



Vista Pointe in Chappelle Gardens Townhomes

Welcome

to your new home at Vista Pointe in Chapelle Gardens

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.

Key Resident Contact Information

Ayre & Oxford Inc

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

SENIOR CONDOMINIUM MANAGER, ASSOCIATE:

Sandra Hoffman

E-mail: sandra@ayreoxford.com
780-448-4984 Ext. 351

ADMINISTRATIVE ASSISTANT

E-mail: admin7@ayreoxford.com
780-448-4984 Ext. 306

After-hours Maintenance Emergency line (Builder warranty expired): 780.499.8424

**Brookfield Service contact for 1 year Interior warranty items:
Ph:780.669.2026**

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

Property Assistance Personnel

If you have a flood or a similarly urgent issue which requires immediate assistance and you are now part of the property that has been fully turned over to Vista Pointe in Chappelle Gardens Townhomes Condominium Corporation, 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 staffs are available to assist you; however, they are paid overtime rates.

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

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

Move In's / outs etiquette:

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

Pet Policy:

- a. an Owner may keep or allow one (1) cat or one (1) dog up to forty-five (45) pounds in weight and seventeen (17) inches in height; or
- b. two (2) cats or two (2) dogs, or one (1) cat and one (1) dog, up to thirty (30) pounds in weight each and fifteen (15) inches in height each.

Genie Pad

The Corporation joined in utilizing the services of Genie Pad to stay in touch with residents & keep them informed! As a resident, you are more than welcome to create your own account! Please visit <https://vistapointe.geniepad.com> to sign up! Please note that your user name and password should be kept in a safe place as we do not have access to retrieve this information should you need it.

A/C Units Installation:

No A/C is allowed unless approved by Owner Controlled Boards. Please provide Unit Alteration Forms and technical details to Ayre & Oxford (Miranda). Please note that there are restrictions on the amount of a/c allowed on the site.

Maintenance Fees:

At this time the property is still being constructed by the Developer and has not yet been turned over to the Condominium Corporation. During this interim time Ayre & Oxford Inc. will be partially managing the property in cooperation with Brookfield Residential.

Ayre & Oxford Inc. will be assisting the Owners with common area issues such as grass cutting, snow removal, garbage removal, parking, pet issues and items pertaining to / in accordance with the Bylaws. Ayre & Oxford Inc. will ensure that all bills are paid in a timely manner and take care of the collection of the Maintenance Fees.

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Condo Fees:

When the Developer is ready to turn over the property to the Condominium Corporation there will be a Turn-Over Meeting held. All Owners will receive notice in advance of the meeting via mail. At this meeting Brookfield Residential will be fully turning over the complex to the Condominium Corporation. A Condominium Board will be voted into place and the Management Company will be working together with the Board of Directors from this point on. After this meeting Condominium Fees will take affect and be levied with respect to each completed unit.

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 along with your tenant deposit of either \$1000 or equivalent to 1 months' rent whichever is greater. 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.

Visitor Parking:

Visitor parking is for guests of residents only. Under special circumstances, a Visitor Parking Pass may be acquired for long term visitor parking. Please contact Ayre & Oxford in writing via email to obtain a visitor parking pass. Provide the dates it is required for, vehicle make, model, and license plate number. The pass can be emailed to you within the same day of your request. Remember to place the Parking Pass on the dash of the vehicle at all times when parked in the visitor stall.

Bylaws:

Please be advised that all Owners & Tenants must be familiar with The Vista Pointe in Chappelle Gardens Townhomes' bylaws. Please note specifically section 3 (Duties of the Owners) & 62 (Use and Occupancy Restrictions). **Any violation of the bylaws may attract a fine for every infraction.**

Water shut offs:

Please note that the water shut offs connect to more than one unit especially on units with a single garage door. In these units the door will be considered as common property and access to same would be expected to be granted should a request be made by / on behalf of the corporation.

Preventive Maintenance - Humidity:

Unit holders should be advised that recommended run time of minimum 30 minutes of the bathroom fan AFTER Showering or bathing is critical to avoid damages now and into the future. When the weather warms this ice melts and runs back down through the vent ducting and through the Fan housing in the bathroom. This condition and prevention is a maintenance issue

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Vista Pointe in Chappelle Gardens Townhomes Contact Information Form

Unit No.: _____

OWNER INFORMATION

Owner Name: _____

Address: _____

SEND MAIL TO CONDO ADDRESS? Circle YES or NO -If you circled no, please enter mailing address below

Address: _____

_____ Province _____ Postal Code _____

Primary Phone No.: _____ Secondary Phone No.: _____

E-mail: _____

Emergency Contact/Agent: _____

Emergency contact daytime phone: _____ Evening phone: _____

OWNER OCCUPIED UNIT: Please circle YES or NO (if you circled no please complete the section below)

RESIDENT INFORMATION (if different from Owner)

Name(s): _____

Daytime phone: _____ Evening phone: _____

CARS OWNED OR USED BY OWNER/RESIDENTS which are parked at or near the condominium:

Car #1.

Parking stall location & number: _____

Make: _____ Model: _____

Color: _____ License Plate Number: _____

Car #2.

Parking stall location & number: _____

Make: _____ Model: _____

Color: _____ License Plate Number: _____

Signature: _____

Date: _____

Once completed, please sign and return the form to admin7@ayreoxford.com

The information requested is for our records only. In order to ensure confidentiality to all occupants, site staff has been instructed not to provide personal information contained in our files.

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Vista Pointe in Chappelle Gardens Townhomes Betterments/Improvements Insurance Coverage Form

Did you know that your Bylaws state the Corporation must insure to replacement value any Improvements installed in your suite by the Developer? This means that, in the event of a fire or water escape incident, the Condominium Corporation is obligated to replace your interior finishes if the repair needed is above the deductible.

Your cooperation is essential in ensuring that the Corporation may correctly insure your unit to full replacement value. By not completing this form, you accept responsibility for any gaps in the Corporation's information, and coverage may not extend to the following betterments installed in your unit.

Please circle all that apply:

The flooring at time of purchase included:

Hardwood Laminate Carpet Linoleum Tile

The countertops installed at the time of my purchase were:

Laminate Granite Other: _____

I have a balcony installed by the developer (Yes/No)

I have a tile kitchen backsplash installed by the developer (Yes/No)

Per unit owner(s) of Unit # _____

_____ Signature	_____ Print Name	_____ Date
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_____ Signature	_____ Print Name	_____ Date
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Witness:

_____ Signature	_____ Print Name	_____ Date
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Please submit this form to the Board through the Ayre & Oxford office to ensure the proper coverage of betterments and improvements installed in your unit **by the Developer at your time of purchase.**

Note: Please keep a copy of the above for your records, and consult your bylaws to determine the scope of coverage required under your own unit owner insurance policy.

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Vista Pointe in Chappelle Gardens Townhomes 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 a deposit and to indemnify it against any damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee.

Notice of Move in and move out must be notified in advance.

I/We understand and agree that any unpaid charges resulting from damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee will be applied against Condominium fees paid; resulting in action taken as per the Corporation bylaws. The Corporation also has a charge against the estate of the defaulting owner, for any amounts that the Corporation has the right to recover under these by laws. The charge shall be deemed to be an interest in the land, and the Corporation may register a caveat in that regard against the title to the defaulting owners unit. The Corporation shall not be obliged to discharge the caveat until all arrears, including interest and enforcement costs have been paid.

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

I / We understand that the Residential Tenancies Act may affect us and our tenant. If there is a conflict between the Residential Tenancies Act and the Condominium Property Act, the Condominium Property Act applies.

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

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

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

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**Vista Pointe in Chappelle Gardens Townhomes
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: Vista Pointe in Chappelle Gardens Townhomes
Condominiums

Unit # _____

Address: _____

In consideration of the attached application to lease unit #_____ at Vista Pointe
Townhomes, 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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**Vista Pointe in Chappelle Gardens Townhomes
Unit Owner's Cease to Rent Notification**

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: The Vista Pointe in Chappelle Gardens Townhomes
Condominiums

Unit # _____

Address: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ date.

Date: _____

Signature: _____

Print Name: _____

Signature: _____

Print Name: _____

Witness Signature: _____

Pet Policy

The Guidelines regarding pets in the complex in accordance with your bylaws, Article 62 section b (iii), are as follows:

- a. An Owner shall not other than as specifically provided in this By-law, keep or allow any animal, livestock, fowl or pet of any kind at any time to be in his Unit or on the Common Property without the specific approval in writing of the Board, which approval the Board may arbitrarily withhold and may, if given, be withdrawn anytime on seven (7) days notice to that effect.
- b. Notwithstanding the foregoing, an Owner may keep or allow one (1) cat or one (1) dog up to forty-five (45) pounds in weight and seventeen (17) inches in height; or
- c. two (2) cats or two (2) dogs, or one (1) cat and one (1) dog, up to thirty (30) pounds in weight each and fifteen (15) inches in height each.
- d. All dogs and cats must be hand leashed and kept under control and in the custody of a responsible person at all times who shall not allow the animal to befoul or defecate on any landscaped area of the Project. Any municipal By-law in effect in the City of Edmonton with regard to pets at any point in time shall have effect within the Common Property and municipal officers are hereby authorized and are permitted to enforce City By-laws on the Units and the Common Property.

Your cooperation and compliance to the above terms and conditions are appreciated by all who live at The Vista Pointe in Chappelle Gardens Townhomes Condominium.



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PET REGISTRATION

The Owners: **Vista Pointe in Chappelle Gardens Townhomes 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: Vista Pointe in Chappelle Gardens Townhomes Condominium

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Vista Pointe in Chappelle Gardens Townhomes

Unit Alteration/Renovation Application ~ Alteration Notice

Date of Application: _____

NAME: _____

ADDRESS: _____

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

DESCRIPTION OF PROJECT(S) – Exterior: (Deck, Fence, Flooring, Sun/Screenroom, Other)

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. If interior enhancements involve structural changes, an engineer's report may be required.)

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

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

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Vista Pointe in Chappelle Gardens Townhomes 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)

Vista Pointe in Chappelle Gardens - SUMP PUMP MAINTENANCE

Each end unit has a sump pump installed, which owners are made aware of at the time of purchase. With this comes some responsibility.

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, the repair costs will be levied against the unit owner responsible.

In addition, Brookfield Homes may void structural warranty terms, should resulting foundation issues be uncovered.

The main benefit of having a sump pump in your home is that it alleviates the worry of accidental water damage. At this time, we take this opportunity to provide you with some tips for care of the sump pump:

- Ensure 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.
- Fill the sump pit with water to make sure the pump is working properly.
- Clean the air hole in the discharge line.
- Replace the battery on the back-up sump pump every second or third year
- **After Heavy Rainfall:** A build up 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.
- **Make sure the pump is plugged in to a working ground fault circuit interrupter (GFCI) outlet and the cord is in good shape. In damp areas, GFCI breakers may trip, effectively shutting off the sump pump. Check in on your sump pump periodically so you can reset the GFCI if necessary.**

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- **Ensure the pump itself is standing upright. Vibrations during operation can cause it to fall or tilt onto one side. This can jam the float arm so it can't activate the pump.**
- **Periodically pour a bucket of water into the pit to make sure the pump starts automatically and the water drains quickly once the pump is on. If the pump doesn't start, have it serviced.**
- **Physically remove a submersible pump from the pit and clean the grate on the bottom. The sucking action of the pump can pull small stones into the grate, blocking the inlet or damaging the pump over time.**
- **Ensure the outlet pipes are tightly joined together and draining out at least 20 feet (6 meters) away from your foundation.**

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.

Enforcement of the Parking Rules and Regulations

The Management and Board of Directors have contracted out, *Diamond Parking Services Ltd.* to assist the community with parking management services. Our services include visitors stall management, as well as parking enforcement patrols on the property of these visitor stalls and no parking areas. Owners of individual reserved stalls will be able to contact Auto Rescue at 780-439-9911 to tow unauthorized vehicles in their own stall.

Parking and visitor registration is now made with Vehicle Registration System (VRS), your new parking system!

Effective Date: December 1st, 2018: The strict enforcement of the parking rules and regulations will begin. Diamond Parking Service Ltd. is authorized by laws of contract to issues Violations, and/or Tow at the owner's expense, any Vehicle in violation of the Community Parking Rules.

Fines Charged:

- Any vehicle tagged with a parking violation will be fined \$52.50 to be paid within 30 days. After 30 days the violation increases to \$105.
- Any vehicle towed will be charged to the owner of the vehicle and will be subject to the going tow rate based on size and type of vehicle.
- All unpaid violations will remain in the overdue database; Diamond Parking reserves the right to tow any vehicle found on the property with any overdue violations.

If there are any problems, please contact Ayre & Oxford at admin7@ayreoxford.com

Visitor Parking – Way to Register

- Online as below:

- **Browser:** **<http://kiosk.myparknow.com>**
- **Organization:** **DPC**
- **Username:** **C316**
- **Password:** **Vista316!**

- If you are unable to register your guest via the online system, please contact admin7@ayreoxford.com for further information as to how to register your guest.

IMPORTANT: It is the resident's responsibility to ensure their visitors are registered.

Failure to register your guest vehicle information can and will result in a parking violation and may end up by getting the vehicle towed at the owner's expense.

IMPORTANT NOTE AND REMINDER, the visitor parking stalls are for visitors ONLY and visitors are allowed to park up to 10 times each month. Upon the 11th registration each month, the visitor is considered an unauthorized parker and will be subject to ticket and/or tow regardless of being registered or not. Residents are strictly prohibited from parking in visitor parking. If The Board, Community Manager or Diamond Parking Service receives knowledge that a known resident is parking in visitor parking, they will be subject to ticket/tow regardless if they are registered or not.

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Vista Pointe in Chapelle

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

Suite 203 • 13455-114 Avenue • Edmonton AB T5M 2E2

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

www.ayreoxford.com