

The Sands

Welcome *to your new home at The Sands!*

As a new owner, you will find some important information in this package concerning Property Management contacts, move in policies, rental information and pet registration.

Ayre & Oxford Inc. Property Management Contact Information

ADDRESS :
501, 4730 Gateway Blvd.,
Edmonton, AB T6H 4P1

Ph: 780.448.4984 ~ Fax: 780.448-7297 PROPERTY

MANAGER:
Becky Lillico
E-mail becky@ayreoxford.com
780-448-4984 ext. 3100

ADMINISTRATIVE ASSISTANT:
Emma Koch
E-mail commadmin@ayreoxford.com
780-448-4984 ext. 3330

AFTER HOURS EMERGENCIES
780-499-8424

Summerside Resident's Association
Ph:780-497-7558Fax:780-497-7559
www.summerside-connect.com

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.**

Condominium fees

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

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

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

The Sands Condominiums
C/o Ayre & Oxford Inc.
501, 4730 Gateway Blvd
Edmonton, AB T6H 4P1

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

What is Condo Café?

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

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

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.

RentalUnits:

If you intend to rent your suite, please ensure you send confirmation to the Condo Corporation of your own and the tenants' contact information, receipt of the bylaws, and a copy of the lease to 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 this may result in a bylaw violation fine of \$250.

Visitor Parking

Visitor parking is for guests of residents only. Residents are not permitted to park in visitor stalls. The speed limit within the complex is 15km per hour. Please slow down. The visitor parking stalls and Emergency Access Drive Lane (in front of garages) are monitored by United Parking. Visitors are permitted to park for 24 hours maximum per visit and a maximum of 10 visits per month.

Register Online at: www.iStall.ca Text or Call 1-844-332-2212 Location ID: 126.

Visitor parking extended requests need approval from the Board of Directors and requested on www.iStall.ca Monday to Friday from 8am to 4pm.

- 1) a request for one week or less, and not a recurring request, is an automatic approval.
- 2) more than one week, to up to two, will be reviewed case by case. If not recurring, the board approval with no fee.
- 3) more than two weeks, case by case, with a fee of \$10 per day to a maximum of 2 weeks with board approval

Unit Alterations:

Please note that prior to making any improvements, replacements, or other changes to your property you must submit a request to the Board for approval. Changes to a property cannot be made until owners receive approval via email or letter from the Board. Please do not assume that all requests will be approved. Any changes made to a property that are not approved by the Board will require the owner to amend any work done at their own cost. Please submit the unit alteration form to Management.

A/CUnitsInstallation:

Central Air Conditioners must be approved by the Board of Directors and must meet criteria outlined on the unit alteration form. Approval is subject to the results of the Sands electrical audit. Limitations exist central A/C units will not be able to be accommodated due to electrical capacity overages. Contact Management for further information regarding your unit eligibility.

Garbage Garage: ACCESS CODE – 1-3-4

All residents requiring access to the garbage garage will be required to enter the code **1-3-4**. Please keep the garbage area locked, and do not dispose of furniture or mattresses in the dumpster area, as the city will not remove items. The cost of removal will be charged back to your unit if found.

Ensure all garbage is placed inside the dumpster. It **WILL NOT** get picked up by the city and this will have an impact on your condo fees.

**The Sands
Contact Information Update Form**

How would you like to receive your Condominium Correspondence?

EMAIL ONLY ☐

MAIL ONLY ☐

**** Please ensure that your address filed with Land Titles is kept up-to-date at all times to ensure you receive important Legal documents pertaining to your Property, which will continue to be mailed to the Address registered on Land Title.**

Suite No.: _____ Building (where applicable): _____

OWNER INFORMATION

Owner Name: _____

Property Address: _____

Mailing Address (if offsite): _____ Prov: _____ Postal Code: _____

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

E-mail: _____

Emergency Contact/Agent: _____

Emergency contact primary phone: _____ Secondary phone: _____

TENANT / RESIDENT INFORMATION, (if different from Owner):

Name(s): _____

Daytime phone: _____ Evening phone: _____

Please be reminded that the Owner(s) is/are responsible to ensure the Tenant(s) receive all applicable correspondence.

CARS OWNED OR USED BY OWNER/RESIDENTS parked on Condominium Property:

Car #1.

Parking stall number: _____ Make/Model: _____ Colour: _____ License Plate Number: _____

Car #2.

Parking stall number: _____ Make/Model: _____ Colour: _____ License Plate Number: _____

Signature: _____ **Date:** _____

The information requested above is required as per your Bylaws and the Condominium Property Act. Please ensure you submit a new form with any changes to any of the above information. Changes are accepted in writing only, to ensure no discrepancies.

Once completed, please sign and return the form to commadmin@ayreoxford.com, or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.

The Sands

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., 501, 4730 Gateway Blvd; Edmonton, AB T6H 4P1, 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

The Sands Condominiums
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.

Notice of Move in and move out must be notified in advance, at which time an elevator key will be provided if applicable to assist with the move.

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 owner's 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

**The Sands Condominiums
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: The Sands Condominiums

Unit # _____

Address: _____

In consideration of the attached application to lease unit # _____ at Mosaic Sands, 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: _____

The Sands
Unit Owner's Cease to Rent Notification

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: Mosaic Sands Condominiums

Unit # _____

Address: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ date.

Date: _____

Signature: _____

Print Name: _____

Signature: _____

Print Name: _____

Witness Signature: _____

The Sands

APPLICATION FOR PET APPROVAL

In accordance with the Board of Directors approval for a cat or dog is required. Please complete this application for the cat or dog residing in your Unit and return to the Condominium Office. A copy of the municipal license (city of Edmonton) and a recent photograph of the pet in the application must be attached before approval will be granted. **NOTE:** A size restriction is in effect. All pets must receive conditional pet approval & be registered with the Board.

**One (1) cat or (1) dog up to forty-five (45) pounds in weight and seventeen (17) inches in height; or
Two (2) cats or two (2) dogs , or one (1) cat and one (1) dog up to thirty (30) pounds and fifteen (15) inches each.**

Owner: _____ Unit Address: _____

Home # _____ Work # _____

Mailing Address if Owner lives Off-Site: _____

TO BE COMPLETED BY OWNER/LANDLORD IF UNIT IS RENTED:

Tenant Name(s) _____

Home # _____ Work # _____

Pet Description: Cat (breed): _____ Dog (breed): _____

Sex: _____ Color: _____ Age: _____ Fixed? Circle Y or N

Full Grown Height: _____ Full Grown Weight: _____

Municipal License # _____ Tag # _____

I/We, the Owner(s) of the above Unit do hereby make application for approval for the pet (cat or dog) as described above and agree to the following terms and conditions:

1. The information provided is accurate. Misrepresentation will result in the withdrawal of approval by the Condominium Corporation.
2. This application references this animal ONLY and will not apply to any other animal residing on the premises, now or in the future.
3. Approval for pets may be withdrawn by the Condominium Corporation, in accordance with By-law 62 (b) iii.
4. In the event that the animal described about is under the age of (1) year, **I/We** promise to provide a copy of the municipal license before the animal's first birthday.
5. Any and all costs incurred resulting from damages and repair to the Common Property caused by the above described animal shall be the responsibility of the Unit Owner. Resulting legal costs, if any, will be borne by the Unit Owner.
6. No animal shall be tied to any part of the Common Property, including posts, trees, shrubs, fences or signs.
7. No animal shall be allowed to create noise or disturb other residents in any way.
8. No animal shall be left unattended while on Common Property or exclusive use areas.
9. All pets must be properly controlled (leashed or caged) at all times while on Common Property.
10. Owners are responsible for the proper disposal of PET WASTE. All waste is to be removed immediately from Common Property and exclusive use areas.
11. No more than 1 cat or dog 45 pounds in weight and seventeen inches in height, or two dogs or two cats thirty pounds in weight and fifteen inches in height.
12. **I/We** agree to comply with the Condominium By-laws and any rules and regulations set forth by the Condominium Corporation.

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. 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.
4. That I shall not permit my animal to run at large on any part of the property.
5. 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.
6. It is the Owner's responsibility to remove pet feces from common areas and exclusive use areas immediately.

Per Unit Owner _____

Per Pet Owner _____

SIGNED THIS _____ DAY OF _____, 20____. Signature: _____

Permission to maintain the above described animal, subject to the Condominium Bylaws and aforementioned conditions, is hereby granted.

Dated this ____ day of _____, 20____ Per: _____ (Property Manager) on behalf of
The Owners: The Sands 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)

The Sands
Unit Alteration/Renovation Application ~ Alteration Notice

Date of Application: _____

NAME: _____

PHONE: _____

ADDRESS: _____

- ☐ Patio Stones ☐ Rocks ☐ Mulch ☐ Shrubs ☐ Artificial Grass ☐ Fence
☐ Phantom Screen Door ☐ BBQ Gas Line ☐ Central Air Conditioning

Description of Project(s):

City of Edmonton Permit Required: YES _____ NO _____ (If yes, enclose copy)

Central Air Conditioning (A/C) must meet the following criteria to be approved:

Installation may be permitted upon Board approval of one residential grade A/C unit that is based on the installation of the central AC unit not exceeding 10.3A Full Running Load.

Approval is subject to the results of The Sands electrical audit. The electrical audit provided the Corporation comprehensive unit and block amperage draw on the complex's pedestals. Where limitation exists central A/C units will not be able to be accommodated due to electrical capacity overages.

- The A/C unit must be placed within the unit's fenced front yard on the cement pad.
- The A/C unit must be professionally installed and maintained at no cost to the Condominium Corporation.
- Specification Sheet the running sound in decibels. (maximum daytime running sound 65 decibels, maximum night-time running sound 50 decibels).
- Not exceeding 10.3A Full Running Load.

The homeowner will be granted conditional approval to proceed with central A/C installation. This will be monitored as a property requirement with the City of Edmonton when applying for a permit. Final approval will be granted upon submitting a photograph of the City of Edmonton permit and photographs of the installed air conditioner. Proof must be submitted within 60 days of conditional approval being granted.

The Board reserves the right to revoke approval, order the removal of the A/C unit, or proceed with fines and enforcement for the following contraventions, which includes but not limited to:

- Review of reported complaints on file.

- The A/C is found to be non-compliant with City and/or Condominium Bylaw(s) this can be electrical, sound, or other.
- The A/C is found to be contributing to electrical overcurrent capacity concerns to any upstream electrical system(s).

Owners are responsible for any costs associated with removal and restoration of the property to previous condition. Please visit City of Edmonton Bylaw 14600 Community Standards Bylaw at 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. For air conditions provide a product/model specification sheet. 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:

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)

January 21, 2019

Re: Security Surveillance Camera Policy - The Sands Condominiums

Dear Owner(s):

Please be advised the Board of Directors has implemented the following policy pertaining to the installation of security surveillance cameras at The Sands Condominiums.

Exterior alterations including the installation of security surveillance cameras are not permitted and as a result, the Board will not approve any requests for external security surveillance cameras. The Board may consider the installation of a doorbell camera however, a Unit Alteration Form must be submitted for Board review and approval prior to its installation.

As outlined in The Sands Bylaw:

62. USE AND OCCUPANCY RESTRICTIONS

(b) An Owner shall not:

(ix) permit, erect or hang over or cause to be erected or to remain outside any other part of a Unit or on the Common Property or on the Parcel or real property of the Corporation, clothes lines, garbage disposal equipment, recreational or athletic equipment, fences, hedges, barriers, partitions, awnings, shades, screens, miniature satellite dishes or any other matter or thing without the consent in writing of the Board first had and obtained. No television or mobile telephone or radio antenna, tower or similar structure or appurtenances thereto shall be erected on or fastened to any Unit except in connection with a common television antenna or cable system as authorized by the Board then only in accordance with the regulations therefor which may be established by the Board.

Please be advised if a security surveillance camera is installed, the Board holds the rights to have the camera removed, and all costs for removal and repairs will be charged back to the owner.

This information will be posted in the Welcome Package and on documents for new purchasers/sellers.

Should you have any questions or concerns, please contact our office at 780-448-4984 ext. 347 or dawn@ayreoxford.com.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of The Sands Condominiums



Christine Sheskey

Condominium Manager

November 17, 2021

Re: Garbage Garage Lock Policy - The Sands Condominiums

Dear Owner(s):

Please be advised the Board of Directors has motioned on November 1st, 2021 to install a keyless entry lock to the garbage garage effective December 20th, 2021. The motion to install the new lock is to ensure that only residents of the Sands have access to the garbage garage and try to keep the cost of waste removal to a minimum.

Effective December 20th, 2021 all residents requiring access to the garbage garage will be required to enter the code **1-3-4**.



This information will be posted in CondoCafe, the Welcome Package and on documents for new purchasers/sellers.

Should you have any questions or concerns, please contact our office at 780-448-4984.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of The Sands Condominiums



Christine Sheskey

Condominium Manager



UNITED PARKING SERVICES INC.

The newest innovation in AUTOMATED PARKING MANAGEMENT

☎ 1.844.869.6377

✉ dan@unitedparkingservices.com

🌐 www.unitedparking.ca

Effective Date: Continuing Services

Re: The Sands

Dear Residents,

The Management and Board of Directors have contracted our company, UNITED PARKING SERVICES INC. to assist the community with parking management services. Our services include visitors stall management, as well as general parking enforcement patrols on the property.

Parking and visitor registration is now easier than ever with **iStall™**, your new parking system!

Enjoy the following enhanced features with iStall:

- Mobile-friendly visitor registration via any browser!
- Dramatically enhanced text registration wizard
- Registration by touch-tone phone also available

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

Enforcement of the Parking Rules and Regulations:

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

Fines Charged:

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



UNITED PARKING SERVICES INC.

The newest innovation in AUTOMATED PARKING MANAGEMENT

☎ 1.844.869.6377

✉ dan@unitedparkingservices.com

🌐 www.unitedparking.ca

1-844-869-6377

Parking Hotline

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

This number is available to all residents to report a violation, i.e., if a vehicle is parked in your assigned parking stall or in a fire lane etc. We will request the property name or Location ID, the license plate of the vehicle causing the problem, and a description of that vehicle. The response time for a call out will depend entirely on the availability of a patrol vehicle or Tow Truck.

Visitor registrations

You can register visitors online at www.iStall.ca, or by texting or calling 587-200-0320. Each option requires the specific Location ID for your property. **The site-specific Location ID for your property is 126 and can be found on the bottom left corner of the visitor parking signs.**

Visitor are permitted to park for 24 hours and are permitted to register at total of 10 times per month. Any vehicles exceeding the 10 visits per month will be considered a resident and subject to a violation.

Please read and retain the enclosed “iStall Parking Registration” guide below.

NOTE: Visitor passes are for visitors’ vehicles only. Residents are not permitted to park in visitor parking areas at any time without prior management approval.



UNITED PARKING SERVICES INC.

The newest innovation in AUTOMATED PARKING MANAGEMENT

☎ 1.844.869.6377

✉ dan@unitedparkingservices.com

🌐 www.unitedparking.ca

iStall™ Parking Registration Guide

Your Location ID: 126

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

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

- 1) Enter your Location ID (**126**), click “Park”, and select “Visitor Parking”
- 2) Enter the Unit Number, License Plate (no space or dash), Building and Security PIN if required
- 3) iStall will confirm your registration
- 4) iStall account holders will receive an emailed copy of every visitor parking registration

2. **NEW:** TEXT THE WORD ‘PARK’ TO 587-200-0320

- 1) You will be prompted to enter this information
 - a. Location ID (**126**) (only Lot number, no extra words)
 - b. License plate (only letters and numbers, no hyphen or space)
 - c. Building (Only shown if your property has multiple apartment style buildings)
 - d. Security PIN Code if required
- 2) You will receive confirmation by text response, along with a template that you can copy & paste or forward back to us for future parking registrations. Just update the license plate and hit send!

3. PHONE 587-200-0320

- 1) You will be prompted to enter Location ID (**126**), license plate, your unit number and security pin if required.

IMPORTANT: It is your responsibility to ensure your visitors are registered. Internet and Text/SMS connections occasionally fail. If one registration method is not working, please register using an alternate option as noted above. If you do not receive a registration confirmation, or if your registration is denied, your visitor is NOT authorized to park on the property.

To register an extended visitor or request more visitor passes?

You may request additional pass privileges from the board or your property manager or through iStall (this requires you create an iStall account). After logging in, click the gear on the top right corner, select “My Account”, then “Request Parking”. NOTE: Parking requests are only reviewed by your property manager during weekday office hours.

AYRE & OXFORD INC.

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

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:

1ST COMPLAINT

2ND COMPLAINT

3RD COMPLAINT

4TH COMPLAINT

NOTES: _____
