



Heritage House  
**Welcome**  
*To your new home at Heritage House*

You will find some important information and forms in this package as it pertains to your new property. This package simply highlights a few of the provisions of the Bylaws and policies of the Corporation. Please ensure that all applicable forms are submitted to the

Administrative Assistant for your property.

Please also ensure you have read and understand your Corporation Bylaws.

Please keep this package handy for contact and information purposes.

**Ayre & Oxford Inc. Property Management Contact Information**

**Suite 203, 13455 -114 Avenue NW**

**Edmonton AB, T5M 2E2**

**Ph: 780.448.4984 ~ Fax: 780.448-7297**

**PROPERTY MANAGER:**

**Danika Litke**

**E-mail [danika@ayreoxford.com](mailto:danika@ayreoxford.com)**

**Ph: 780.448.4984 Ext. 324**

**Administrative Assistant:**

**Ash Chandra**

**E-mail [ash@ayreoxford.com](mailto:ash@ayreoxford.com)**

**Ph: 780.448.4984 Ext. 316**

**ON-SITE MANAGER AND MAINTENANCE**

**Joaquin Calderon**

**Ph. 780.668.7362**

**Days Off: Thursdays and Sundays**

**AFTER HOURS EMERGENCIES**

**780-499-8424**

# HERITAGE HOUSE WELCOME PACKAGE

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## **Heritage House History and Location**

Heritage House was built in 1969 as an apartment block and converted to condominiums in 1992. The building sits on the site of the old St. Anthony and St. Basil churches. The bell embedded in the concrete sign at the west entrance was used for both churches and is the symbol for the Heritage House Condominium Corporation. A plaque below the bell outlines the history of the site.

Heritage House is located in the Old Strathcona neighborhood, one block from historic Whyte Avenue in the centre of the arts district. It is close to the library, and near shopping, theatres, restaurants and many festivals, including The Fringe, the Art Walk, Ice on Whyte, Sand on Whyte, Sounds of Strathcona and the Pride Parade.

The building is managed by Ayre & Oxford property management. Their work is overseen by a board of directors made up of condominium unit owners. The Board of Directors meets monthly in the south lounge, except July and August. All owners are welcome to attend. Board members serve two year terms, with half the members being replaced each April at the Annual General Meeting.

A resident manager ensures that maintenance on the building and grounds is done, supervises move-ins and outs, provides keys to owners as required, and is knowledgeable about all aspects of work done by building contractors.

## **Moving In (and Moving Out)**

Call the resident manager 48 hours in advance to book the elevator for your move. He will arrange to lock off the elevator and will provide you with the elevator key.

Items should be moved in through the south door. The door must be opened from the inside, and the moving truck can back up close to it. Please ensure that the moving truck does not damage any common property or nearby vehicles, as you will be held responsible.

Do not leave the door open and unattended.

If you have items that are too large for the south door, contact the resident manager for information on how to proceed.

## **Heritage House General Information for Residents**

Ayre & Oxford Inc. assists the owners with common area issues such as grass cutting, watering of the trees and lawn, snow removal, garbage removal, parking, and items pertaining to and in accordance with the bylaws. Ayre & Oxford Inc. ensures that all bills are paid on time and collects the condominium fees.

## **Insurance**

Each unit is required to obtain Condominium Owner's insurance. Proof of coverage must be provided to the property managers (Ayre & Oxford) annually. The Condominium Legislation changed January 1, 2020 to allow Corporations to collect a deductible up to a maximum of \$50,000. Please ensure that you provide a copy of the Corporation insurance certificate to your personal insurance company. Should you require a digital copy of the Bylaws and insurance certificate refer to [condopapers.com](http://condopapers.com) or email [leah@ayreoxford.com](mailto:leah@ayreoxford.com) for a copy.

## **Building Access**

Exterior doors are locked between 10:00 p.m. and 7:00 a.m.

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## **If Selling Your Unit**

When a unit is put on the market for sale, the property managers must be notified. Once the unit is sold, the Board of Directors must be provided with the names of the new owner(s).

## **Resident Parking**

A parking stall is purchased by agreement with Heritage House Condominium Association when a unit is purchased. It is only transferable when the same unit is resold.

The above ground parkade is accessible from 84<sup>th</sup> Avenue, a one-way west facing avenue. The underground parkade is accessible from 83<sup>rd</sup> Avenue, a one-way east facing avenue. Please note the height restriction for both parkades. Remotes for the underground parkade are provided by the resident manager.

No propane vehicles are allowed in the underground parkade. Vehicles entering and exiting the underground parkade should use the left (driver's) side. Drivers should look both ways, as a bike lane is located immediately outside the driveway. When entering or exiting the underground parkade, please wait near the doors until they are fully closed. If the doors do not close, please call the resident manager.

## **Visitor Parking:**

There are 8 visitor parking stalls, five on the south side of the building and three in the above-ground parkade on the east side of the building. Visitor parking is for guests of residents only, and visitors must sign in by providing their vehicle information in the sign-in book on the table in the lobby. Street parking is also available, and there is paid parking available in two parking lots adjacent to the building.

In special circumstances, visitor parking passes can be acquired for long term visitor parking: Contact the resident manager for more information.

## **Lobby**

The lobby offers seating, an office for the resident manager, and two elevators. Mailboxes for each unit are also located in the lobby.

## **South Lounge**

The south lounge is used for board meetings and is available for rent to host private functions with drinks and/or food. Please contact the resident manager for details. Booking this room costs \$25.00 per day if food is served and is free otherwise. There are several couches, a table with fold-out chairs, a sink, stove and microwave oven. There is also a bookcase where residents are welcome to donate or borrow books.

Washrooms are located just outside the south lounge near the east entrance.

## **Rooftop Patio & Barbecues**

There is a lovely patio on the roof, open to all residents until 11:00 p.m. There are picnic tables, two gas barbecues, and a community garden maintained by one of the condo owners.

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The outside door key or fob unlock(s) the roof patio door. If you bring guests you must remain in attendance.

Barbecues are not allowed on balconies in Heritage House.

Please see instructions posted near the barbecues.

Smoking, alcohol and pets are not permitted on the rooftop patio.

### **Balconies**

Balconies are considered common areas. Barbecues and satellite dishes are not permitted, and balconies must be kept clean of junk not appropriate for those areas. Balcony enclosures are allowed, with written permission from the Board prior to installation, and the enclosures must adhere to specifications developed by the Board.

### **Laundry**

There are laundry rooms on every floor for use at no cost to residents. Please read the instructions before using the machines. Washing machines may flood when overfilled or when too much detergent is used. Please ensure that the lint trap in the dryer is clean before and after use. These are shared facilities, so please remove laundry promptly.

### **Garbage Disposal**

Bins are located in a room on the main floor for large bags of garbage and kitty litter. For small bags, each floor has a garbage chute that goes directly to that bin – no glass or kitty litter, please. There is a blue bin for recycling at the north end of the upper parkade. Please do not leave furniture or large items beside the bin, as you will be charged for their removal. Eco Stations accept some items at no charge, and some items for a small fee.

### **Recycling Bottles and Cans**

There is a small room in the south lounge to leave bottles and cans for recycling. A former condo owner from Heritage House returns the bottles and cans, and the money is donated to Edmonton charities. For many years Heritage House has annually donated more than \$1000 through this program.

### **Chair Lifts**

Tracks for two chair lifts are provided to help those with limited mobility. One track is located on the stairs from the underground parkade, and the other is on the stairs leading to the rooftop patio. Currently, no one uses them, so the chairs have been removed. Each lift requires a key, which is issued after the signing of a legal release form that indicates you have read the relevant portions of the manual for the lifts. Please contact the resident manager if you require the chair lift.

### **Pets**

Small dogs and cats are welcomed at Heritage House. Reptiles and insects are not allowed as pets. All pets must be registered using the attached Pet Registration Form (or visit the Ayre & Oxford website Heritage House page for more copies). Pets must be kept in compliance with the terms of the agreement as submitted to the Board of Directors. Please see Heritage House

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Condominium Association Pet Regulations (January 2013) attached to the Pet registration form.

## **Windows**

Only appropriate window treatments shall be permitted.

The windows must be closed during rain to prevent water from entering the building.

## **Electrical Rooms and Breaker Locations**

Condominium units at Heritage House do not have breaker switches inside the units. The following table illustrates where the breakers are located for each floor.

<b>Floors</b>	<b>Breaker Room Location</b>
3, 4 and 5	4 <sup>th</sup> Floor
6, 7 and 8	7 <sup>th</sup> Floor
9, 10 and 11	10 <sup>th</sup> Floor
12, 14 and 15	14 <sup>th</sup> Floor
Breakers for Telus/Cable, Main Breaker for lights on all floors, exit lights on floors 2 to 15, and all washer and dryer breakers	8 <sup>th</sup> Floor
Breakers for Telus/Cable	3 <sup>rd</sup> Floor
Breakers for Telus/Cable	12 <sup>th</sup> Floor
All Main Breakers and Telus/Cable	Main Floor
The keys for these breaker rooms are located in the fire boxes located nearest each room.	
Breakers for each unit are marked. Once the breakers have been reset, please return the key to the fire box.	

## **Safety and Security**

### **Keys**

Each unit was provided with two fobs and three keys. The fobs are for the building entrances, the rooftop patio, and the underground parkade entrance. The two keys are for entrance to the individual units. A single key is provided for the mailbox. If the unit is assigned an underground parking stall, a remote control is also provided.

The building entrance fobs cannot be duplicated, but extra fobs are available with a \$50 deposit from the resident manager. The unit keys and mailbox keys are the responsibility of residents, and can be copied at a locksmith.

### **Security**

Do not allow anyone to follow you into the building, and if you are called from the lobby, do not let anyone in that you are not expecting or that you do not know.

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- a. If there is a police, fire or medical emergency, call **911**.
- b. If it is not an emergency, call the police non-emergency line at **(780.423.4567)**.
- c. After providing the details, request the event number for this incident, and report the event and incident number to Ayre & Oxford the next business day, with as much detail as possible.

Please note that the police have keys for the building so it is not necessary to call the resident manager to allow them entrance.

### **Other Urgent Issues**

If you have a flood or a similarly urgent issue (e.g. no heat or too much heat) which requires immediate assistance, please contact the resident manager (Joaquin Calderon) directly during the day at 780-668-7362, or if the issue occurs on Thursdays, Sundays or after-hours, use the after-hours emergency line: 780-499-8424.

### **Heritage House Amenities**

#### **Exercise Equipment**

There is an elliptical trainer in the south lounge for resident use. You must read the instruction manual before using the equipment and sign a legal release form.

#### **Carts**

Two carts with wheels and a flat dolly are located in the south lounge for carrying groceries and light materials to your unit. Please return carts to their place as soon as you have finished using them.

#### **Notice Board**

A notice board is located across from the mail boxes. Residents can use it to list items for sale in the building and to post notices of upcoming events or service changes. Please check with the resident manager before posting in any other common areas.

Notices of board meetings and maintenance issues that affect all residents are posted on all notice boards in the building.

Important notices are delivered directly under the unit doors. Financial information is mailed to each owner by Ayre and Oxford.

### **Frequently Asked Questions**

#### **What is Heritage House responsible for and what am I responsible for?**

Heritage House is responsible for common areas as specified in the bylaws. The hot water boiler heating system and zone valves are part of the Condominium Association maintenance. The Condominium Association is responsible for drainage pipes once they enter the main system in the wall. Heritage House uses a biodegradable grease remover in the main drainage system and flushes out the main floor drain lines every six months.

Unit owners are responsible for in-suite repairs, leaking taps, and unit renovations.

If you are unsure whether your concern is an owner issue, please ask the resident manager or the management office directly.

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### **What are the rules regarding noise?**

Daily living and its associated noises are expected and should occur from 8 am to 11 pm.

The hours between 11 pm and 8 am are considered quiet hours. Parties or activities beyond 11 pm should be conducted with due consideration of your neighbors.

Disputes about noise should be taken up with the offending parties before approaching board members.

Owners with complaints regarding noise in a unit after hours are asked to notify the police as indicated above. Provide the incident number to your property manager with accompanying details at your earliest opportunity for record keeping or follow-up.

### **How can I arrange for delivery of large items such as furniture?**

Notify the resident manager at least 48 hours ahead of time. Please use only the east (padded) elevator when moving furniture to prevent damage. Furniture and appliances should only be moved in using the south door. For items that will not fit through the south door, please contact the resident manager.

### **How can I bring groceries and smaller items into the building?**

Groceries and small items should be brought in through the east door, using the carts available in the south lounge. For the delivery of smaller items requiring the use of the intercom, the front door can be used.

### **Where can I park my bike?**

There is an enclosed bike lock-up in the underground parkade. Please see the resident manager for the key to the bike lock-up. A small deposit is required. Recent break-ins have led to the situation where bikes are allowed inside individual units. Please ensure that bikes are clean before bringing them into the building and use the padded east elevator when it is available.

### **How can I get repairs done?**

Most repairs are your responsibility. Exterior windows and doors to the building hallways are the responsibility of the Condominium Association. If you have a problem with your windows, patio doors or door to the hallway, please see the resident manager. If you are uncertain about whether a repair is your responsibility or that of the Condominium Association, please contact someone on the Board.

As certain walls contain building structural areas, changes to plumbing, heating or electrical systems require written notification to the Board prior to commencement. NO CUTS are to be made in the building pillars

### **How do I arrange newspaper delivery?**

Newspapers will be left outside the west (main) door with your unit number written on them.

### **Are live Christmas trees allowed at Heritage House?**

For the safety of all Heritage House residents, live Christmas trees are prohibited in the building as they pose a fire hazard.

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### **Where do I find copies of forms that I might need?**

The Ayre & Oxford website (<http://www.ayreoxford.com>) has the most recent versions of the following forms:

Information about residents of your unit:

1. Contact / Tenant Information Form / Vehicle Information Form
2. Notice of Intention to Rent or Lease
3. Tenant Receipt of Bylaws Confirmation
4. Cease to Rent
5. Pet Application / Registration Form with Regulations

Information required to collect condo fees:

6. Pre-Authorized Debit Form

Information required if you want to change the interior of your unit:

7. Unit Alteration / Renovation Approval Request Form and Specifications
8. Balcony Enclosure Application Form

Information required for hosting gatherings in common property:

9. Meeting Room (South Lounge) Rental Agreement

**Once forms have been completed, they should be given to the resident manager.**

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## HERITAGE HOUSE PARKING AGREEMENT

DATED: \_\_\_\_\_

BETWEEN:

THE OWNERS: CONDOMINIUM PLAN 9221019  
HERITAGE HOUSE CONDOMINIUM ASSOCIATION  
("THE CORPORATION")

- and -

\_\_\_\_\_  
("THE LICENSEE")

\_\_\_\_\_  
("UNIT NUMBER")

WHEREAS the Corporation owns, maintains and manages for the benefit of the Owners, generally and as part of the common property of Condominium Plan 922 1019, the parking area of Heritage House, the present configuration of which is shown on the plan attached as Schedule "A",

WHEREAS the Licensee is or anticipates becoming the registered owner of a Condominium Unit and has requested a license to use the parking stall(s) numbered \_\_ (called "the stall(s) and the Corporation is prepared to grant such license on the terms set forth herein;

NOW THEREFORE IT IS AGREED:

1. The Licensee is granted a license to use to the exclusion of others, the stall(s) including plug-in commencing on the date of this Agreement or the date that the Licensee takes possession of his or her condominium unit, whichever is later.
2. This License is not assignable except in conjunction with the sale of the licensee's condominium unit. Sale or transfer of the Licensee's condominium unit will be deemed an assignment of the rights of the licensee hereunder.
3. Maintenance and upkeep of the driveways, curbs and common portions of the parking area generally will be the responsibility of and at the expense of the Corporation. The Licensee, however, will be responsible for maintaining cleanliness of the stall. The Licensee will cooperate with reasonable requests of the Corporation or its manager or agent for the maintenance, cleanliness and attractiveness of the parking area generally.
4. Plug-ins will be maintained in operating condition by the Corporation unless damage is caused by the negligence or default of the Licensee, in which case the Licensee will indemnify and reimburse the Corporation for repair of same.
5. The Licensee has the right to receive any rental income or benefit from the stall(s). The Corporation has a right of prior approval of any person to whom the Licensee may wish to rent or sub-license the stall(s), which approval may not be unreasonably withheld.

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6. The Licensee will obey and observe all reasonable rules and regulations for use and occupancy of the parking areas, whether in the bylaws of the Corporation or passed by the Board of Directors of the Corporation from time to time. Without restricting the generality of the foregoing, the Licensee specifically agrees:
  - a. No dangerous vehicles will be brought onto or left on the parking area generally or in the stall(s).
  - b. No mechanical, maintenance or repair work will be carried on.
  - c. No unlicensed or non-operating vehicle will be stored, left or parked in the stall(s).
  - d. No mobile homes, recreation vehicles or trailers will be stored, left or parked in the stalls(s).
  
7. The Licensee acknowledges that the use and configuration of the parking area is subject to municipal bylaws and other laws of general application, as they may be from time to time. In the event such bylaws or laws require the reconfiguration, reorganization, or reduction of the parking area, the Corporation shall be entitled to terminate the rights granted hereunder PROVIDED that each condominium unit will at all times be entitled to the use of at least one parking stall, and the Corporation will use its best efforts acting reasonably, to accommodate the parking needs of the Licensee.
  
8. The Corporation, its directors, officers and agents are in no event liable to the Licensee for failure to enforce these provisions as against any other parking licensee, or for any action taken under paragraph 8 hereof, if taken in good faith and acting reasonably. The Licensee agrees to indemnify and save harmless the Corporation its directors and officers from and against any claims or demands whatsoever in respect of any damage, injury or claim arising from use or occupancy of the stall(s) or parking area generally.
  
9. It is a condition of the acceptability of the assignment of the rights of the Licensee hereunder that any Assignee or sub-licensee will sign a License or Parking Agreement in the Corporation's requested form.

THE OWNERS: CONDOMINIUM PLAN 922 1019

Heritage House Condominium Association

Per: \_\_\_\_\_  
c/s

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Licensee