



# Novus Granville

## ***Welcome to your new home at Novus Granville***

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 NW  
Edmonton AB, T5M 2E2  
Ph: 780.448.4984 ~ Fax: 780.448.7297

#### **Becky Lillico-Property Manager**

Ext. 310 ~ Email: [becky@ayreoxford.com](mailto:becky@ayreoxford.com)

#### **Erykah Thurlow-Administrative Assistant**

Ext. 355 ~ Email: [admin3@ayreoxford.com](mailto:admin3@ayreoxford.com)

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

## **AYRE & OXFORD INC.**

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, 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.

**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 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.

### **Visitor Parking:**

Visitor parking will be monitored by United Parking starting June 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 6 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](http://www.iStall.ca) Text or Call 1-844-332-2212 Location ID: 114.**

### **Unit Alteration**

There are no exterior items that can be attached to the building. For example garden hose holders must be free standing. Any exterior alteration must be approved by the Board of Directors.

### **Attachments:**

**Novus Granville Contact Information Sheet**

**Notice of Intention to Lease Form**

**Notice of Tenants' Receipt of Bylaws**

**Notice to Cease Rental Form**

**Novus Granville Pet Approval/Registration Request Form**

**Novus Granville Unit Alteration Request Form**

**Electronic Funds Transfer Form** (Automatic Condo Fee Withdrawal)

**Condominium Document Request Form**

**Anti-Spam Email Consent Form**

**United Parking Visitor Registration and Examples**

# **AYRE & OXFORD INC.**

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

## **Novus Granville 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 bylaw received. Tenants' insurance certificate

**AYRE & OXFORD INC.**

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

**Novus Granville  
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: Novus Granville Condominiums

Unit # \_\_\_\_\_

Address: \_\_\_\_\_

In consideration of the attached application to lease unit # \_\_\_\_\_ at Novus Granville, 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®)

**Novus Granville  
Unit Owner's Cease to Rent Notification**

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: Novus Granville Condominiums

Unit # \_\_\_\_\_

Address: \_\_\_\_\_

I / We \_\_\_\_\_

Cease to rent the aforementioned suite effective: \_\_\_\_\_ date.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

# **AYRE & OXFORD INC.**

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

## **Novus Granville 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 require Board approval and all pets must 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.



# **AYRE & OXFORD INC.**

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

11. **I/We** agree to comply with the Condominium By-laws and any rules and regulations set forth by the Condominium Corporation.

## Novus Granville **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 based on any violation of the pet rules or bylaws.
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      , 201      .**

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: Chappelle Novus Granville Condominiums

### **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®)

## **Novus Granville** **Alberta Treasury Branch Pre-Authorized Chequing** **Authorization for Debit Transfer**

Unit #: \_\_\_\_\_

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Name: \_\_\_\_\_  
Complete if the name the account is under is different from Condominium Owner's name

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No : \_\_\_\_\_ ( work) \_\_\_\_\_

### **CIRCLE YES or NO**

- |  |
|--|
| <ol style="list-style-type: none"><li><b>1. New Pre Authorized Plan for Ayre &amp; Oxford Inc.? YES NO</b></li><li><b>2. Bank Information Change (If Applicable)? YES NO</b></li><li><b>3. Are you authorizing any outstanding balance to be withdrawn from your account along with your monthly fees? YES NO INITIALS _____</b></li></ol> |
|--|

I, \_\_\_\_\_; Hereby authorize Alberta Treasury Branch (ATB) and:

**Ayre & Oxford Inc.**  
**#203, 13455 – 114 Avenue NW**  
**Edmonton, Alberta T5M 2E2 Telephone: (780) 448-4984**

**To transfer monies in the amount of the monthly condominium fees from my account at the following location:**

Financial Institution Name \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

I authorize Ayre & Oxford Inc. and ATB to use the services of any member or affiliate of the Canadian Payments Association (CPA) in carrying out this authorization. I agree to be bound by the standards, rules and practices of the CPA as they may exist from time to time. I agree to give written notice of cancellation of this authorization to Ayre & Oxford Inc. and to be bound by this authorization until Ayre & Oxford Inc. has had reasonable time to act on the notice. Ayre & Oxford Inc. and/or ATB may terminate this authorization by providing me with ten (ten) days notice. I undertake to inform Ayre & Oxford Inc. within ten (10) days of any changes to branch, account and institution number while this authorization is in effect.

**It is the Condominium Owner's responsibility to notify Ayre & Oxford Inc. of cancellation or changes to the Pre-Authorized account on or by the 24<sup>th</sup> of the current month.**

**I understand there will be a service charge of \$35.00 if any withdrawal is returned. (This service charge is subject to change without notice.)**

Commencement Date: \_\_\_\_\_ 1, 20\_\_\_\_ **(We must receive this form by the 24<sup>th</sup> of the month before the commencement date.)**

Please send completed form and banking information to [receivables@ayreoxford.com](mailto:receivables@ayreoxford.com)

Witness: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**A VOID CHEQUE or BANK CONFIRMATION MUST BE ATTACHED**



# **AYRE & OXFORD INC.**

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

## **Novus Granville Unit Alteration/Renovation Application**

---

**Date of Application:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

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

**DESCRIPTION OF PROJECT(S)** – Exterior: (Deck, Fence, Screen Door, A/C, Other)  
\_\_\_\_\_

**City of Edmonton Permit Required:** **YES** \_\_\_\_\_ **NO** \_\_\_\_\_ (If yes, enclose copy for file)

IF the installation is an air conditioner: Installation is allowed as a residential grade, the condensing unit is to be located in the fenced yard on the cement pad with the discharge fan on top or facing toward the owner's yard, it is professionally installed at no cost to the Condominium Corporation, and the unit owners sign the waiver. **All air conditioners must be a 20amps or smaller.** Professional maintenance is required to keep the condensing unit functioning normally. As per the City of Edmonton Bylaw 1400, the A/C unit is not to be more than 75DB from 7am-10pm and 50DB from 10pm-7am. The Board of Directors holds the right to revoke approval if there are reported complaints on file or if the air conditioner is found to overload the community electrical panel. If the City of Edmonton or the Board finds the A/C non-compliant with the Bylaw and orders that it be removed, the owner is responsible for any cost associated with removal and restoration of the property to previous condition. Please visit the link to the City of Edmonton Bylaw 14600 Community Standards Bylaw [http://www.edmonton.ca/bylaws\\_licences/C14600.pdf](http://www.edmonton.ca/bylaws_licences/C14600.pdf) for more information.

**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

## **AYRE & OXFORD INC.**

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

**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.

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

**Novus Granville**  
**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)

# **AYRE & OXFORD INC.**

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

## ***Novus Granville*** **Contact Information Update Form**

How would you like to receive your Condominium Correspondence?

EMAIL ONLY ☐

EMAIL NOT MANDATORY, BUT ☐

MAIL ONLY ☐

PREFERRED; MAIL LEGAL DOCUMENTS

**\*\* 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 [alanah@ayreoxford.com](mailto:alanah@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®)

**Novus Granville Complaint Form**  
**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: \_\_\_\_\_

Have you discussed / communicated this with the source of the complaint if applicable? If yes provide 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:****1<sup>ST</sup> COMPLAINT****2<sup>ND</sup> COMPLAINT****3<sup>RD</sup> COMPLAINT****4<sup>TH</sup> COMPLAINT**

NOTES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Effective Date: June 1, 2016**

**Re: Novus Granville**

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.

### **Visitor Registration Options and Examples**

You can register visitors online at [www.iStall.ca](http://www.iStall.ca), or by texting or calling 1-844-332-2212. Each option requires the specific Location ID for your property. **The site specific Location ID for your property is 114 and can be found on the bottom left corner of the visitor parking signs.**

**Visitors' are permitted to park 6 hours per visit and a maximum of 8 visits per month, any vehicles exceeding these times will be in violation or may be considered a resident and subject to a violation.**

**NOTE:**


- The Virtual Parking Permit stays with the license plate number of the visiting vehicle; the maximum visiting time limit will be posted on the new signs.
- Residents may not park resident owned vehicles in the visitor parking locations at any time.
- Inoperable and/or unregistered vehicles are not permitted to park anywhere on the property.

Each registration option is laid out by example below in order of convenience.

**Any requested registration that is longer than what is posted on the signs at your location must be approved by the board of directors.**

## **1. Register online**

**You can register online at <http://www.istall.ca>**

To register a visitor using iStall, simply visit <http://www.iStall.ca> (there is no need to create an account), click the  on your location and then clicking "Select" or alternately by clicking "iStall Location ID" from the top menu and entering the location ID shown on bottom left corner of the sign. iStall will then display the registration options and confirm your registration.

**IMPORTANT:** Internet connections occasionally fail. If you can not reach iStall.ca on your device, please use the text or phone registration systems explained below. It is your



responsibility to ensure your visitors are registered. If you do not receive a registration confirmation, or if your registration is denied, you are not registered and are not authorized to park on the property.

If you have used up all of your parking passes you can request more with a free iStall account. To request more passes from your property manager, log in with your iStall account, select your property in iStall, and then click the top right option button and select “Pass Request”.

## 2. TEXT registration

**Our text registration phone number is: 1-844-332-2212**

The new text registration system supports text in for registration with a text response sent back to you for confirmation. To register a license plate by text, add the phone number as a contact, simply text 1-844-332-2212 with a formatted string containing the License Plate being registered, the Location ID, and the Unit Number, in the following format: License Plate=Location ID=Unit No

The Location ID can be found on the bottom left corner of the visitor parking signs. Your unit number is the same unit specific number you use at the beginning of your mailing address.

**EXAMPLE:** If your visitor’s license plate is ABC123, your Location ID is 15, and your unit number is 102, you would send us this text message: **ABC123=15=102**.

**IMPORTANT:** SMS texting systems can be unreliable. **If you do not receive a text confirmation, you are not registered and must use the online or telephone registration systems.** If you receive a text indicating that your registration is denied, or if you do not receive a text reply, you are not registered and are not authorized to park on the property.

**These passes are for visitors’ vehicles only.** If you require an additional parking stall for your own vehicle, there may be rental options for you at <http://www.iStall.ca> (see option 1 for more info).

## 3. Register by phone

**Just call 1-844-332-2212 and follow the prompts.**

**Enforcement of the Parking Rules and Regulations:**

**Effective Date: June 1, 2016:** The strict enforcement of the parking rules and regulations will begin. United Parking Services Inc. is authorized by laws of contract to issue Citations, Immobilize (*BOOT*), and or Tow at the owner's expense, any Vehicle in violation of the Community Parking Rules. Fees for enforcement will range depending on severity of the offence.

**Fines Charged:**

- Any vehicle immobilized will pay a **\$175.00 (+ GST)** release fee.
- Any vehicle tagged with a citation/ticket will be fined **\$125.00**, if the fine is paid within 7 days it will be reduced to **\$75.00**.
- Any vehicle towed will be charged the going tow rate based on size and type of vehicle.
- Citations paid within 7 days will receive a reduction. Citations not paid within the 7 days will be added to an overdue Citation account.

All unpaid citations will remain in the overdue database, United Parking reserves the right to tow or immobilize any vehicle found on the property with overdue unpaid citation/tickets.

## **Hot Line for Parking Issues**

**United Parking offers a 24/7 HOT LINE, at 1-844-5-PATROL or 1-844-572-8765.**

This number is available to all residents to report a violation, i.e. for if a vehicle is parked in a fire lane. 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.

Thank you for your cooperation in the Parking Program.

Yours sincerely,

United Parking