



Mosaic the Grove

Welcome
to your new home at Mosaic the Grove

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.

Resident Contact Information

Ayre & Oxford Inc
501, 4730 Gateway Blvd
Edmonton AB, T5P 4P1
Ph: 780.448.4984 ~ Fax: 780.448.7297

Deanna Chacana
Condominium Manager, Associate Ext.
3050 ~ Email: deanna@ayreoxford.com

Dawn Billo
Administrative Assistant
Ext. 3470 ~ Email: admin2@ayreoxford.com

After Hours Maintenance Emergencies

780-499-8424

Guidelines for the Use & Enjoyment of Common Areas

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, pet issues and items pertaining to/ in accordance with the Bylaws. Ayre & Oxford Inc. ensures that all bills are paid in a timely manner and take care of the collection of the condominium fees.

All common area concerns can be directed to your Condominium Manager, Deanna Chacana.

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.

Security:

The security of the neighborhood is relevant to everyone. If you see unsafe conduct or activities in your area, please report suspicious activity to the police.

- 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.
- d. Kindly report the event and incident number to Ayre & Oxford the next business day, including the date / time and nature of the complaint, with as much detail as possible so that we may keep record or follow up accordingly.

Payment

Common Expense Levies (condo fees) can be paid via post-dated cheques or Electronic Funds Transfer. Payment for all other items including but not limited to move fees, fobs and keys, chargebacks, parking, etc. can be paid by cheque made out to:

Mosaic the Grove
C/O Ayre & Oxford Inc.
#501, 4730 Gateway Blvd
Edmonton Alberta, T6H 4P1
Or via the Corporation's CondoCafe.

Please note that any payment that is returned is subject to a \$35.00 NSF processing charge, as well as any interest charges as set out in the Corporation Bylaws.

Property assistance personnel

If you have a flood or a similarly urgent issue which requires immediate assistance, please contact Ayre & Oxford at 780-448-4984 or the after-hours emergency staff using the **After-hours emergency line: 780.499.8424**.

Please note that your Condominium Corporation employs a maintenance personnel, ensuring that you have someone familiar with your property to address most site issues and complete a regular maintenance check on your property. Outside of regular business hours, a rotating after-hours emergency staff is 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.

All non-urgent reports should be made via email or phone to the office for record purposes.

CondoCafe:

This is an online portal offered exclusively by Ayre & Oxford Inc. where you will have access to view your own account balance in real time and you can make payments with your bank card, credit card, or chequing account for any costs you may incur (other than recurring Condo Fees). In addition to the new payment options, you will also have access to your condominium's documents and communications from our office.

To be able to be invited to register for CondoCafe (RentCafe), you are required to register your email address with Ayre & Oxford Inc. Once your email is received, you will be emailed instructions on how to register. Please contact admin2@ayreoxford.com to update your email information.

Noise & 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, so parties or activities beyond 9pm should be conducted with due respect to your neighbors.

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

Speed limits:

The speed limit is 15 kilometers per hour. If you see someone speeding, please record his/her license number and email it to the property manager.

Visitor parking:

Visitor parking will be monitored by United Parking starting July 22, 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 12 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 Text or Call 1-844-332-2212 Location ID: 120.

Yards / landscaping:

Owners are responsible to maintain, weed, and water your own shrub beds. Owners are also responsible to water your own grass.

- a. The bylaws for Mosaic the Grove specify that no toys, chairs or furniture are to be kept on lawns.
- b. The grounds-keeping / Snow removal contractor will mow the grass within your fenced yard if it is clear of pets, pet feces, toys, debris, or any other objects.
- c. If you have a pet, please be responsible and practice immediate clean up in your yard and other common areas.
- d. Even if you have a pet, you are responsible to keep your grass alive, green, and free of feces. (Tip: Pet urine tends to kill grass. The bylaws are clear that this is unacceptable. Heavy watering and some fertilization of your grass might reduce the problem.)

A/C Units Installation:

Applications for the installation of central air conditioners will not be approved based on the information calculated by an electrician that the electrical panels which service the buildings, is not equipped to handle an air conditioner at each unit. If they are installed, the Board holds the right to have them removed at the owner's expense. **The use of interior air conditioners is permitted.**

Please be reminded air conditioners are not permitted to protrude out of the window.

Balconies:



AYRE & OXFORD INC.

Balconies are considered common areas. They must be kept clean of junk not appropriate for this area. No storage of garbage etc. is allowed. Basically, if it is an eye-sore it's not allowed. We want everyone to be able to enjoy their balconies, so common courtesy, in respect to noise

Levels, is also appreciated. If it gets noisy, kindly take the party inside and close the sliding door. Loud noise after 9:00 pm is frowned upon. **Satellite Dishes** are not allowed on balconies. **BBQ's** are a fire hazard on rear balconies.

Garbage...garbage:

There are garbage garages located every few buildings along the central laneway. Please keep the garbage area locked, and do not dispose of furniture or mattresses in the dumpster area, as the city will not pay for removal of items. The cost of removal will be charged back to your unit if found.

We strongly encourage everyone to recycle, and please be reminded:

- ⊗ Please DON'T put your garbage beside the dumpster – it won't get picked up by the garbage folks, and ends up being strewn across the property. If we have to hire someone to clean up garbage left outside the bin or in the building, that cost gets passed on.
- ⊗ Plastic milk jugs and other recyclable plastic jugs now carry a refundable deposit. If you are disposing of milk jugs, please ensure they are crushed to allow more space.

Pets:

All pets must be registered using the available Pet Approval Form, and be kept in compliance with the terms of the agreement as submitted to the Board of Directors. An Owner may keep or allow one cat or dog up to forty-five pounds in weight and seventeen inches in height, or two cats dogs, or one cat and one dog, up to thirty pounds in weight each and fifteen inches in height each.

Guidelines Within your Unit & Exclusive Use Areas

BBQ's:

BBQ's should be kept away from your siding, and off of rear balconies, as they could melt the vinyl exterior. Any damage to the outside of the building from BBQ's is the responsibility of the owner of the suite upon which damage was incurred.

Downspouts

Downspouts should remain DOWN at all times to ensure water drainage is directed away from your foundation. Lawn companies occasionally forget to place these back down, so please monitor this ongoing, and notify management if this becomes an issue.

Heating:

Please monitor the temperature of your unit to ensure it is reasonable, and not humid. 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 to cold in a hurry.

Renovations & repairs:

Please note that any alterations of your existing unit (including a change of light switch facing) can void the warranty on your unit if not completed by a professional. For any questions regarding your warranty, please contact Brookfield directly.

If you plan on a major alteration such as developing your basement, we advise you to contact the City of Edmonton at #311 to inquire further about your responsibilities and obligations in receiving a permit. We also recommend that you contact building management prior to commencement for guidelines and to seek Board approval for your intended alterations.

Please strongly consider the following before proceeding:

- a. Construction in units is to be completed between 8am to 5pm Monday through Saturday, and not to take place on balconies or common area space.
- b. Please seek advice before moving plumbing or electrical fixtures from one location to another.
- c. If you are upgrading / renovating, please ensure your insurance is adjusted to reflect coverage on all items that are not remaining "builder's grade".
- d. Unapproved renovations may be subject to removal.
- e. Disposal of renovation materials in the City garbage area may result in a chargeback.

Insurance:

The Condominium Corporation carries Real Property All Risk Insurance, which provides coverage to the full replacement value of all real common property and Directors and Officers Liability. Only common property and improvements installed by the Developer will be covered under your Condominium insurance coverage. **Please complete the attached Improvement Installation Checklist for the Corporation to properly ensure these improvements, as the Developer is not responsible to provide this information.**

Provide your insurance agent with a copy of the Corporation bylaws and the current Corporation insurance certificate for their reference in ensuring your coverage is relevant to areas of your responsibility.

It is strongly suggested that all owners have proper insurance. A copy of the insurance documents should be presented to the management company for their records.

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

- Insurance coverage on your personal property or contents coverage
- Insurance coverage for personal liability
- Sewer Back up
- Contingent insurance
- Insurance on Betterments, or improvements
- Loss assessment (coverage for the Corporations deductible should this be assessed back to the unit responsible.)
- If the unit is rented to tenants, the owner should carry a condo package that also covers tenant liability, the tenant must carry a tenant's policy.

To protect yourself in 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.

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.

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.

For sale / rent signage:

Signs cannot be placed on the common property or surrounding grounds of Mosaic the Grove. A Realty Tree is available, so sale signage can be coordinated accordingly with the signage company.

Sump pumps

Each end unit has a sump pump installed. With this equipment comes some responsibility, as its continued operation will affect all other units. Costs associated to its operation are metered separately for its electrical intake. The main benefit of having a sump pump in your home is



AYRE & OXFORD INC.

that it alleviates the worry of accidental water damage.

Each unit owner is responsible to ensure the installed sump pump is operational at all times. Should the sump pump remain inoperable for a period of time, damages can result in repair costs along with restoration costs in the event of flooding, which can be excessive.

Should damages occur as a result of unit owner negligence, the repair costs will be levied against the unit owner responsible. In addition, Brookfield Homes may void structural warranty terms should any resulting foundation issues be uncovered.

Please take this opportunity to review some tips for care of the sump pump:

- **Ensure the discharge pipe is connected** and allows water to drain away from the foundation.
- **Go outside** to check that the pump is actually discharging water (sometimes the pump will run but it won't pump any water out).
- **Visual Check:** In general, a sump pump does not require extensive maintenance. Most homeowners find it beneficial to do a visual check on the pump every few months. Once annually, it is important that a more thorough sump pump maintenance routine be performed. On the rare occasion of persistent rainfall, your sump pump should be monitored more often to ensure its smooth operation.
- **Fill the sump pit with water** to make sure the pump is working properly.
- **Clean the air hole** in the discharge line.
- **After Heavy Rainfall:** A buildup of debris in your sump pump is one of the major causes of sump pump failure. It is important that you check your inlet suction screen to make sure that

there is no blockage. This sump pump maintenance routine should be performed every few months and especially after heavy or persistent rainfall.

- **Check the Motor:** Once annually, it is necessary to check on the effective operation of the sump pump's motor by pouring water into the drain area of the pump. If the pump is working well, the motor will turn on just as the float rises with the water level. You should repeat this procedure for a few cycles. Keep track of when you last performed this task as it is a very important part of your sump pump maintenance program.
- **Check Float:** Ensure that the float of your sump pump is able to freely move. If the float is obstructed, your pump may fail to start. This task does not have to be performed regularly, but you should get in the habit of doing it every few months.
- **Verify Oil Seal:** If you spot an oily film on the surface of the water in your sump pump, verify the condition of the oil seal. The appearance of oil probably indicates a faulty oil seal which may cause the motor to burn out.

Humidity and condensation in your home

It is a home owners' responsibility to maintain the proper humidity level within their home in efforts to reduce moisture. Routine things like cooking, showers, dishwasher and laundry machine use and hang drying clothes can produce high amounts of moisture in your home. If the moisture is not vented outside, it can cause damage in your home. In efforts to reduce excessive moisture please ensure to use the appropriate fans listed below:

- Adjust the humidifier on your furnace to match the chart below when temperatures change outside.
- Use your bathroom and kitchen fans every time you cook or shower. Run them for an hour after each use.
- Use the main ventilation switch located below the thermostat at least once a day for an hour each time.
- Keep the window curtains open and/or blinds lifted one (1) foot from the bottom of the window.

<u>Outside Air Temp</u>	<u>Maximum Indoor Humidity</u>
-30°C or below	15%
-30°C to -24°C	20%
-24°C to -18°C	25%
-18°C to -12°C	35%
-12°C to 0°C	40%

Please contact Ayre & Oxford if any condensation from the attic leaks onto the ceiling or from the bathroom fan

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!

Attachments:

Mosaic the Grove Contact Information Sheet

Betterments and Improvements Form

Notice of Intention to Lease Form

Notice of Tenants’ Receipt of Bylaws

Notice to Cease Rental Form

Pet Policy

Pet Registration Form

Unit Alteration Form

Resident Complaint Form

Electronic Funds Transfer Form (Automatic Condo Fee Withdrawal)

Security Camera Policy

Visitor Registration Information

Mosaic the Grove
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 admin2@ayreoxford.com, or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.

MOSAIC THE GROVE
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 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

**Mosaic the Grove
Tenants' Receipt of Bylaws Confirmation**

TO BE COMPLETED BY THE TENANT(S)

To: Board of Directors: Mosaic the Grove Condominiums

Unit # _____

Address: _____

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

**Mosaic the Grove
Unit Owner's Cease to Rent Notification**

TO BE COMPLETED BY THE UNIT OWNER(S)

To: Board of Directors: Mosaic the Grove Condominiums

Unit # _____

Address: _____

I / We _____

Cease to rent the aforementioned suite effective: _____ date.

Date: _____

Signature: _____

Print Name: _____

Signature: _____

Print Name: _____

Witness Signature: _____

**MOSAIC THE GROVE
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 Management 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.

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.

**MOSAIC THE GROVE
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 , 20 .

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: Mosaic the Grove 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)



Mosaic the Grove
Unit Alteration/Renovation Application ~ Alteration Notice

Date of Application: _____

NAME: _____

ADDRESS: _____

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

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

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

Material(s) to be used in construction:

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

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

Dimensions, Specifications:

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

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

Estimated start to completion dates of project(s): NOTE: owner(s) accepts responsibility for timely completion of construction project

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

**Mosaic the Grove
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)



Mosaic The Grove

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		
2. New Pre Authorized Plan for Ayre & Oxford Inc.?	YES	NO
3. 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

AYRE & OXFORD INC.

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

December 10, 2018

Re: Security Surveillance Camera Policy; Mosaic the Grove 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 Mosaic the Grove 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 whatsoever.

As outlined in Mosaic the Grove Bylaw:

62. USE AND OCCUANCY 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.

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.

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 admin2@ayreoxford.com.

Yours Truly,

Ayre & Oxford Inc.

Agents on behalf of Mosaic the Grove Condominiums



Deanna Chacana

Condominium Manager, Associate

Effective Date: July 22, 2016**Re: The Grove Townhomes**

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, 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 120 and can be found on the bottom left corner of the visitor parking signs.**

Visitor are permitted to park 12 hours per visit and maximum of 10 visits per month are permitted, any vehicles exceeding the 10 visits per month will be considered 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  icon 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 cannot 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 as a visitor by text simply text the word “park” to **1-844-332-2212** the system will respond back asking for the lot ID, your license plate and the unit you are visiting, or you can send a single text string as per the example below.

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: July 22 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 your assigned parking stall or 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.

GOT A STALL? GIVE US A CALL!

iStall visitor passes are for visitors' vehicles only. If you require an additional parking stall, there may be short term or long term rental options available to you through iStall. If there are available rental stalls on your property, you will see an option entitled "Resident Parking" in iStall.

If you have a parking stall which you would like to rent out, iStall enables you to list that stall for rent and be paid for its' use. Simply log in with your iStall account, click on the top right option button on iStall and select "SELL" to begin the process.

Thank you for your cooperation in the Parking Program.

Yours sincerely,
United Parking



AYRE & OXFORD INC.

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: _____
