible to ensure that any additional noise caused by the alteration does not disturb neighboring units.

If you agree with all of the above conditions, please sign and return one copy of this form to the Board of Directors of Condo Corp. **142 2893** c/o Ayre & Oxford Inc. Your project will be able to commence once this form is signed and returned.

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Mosaic Shores
Unit Alteration/Renovation Application – Third Parties Agreement

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)

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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: _____

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: _____

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Re: Security Surveillance Camera Policy; Mosaic Shores 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 Mosaic Shores 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 Mosaic Shores 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. 355 or carrie@ayreoxford.com.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of Mosaic Shores

Alexis Miner

Property Manager, Associate



Effective Date: Continuing Services

Re: Mosaic Shores

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

Note: Residents are not allowed to park in visitor parking areas at any time without prior management approval.

Enforcement of the Parking Rules and Regulations:

Continuing Services: The strict enforcement of the parking rules and regulations will continue. United Parking Services Inc. is authorized by laws of contract to issue a Notice of Parking Violation to any vehicle, and or Tow at the owner's expense, any Vehicle in violation of the posted signs and or the Community Parking Rules. Fees for enforcement will range depending on severity of the offence.

Fines Charged:

- Vehicles tagged with a Notice of Parking Violation will be fined between **\$75.00** and **\$200.00**. If the fine is paid within 10 days, the fine will be reduced.
- Any vehicle towed will be charged the going tow rate based on size and type of vehicle.
- Notices paid within 10 days will receive a reduction. Notices not paid within the 10 days will be added to an overdue account, if the amount remains unpaid for more than 30 days it can be forwarded to a debt collection agency. United Parking Services INC reserves the right to use the services of a debt collection agency who can submit large files to small claims court. Should the charge proceed to collections or court costs and interest will be added. Any vehicle found on the property with overdue unpaid Notices can also be towed.



☎ 1.844.869.6377

✉ dan@unitedparkingservices.com

🌐 www.unitedparking.ca

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

Parking Hotline

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

This number is available to all residents to report a violation, i.e., 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 or Tow Truck.

Visitor registrations

You can register visitors online at www.iStall.ca, or by texting or calling 587-200-0320. Each option requires the specific Location ID for your property. **The site-specific Location ID for your property is 119 and can be found on the bottom left corner of the visitor parking signs.**

Visitor are permitted to park for 24 hours and are permitted to register at total of 8 times per month. Any vehicles exceeding the 8 visits per month will be considered a 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 permitted to park in visitor parking areas at any time without prior management approval.



iStall™ Parking Registration Guide

Your Location ID: 119

Visitor parking – ways to register (Double check entering correct info.)

1. Online at www.iStall.ca (or download Free iStall app) Recommended

- 1) Enter your Location ID (**119**), click “Park”, and select “Visitor Parking”
- 2) Enter the Unit Number, License Plate (no space or dash), Building and Security PIN 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 587-200-0320**

- 1) You will be prompted to enter this information
 - a. Location ID (**119**) (only Lot number, no extra words)
 - b. License plate (only letters and numbers, no hyphen or space)
 - c. Building (Only shown if your property has multiple apartment style buildings)
 - d. Security PIN Code if required
- 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 587-200-0320**

- 1) You will be prompted to enter Location ID (**119**), license plate, your unit number and security pin if required.

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 an extended visitor or request more visitor passes?

You may request additional pass privileges from the board or your property manager or 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.