



AYRE & OXFORD INC.

PROFESSIONAL REAL ESTATE MANAGEMENT

Accredited Management Organization®(AMO®)



Southwind Manor

Welcome
to your new home at Southwind Manor

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 you're 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

CONDOMINIUM MANAGER:
Danika Litke
E-mail danika@ayreoxford.com

Administrative Assistant:
Ash Chandra
E-mail ash@ayreoxford.com

AFTER HOURS EMERGENCIES
780-499-8424

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General Building Information

1. Access & keys

- a. Suite and mailbox locks/ keys are owner responsibilities to replace / maintain.
- b. Intercom programming changes: Call Property Management.

2. Emergencies

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

3. In-Suite Emergencies

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

4. Maintenance Personnel

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

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

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

5. Noise and disturbance:

Daily living and its associated noises are expected and suggested to remain from 8am to 9pm. Outside of this timeframe should be quiet hours.

- a. Parties or activities beyond 9pm should be conducted with due respect to your neighbors.
- b. Owners with complaint regarding noise in a unit after hours are asked to call the police and report it to Ayre & Oxford the next business day. Please document the date / time and nature of the complaint with as much details as possible.

6. Renovations and repairs:

- a. Construction in units is to be between 8am to 5pm Monday through Saturday.
- b. If you are planning a renovation you are asked to contact building management prior to commencement for guidelines and they will provide permission. This also applies to moving plumbing or electrical fixtures from one location to another.
- c. Garburators are not allowed due to the small size of the drainage pipes.
- d. Unapproved renovations are subject to removal.

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- e. If you are upgrading / renovating, please ensure your insurance is adjusted to reflect coverage on all items that are not remaining “builder’s grade”.

7. Home based business:

Please make your request in writing to the Building Management for approval by the Board. Approval will not be given to business which requires public attendance in the building.

8. Air conditioners:

Air Conditioners must be approved by the Board. Please submit written requests to Management with all specifications. Air conditioners cannot be mounted to hang outside of windows and must be fully inside your unit. They cannot alter the building in any way or cause excessive noise outside your unit that may disturb neighbors.

9. Heating:

In the winter please make sure your heat is on. Do not leave any windows or patio doors open when you are not around. If you do need to open a window please monitor it closely as there have been problems with pipes freezing when there is a change in temperature. Damage done to your suite and other suites, as a result of frozen pipes that burst, as a result of negligence on the part of the resident or owners of the suite, is the responsibility of the owner and/or resident of that suite. Our temperature can change drastically from warm too cold in a hurry.

10. Insurance:

It is mandatory that all owners and tenants if renting have proper condo insurance. A copy of the insurance documents must be presented to the management company for their records.

The Condominium Corporation carries Real Property All Risk Insurance, which provides coverage to the full replacement value of all real property in the condominium complex.

This policy does not cover the individual unit owner in two important areas:

- Insurance coverage on your personal belongings and
- Insurance coverage for personal liability
- Insurance on Betterments, or improvements

To protect these important areas you should purchase a Condominium Unit Owners Policy. This a package designed specifically for this unique type of ownership. Contact your insurance agent to ensure that your needs are adequately met.

11. Pest Control:

How to determine if you have a bed bug problem within your unit, and what action MUST be taken to mitigate the effects on other owners should bed bugs be found. Please take a few important moments to inspect your unit as follows:

- Step 1: Check your body for bites in the form of red welts that itch. Bed bugs inject an anesthetic that keeps you from feeling their bite, but as the anesthetic wears off you are left with a red welt or groups of them if you have a bad infestation. If you have the welts, chances are you have a bed bug problem.
- Step 2: Look behind any hanging artwork. Bed bugs love to hide behind paintings and photographs hanging on walls. Use a flashlight: Bed bugs are tiny (adult bed bugs are about 1/5" long and reddish-brown) and come out at night.
- Step 3: Take the bedding off your bed and check under your mattress, under your box spring, and in corners and crevices. Bed bugs like to hang upside down from the bottom

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of box springs. Also check the frame where they have been known to hide in corners. These are all places that bed bugs will hide during the day.

- Step 4: Pull out dresser drawers and look in the corners and crevices of the drawers. If bed bugs are in your bedding, they're probably in your clothes and drawers.
- Step 5: Look for small red or brown spots on your bed linens. The spots also are a sign of infestation.

If you find bed bugs, firstly, REPORT IT as per above to start mitigation action and minimize the overall costs borne by all Owners.

Security:

The security of the building is relevant to everyone to make sure to avoid allowing strangers into the building.

- a. Don't allow people to follow you through doors.
- b. Report suspicious activity to the police.

Thinking of selling?

It happens – everyone's needs change over time. Note though that when you are selling the real estate agent you work with or potential buyers are usually interested in some key documents:

- Condo Bylaws
- Previous AGM minutes
- Insurance Certificate for building
- End of year financials
- Reserve Study

All these documents have been provided to owners in the past. By law you only have to make these available for VIEWING (by appointment at Ayre & Oxford) however to speed up the sales process most sellers keep a copy of the documents handy. Please remember that if you need this documentation reproduced there is a fee which can be \$300-400 depending on the needs of the buyer. So be sure to have your bylaws and keep your AGM information in a handy spot!

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Southwind Manor Contact Information

Suite 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: _____

****Anti-Spam Email Legislation Consent: By providing my email address I am granting permission for Ayre & Oxford Inc. to email me for communication purposes related to the property. To remove consent, please notify our office requesting removal of your email from our system.****

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:** _____

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.

Once completed, please sign and return the form attention Leah Umphrey, contact info provided on the letter head.

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PET REGISTRATION

The Owners: **Southwind Manor Condominiums**
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 _____

Per Pet Owner _____

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 Southwind Manor
Condominiums

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NOTICE OF INTENTION TO RENT/LEASE
Southwind Manor

1. We, _____ as owner(s)
of Unit Number _____, intend to rent/lease the unit to:

(name(s) of proposed tenant/lessee)

2. A copy of the proposed rental agreement/lease showing the terms thereof, the amount of the rental to be paid and the circumstances under which it may be terminated prior to expiry is attached.

3. My/Our mailing address for service of legal process is:

4. I/We undertake to pay the Condominium Corporation and to indemnify it against any damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee.

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

6. I/We have fully explained to the prospective tenant/lessee the provisions of Sections 53-57 of the *Condominium Property Act* and we have provided the tenant with a copy of the Corporation's Bylaws.

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

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

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

Attachments: Rental Lease Agreement & Certified Cheque

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Tenants Receipt of Bylaws
Southwind Manor Condominiums

To: Board of Directors: Southwind Manor Condominiums

Unit # _____

Address: _____

In consideration of the attached application to lease unit # _____, 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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Cease To Rent – Southwind Manor

To: Board of Directors: Southwind Manor 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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**Southwind Manor Condominiums
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

- | |
|--|
| <p>1. New Pre Authorized Plan for Ayre & Oxford Inc.? YES NO</p> <p>2. Bank Information Change (If Applicable)? YES NO</p> <p>3. Are you authorizing any outstanding balance to be withdrawn from your account along with your monthly fees? YES NO INITIALS _____</p> |
|--|

I, _____ ; Hereby authorize Alberta Treasury Branch (ATB) and:
Ayre & Oxford Inc.
#203, 13455 - 114 Avenue
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 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: _____ 1, 20____ **(We must receive this form by the 24th of the month before the commencement date.)**

Witness: _____ Signature: _____ Date: _____

A VOID CHEQUE or BANK CONFIRMATION MUST BE ATTACHED

Please complete and return to receivables@ayreoxford.com . Thank you.

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Southwind Manor - Unit Alteration/Renovation Application

Date of Application: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Interior Enhancement: _____

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

Permit Required: YES _____ NO _____ (If yes, enclose copy for file)

Material(s) to be used in construction:

NOTE: low, minimal or maintenance free materials must be used in construction, and must meet with municipal and provincial codes & requirements

Color(s): NOTE: If enhancement is exterior, it must coordinate to existing exteriors

Dimensions, Specifications:

(attach a detailed sketch or drawing of the project showing dimensions, including proximity to adjoining properties. If interior enhancements involve structural changes, an engineer's report may be required.)

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

Estimated completion date of project(s):

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

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

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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)

**Southwind Manor
Floor Covering Specifications**

Floor coverings in the interior of any unit shall not be replaced with less resilient coverings than the pre-existing coverings without the prior consent of the Board. For the purpose of this policy: ceramic tile, marble or the like shall be considered less resilient than vinyl tile, hardwood flooring or the like which shall be considered less resilient than carpeting, carpeting and under pad, or the like.

Where hard floor coverings are allowed by permission of the board, and where they are located in any unit that is above another unit, the floor coverings must be installed using a resilient underlay which has a laboratory tested rating of "Impact Insulation Class" (IIC) of 70 or higher, and a Sound Transmission Class (STC) of 65 or higher.

The floor covering must "float" on the isolated underlay with no fasteners or other bridging through to the structure. For solid hardwood floors and tiles floors, this can be achieved by installing the resilient underlay below the subfloor.

Occupants with hardwood floors topping (hardwood, vinyl, ceramic tile and laminate) must recognize that the floor impact resulting from their activities are more readily transmitted to units below and active steps to limit the noise of these impacts must be taken. Please note: the under pad requirement must have a Impact Insulation Class (IIC) of 70 or higher and a Sound Transmission Class (STC) OF 65 or higher.