



CONDOMINIUM CORPORATION NO.0513297 #440 -3111-34th Avenue. NW. Calgary, Alberta T2L 0Y2



PROPERTY MANAGEMENT COMPANY.

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HOUSE RULES-UPDATED 31 March 2020

The House Rules are developed and compiled by the Board based on issues raised by owners, renters, neighbors and Board members. They have been developed for the safety and protection of both individual and common property at 3111 Varsity. The House Rules are recognition of the fact that every owner has an interest in making 3111 Varsity an enjoyable and comfortable place to call home. With this in mind, the Board requests your full cooperation. As new House Rules become necessary, they will be changed or added to this consolidation. You can also contact the Property Manager.



1. <u>Courtesies and Respect.</u>

There are 150 units at 3111 Varsity. Please be considerate of your neighbors and co-owners. This means being aware of the noise being generated from your unit and by guests in your unit.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: Any undue noise in or about the property that could disturb your neighbors and co-owners is prohibited. Some areas of concern in the past have been:

- Pets barking dog(s) in particular. (Left alone in suite.)
- Noise from appliances using dishwasher or washer and dryers late at night (after 11.00pm).
- **Noise within Unit** loud talking, heavy walking, wearing hard-soled footwear, moving furniture on hardwood or ceramic surfaces.
- **Music** listening to music too loudly, or at inappropriate times, or with a strong bass tone;
- <u>**Television**</u> leaving the volume on your TV or surround sound system too high or with high bass.
- **Parties** allowing music and guests on balconies to talk and yell too loudly for the hour of night. After 10:00 pm all owners and guests must go inside and close their patio doors.
- <u>**Closing the fire exit doors-**</u> do so with care, so as not to cause excessive noise.

If you have to leave your pet unattended throughout the day, or when using your appliances, having people over, watching TV or listening to music, please ensure that the noise **<u>does not</u>** leave your unit.

2. <u>Security.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw:

Security is everyone's business. In order to make 3111 Varsity a safe place to live, everyone must show common sense and discretion. Kindly do your part to ensure that 3111 Varsity is a safe place to call home by:

- Ensuring that you have closed the doors when entering or leaving by the stairways or doors;
- Waiting, when exiting and entering the parkade, to ensure that the garage door closes completely.

Do not leave the exterior doorways propped open or unattended when using the loading dock, or moving small items into the building or when you have invited guests over. Also, do not allow strangers into the building.

The exercise equipment and the audiovisual equipment are expensive to replace. If they are stolen or damaged, the Condominium Corporation may not be in a financial position to replace them. The Board is addressing security issues as it is advised of them. If you notice any security concern, please contact the Building Manager or Property Management by phone or by e-mail.

If you notice any suspicious activity in or around the building, contact the police at 403-266-1234. If it is an emergency, call 911.



3. <u>Common Areas.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw:

While common areas are not part of your home they should be treated with respect. Persons causing damage to common property are responsible for the cost of repairs. If those responsible for the damage cannot be found, or if they force the Board to take legal action, the costs then become the burden of the entire 3111 Varsity condominium association.

As a corollary of this, common areas are for everyone's use and are maintained and supervised by the Board. Please do not store any of your personal belongings in common areas.

Please be mindful of the following common areas:

- 1. <u>**The Exercise Room**</u> Do not leave your personal exercise equipment or belongings in the exercise room. This is a possible liability for the Corporation and therefore all owners. If you would like to donate a piece of exercise equipment, please provide a written request to the Property Manager.
- 2. **Parkade Common Areas** –Do not store personal belongings or personal items related to vehicles (windshield fluid, motor oil and anti-freeze etc.) in parking stall area. All personal items are to be stored in designated storage locker.
- 3. **Front and Back Lawns** This is everyone's space. Please do not destroy it by littering, or by allowing your pets to use it as a toilet, or by using it as a hazardous waste disposal area. It costs the Condominium Corporation (the owners) extra to pay for additional lawn fertilizer and maintenance due to pet damage or messes.

For additional House Rules regarding common areas, refer to Rules 4, 6, 8, 9, 13 and 14.

4. <u>Storage Areas.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaws: Kindly ensure that all of your <u>personal items</u> are stored securely either within your unit or within your storage area. The bylaws <u>do not allow items</u> that are flammable such as (<u>PROPANE TANKS</u>) to be stored in your storage unit. Further, please <u>do not</u> store hazardous or toxic products (paint, thinner, aerosol cans or automobile petroleum products) in storage unit. Do not store food or dry goods in storage unit as this could cause rodent problems.

5. <u>Visitors.</u>

Residents are responsible for the activity of their invitees or guests:

- 1. Which includes, responsibility for noise and damage to common property, or personal property. Please remind your guests that <u>loud talking</u> or <u>noise</u> on patios or balconies must stop at **10:00pm** and then must be taken inside of unit and kept at a reasonable noise level.
- 2. This also includes responsibility with respect to noise and damage to common property areas.
- 3. E-mailing the Condo Board at <u>condo.varsity@gmail.com</u> requesting visitor parking passes for more than 2 day consecutive parking and having their guest(s) park in the proper visitor parking underground area and displaying a card on the vehicle dash with unit number being visited.



6. <u>The Parkade Doors.</u>

When using the parkade, please ensure that the overhead doors close after you enter and leave. This will assist in securing the parking area and items stored in the storage facilities. Please don't **piggyback**! (Follow the car in front too closely or allow the car behind you through overhead parkade doors with out using their FOB to gain entry.) When individuals rush to enter or leave the garage after other vehicles, they risk incurring the cost of any damages to the garage door if they hit it with their vehicle.

7. Smoking or Vaping.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: 3111 Varsity is a <u>smoke-free</u> building. Please <u>do not</u> smoke or vape <u>within 5 meters</u> of all building window, door openings or common area patio/balcony door openings. In addition, you can help keep 3111 Varsity clean and attractive by disposing of your smoking materials in proper waste receptacles and by ensuring that your guests do likewise. <u>Do not leave cigarette butts</u> on the ground near the front doorways or in the areas near the parkade elevator entrance. <u>Do not</u> extinguish smoking materials in <u>flowerpots/planters</u> as these may contain peat moss, <u>which is flammable</u>. Please have a metal container to extinguish smoking material and be aware that there are consequences for setting off the smoke detectors, such a charge from the fire department for each call out will be charged back to the unit owner. <u>The designated smoking area</u> is near the bicycle rack and park bench in area in front of upper visitor parking stall.

8. <u>Garbage Room.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: The garbage room is common property. Make sure that when you deposit your garbage that it makes it into the garbage bin. Not only is garbage left outside the bin unsightly, smelly and unsanitary, it may also lead to unwanted pests. If you notice that a bag of garbage has been left outside the bin, please take a second and toss it into the garbage. This only takes a few seconds and accomplishes a lot toward keeping the area tidy.

<u>No Construction Materials (Wood-Metal), Furniture, or Electronics</u> of any kind is to be placed in garbage bins. Further, do not attempt to dispose of any combustible or flammable materials in the garbage bin. These items are not removed by the garbage service and could have the effect of voiding the Condominium Corporation's Insurance policies.

Carry all garbage and compost in leak proof containers so it does not spill or leak liquids in the carpet areas of any hallways or stairwells of building.

If your garbage *leaks or spills* prior to making it into the garbage room, *please clean up the mess.* This is especially important if your garbage contains glass or food. The condition of the garbage room is everyone's responsibility. Arranging for cleaning of the garbage room, if it is not through volunteers, it will be reflected in our condominium fees.

<u>Blue Recycling bins</u> require individuals <u>to separate</u> their recyclables; <u>wash and rinse clean</u> all plastic food containers, jugs and bottles labeled with recycling symbols 1-7, food cans and foil. Put shredded paper in clear plastic bags, bundle all plastic bags and bubble wrap into a plastic bag and tie handles closed.



<u>Completely flatten</u> all cardboard boxes, (<u>Amazon, FedEx, Ikea and all pizza boxes</u>) and place all paper and plastic items in the proper recycle bins. Please check: *City of Calgary Recycling/what goes where*.

<u>Green Compost Bins</u> require individuals to bring their compostable waste to the bin in <u>certified</u> <u>compostable bags</u> only, (no plastic garbage or shopping bags). Compostable waste includes plate scrapings, meat, fish and bones, fruits and vegetables, bread and noodles, eggshells and dairy products, coffee filters and tea bags, paper plates, paper napkins and tissues, cooking oil, sauces and cooking grease. (*Please check the City of Calgary website for proper recycling and composting regulations*.)

<u>Unwanted Items</u>: If you move out of the building and have household or food items you wish to donate to people in the building, please remember it is *your responsibility to dispose* of all left over items and not leave them on mail room sorting table.

9. Parking.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: **Residents** are <u>only permitted</u> to park in their <u>assigned parking stall</u> and <u>nothing can be installed or</u> <u>constructed in or above any parking stall</u> that will inhibit the maintenance or cleaning of the parking stall.

The visitor portion of the parkade and designated exterior visitor-parking stall is for **visitors only**. Owners/residents who park in the <u>visitor parking area</u> will be subject to ticketing and these owners or residents will be responsible for the costs incurred in enforcement of the parking policy. This includes parking infractions in the <u>service vehicle parking stalls, fire lanes and handicapped spots</u> as well.

The top front surface-parking stall is meant for short-term parking (<u>**1 hour maximum**</u>) if longer than that, please use the underground visitor parking area and leave a card on the dash with unit # being visited.

Visitor parking stalls are not to be used by guests or friends who are cohabitating with a resident of the building. Street parking must be used.

If you know that a vehicle parked in the visitor parking is a resident's, contact the Building Manager. Vehicles <u>may not be repaired or serviced or worked on</u> in any of the common areas or in your parking stall in the parkade.

If your vehicle has a fluid leak, *immediately remove* the vehicle from the garage and surrounding areas until the necessary repairs are made. If a vehicle with a leak remains in the garage, the appropriate authority will be contacted and your vehicle towed. Damage caused to parking space surfaces by leaking fluids will be repaired at the owner's expense.

<u>Owners</u> are responsible for leaks, debris, or damage caused by a guest's vehicle.

<u>Parkade Parking Stalls</u> – may be rented out but the <u>renter must be a resident of the building</u> and notification must be given to the Building Manager. Parking stalls are to be kept clean and <u>no storage</u> of automobile equipment / supplies / fluids or household products are allowed to be <u>stored in the parking</u> <u>stall</u> at any time.

<u>NO DIESEL POWERED</u> or **<u>PROPANE POWERED</u>** vehicles or vehicles with propane cooking devices are allowed to park in the underground parkade.

<u>Please do not</u> leave any garbage in and around the parkade vehicle areas, bicycle storage areas and storage areas. Please use the supplied garbage containers. (*These containers are not for household garbage*.)



10. <u>Pets.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: Every <u>pet owner must</u> complete the Pet Responsibility Agreement before bringing a pet into the building, (forms are available on website: <u>www.3111varsity.ca</u>.) All pet owners must comply with the Bylaws. Owners may keep fish (in an aquarium), birds (in a cage, only one if large), 2 cats, or 2 dogs <u>(20 pounds</u> <u>or less each when full grown)</u>. Pet owners must carry, or have their pets on a leash while in the building or on common property. Pet owners are responsible for any and all repair and maintenance for damage or cleaning necessary due to the presence of their pet on the property. This also means <u>not</u> <u>letting your dog urinate</u> in the snow or on the grass beside any building entranceway or exit doors.

Potential Problems:

Noisy pets – please ensure that your pet is not noisy at any time day or night. Failing to clean up after your pet – owners are required to clean up after their pet regardless of whether the mess occurs *outside on 3111 Varsity property or inside the building*. The Board would like to remind pet owners that there will be a fine levied and it is costly to replace the grass and even more expensive to replace the carpet.

11. Balconies and Patios.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw:

<u>Flowerpots, natural gas barbeques and patio furniture</u> are all that is permitted on your balconies/patios and are to be kept within your designated balcony/patio area. Furniture, trunks, freezers, bicycles, clotheslines and other domestic items are not permitted on balconies/patios. <u>NO PROPANE</u>- <u>tanks/</u> <u>barbeques or charcoal cooking devices</u> are allowed on any building patios, balconies or common property.

Planters <u>are allowed</u> on cement patios with Condo Board approval only. Planters are <u>not allowed</u> on wood balconies. Any objects in excess <u>75 pounds</u> on wood balconies will require Condo Board approval. Small shrubs in flowerpots are not to <u>exceed 3 feet</u> in height unless approved by Condo Board.

Any watering of plants in planters or flowerpots must be contained to the pot or planter. Any cost from staining of vinyl decking, handrails or painted surfaces (caused by planter/flower pot overflow or leakage) to units below the balcony will be the responsibility of the offending unit owner.

<u>Cleaning of balconies</u> must be by vacuum cleaner or wet mop. <u>No water</u> can be poured, sprayed or dumped on a balcony for cleaning that causes water to splash or run onto balconies below. Cost of clean up will be the responsibility of offending unit owner.

Do not shake rugs or hang laundry from balcony railings. Debris is not to be swept off or thrown over the sides of balconies as nearby owners may be affected.

In particular, <u>do not dispose</u> of cigarette butts by throwing them over the balcony into the grass area. <u>Do not allow your pets</u> to use the <u>balcony as a toilet</u> as this is a bylaw infraction offence.

Satellite dishes are *not permitted*. Likewise, exterior wall or window air conditioners are *not permitted*.





12. Building Appearance.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: Residents are not permitted to make any changes to the outside appearance of the building including attaching, hanging or leaning anything to the common elements.

13. Exercise Room and Amenity Use.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: The amenity room is provided for the use and enjoyment of all owners and residents at 3111 Varsity. The residential equipment provided is for personal use and not for high endurance physical training. Please treat this room and all equipment as you would your own. If you require equipment for high endurance cardio training, *please apply for a membership at your choice of fitness club*.

Please turn off the lights and ensure door is closed and locked if you are the last person to leave the exercise room.

Please wipe down the exercise equipment when you are finished using it. Disinfectant and cloths have been provided.

When using the amenity room, be considerate of your neighbors and keep noise to a minimum. Please use headphones when playing music while exercising. Use of the exercise equipment shall be limited to the hours of **8:00 am - 10:00 pm**.

Ensure that the exterior door to the courtyard is properly closed and locked before leaving the room.

<u>No additional equipment</u> or <u>furniture</u> may be placed in the exercise room without prior written consent. If you wish to donate equipment or furniture to the Condominium Corporation, please provide a detailed description of the equipment and forward a written request to the Condominium Board of Directors. The Board will review the information and depending on the item, may request that an inspection of the condition of the equipment be made. Once this procedure has taken place, a formal response will be forthcoming from the Condominium Board.

If you use the kitchen or table area, please tidy up after use including removing any garbage, wiping and cleaning any tables and counters that have become dirty or messy.

There is to be no storage of personal food in the exercise room fridge or freezer compartment unless amenity room has been reserved for personal function.

14. <u>Courtyard/Gazebo/Barbecue/Amenity Room.</u>

All owners/residents are able to reserve the Gazebo Barbecue and Amenity Room for private functions and must make their request for the use to the Condo Board. Residents are required to complete the Amenity Room Rental Rules Form located on website: <u>www.3111varsity.ca</u> and provide a \$200.00 refundable deposit cheque made payable to 3111 Varsity Condo.





- 1. The deposit of \$200.00 is payable at the time of booking the gazebo. In the event the facility is left in a neat and tidy manner, this deposit is fully refundable and will be returned with in 10 working days of the event.
- 2. The owner/resident is responsible for the conduct of his/her guests, for cleanup, and will be billed for the full cost of maintenance, repairs, replacement, or cleaning made necessary by guests using the Gazebo/Barbecue and Amenity Room
- 3. <u>Only owners/residents may request permission to use the Gazebo/Barbecue and Amenity Room.</u>
- 4. The courtyard barbecue **is not** for owners/residents **personal use** at any time without prior booking as instructed above.

15. Hallways, Entryways, and Stairwells.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw:

<u>Please do not</u> leave any mats, shoes, boots, newspaper or any other items outside your unit doorway. These are a fire hazard. They are also obstacles that the building janitorial staff has to clean around.

Outside of holiday periods (New Year's, Valentines, Easter, Thanksgiving, Remembrance and Christmas) no decoration items are to be hung or secured to the hallway side of unit entry door 14 days prior and must be removed 14 days after the holiday.

If you are going away, please remember to:

- Turn off your unit main water supply to help prevent any water leaks while away.
- Cancel any newspaper delivery or have someone collect your newspapers from your doorways.

If you are the recipient of unwanted flyers, please make up a small tag stating "<u>NO UNADDRESSED</u> <u>NEIGHBOURHOOD MAIL</u>" and attach the tag to the inside bottom of your mail box. Unwanted mail can be disposed of it in your unit or in the recycle bin provided by the mailboxes. Likewise, please discard any inserts from newspapers that fall into the hallway.

If your pet makes a mess in the hallway, *it is your responsibility* to clean up the mess. If your pet has left a stain, advise the Building Manager. The cleaning company will be advised and apply the appropriate cleaning solution. If your garbage leaks or spills in the hallways, please clean the refuse up. If your boots have snow, dirt or grass on them please remove the snow, dirt or grass before entering the building. *Please wipe your dirty feet on the mats provided within the building.*

Everyone wants to come home to a clean building. Kindly do your part to ensure that neither you nor your pet leaves unsightly or unsanitary hallway messes. *If you drop something – Clean or Pick it up!*

16. Fire Precautions.

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: No owner or resident shall do or permit anything to be done that will increase: the risk of fire or the rate of fire insurance premiums on the building or property.



Upon discovery of smoke or fire:

- 1. Immediately leave the smoke or fire area; stay calm; don't run.
- 2. Immediately activate the closest fire alarm pull station or signaling device.
- 3. Close all doors behind you as you exit the building.
- 4. **Do not use the elevators**; always use the fire exit stairways to exit building.
- 5. Call Fire Department when safe to do so.
- 6. **Do not return** to your unit until the Fire Official has declared the situation safe.
- 7. *Muster Point* is in front of the building.

If a fire alarm is heard from within a suite or unit:

- 1. Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door.
- 2. If you find no fire or smoke in the corridor, close your unit door behind you, and leave via the nearest exit stairwell and call the Fire Department when you are in a safe location.
- 3. If there is smoke in the corridor or stairwell, consider using the exit at the other end of the hallway corridor if it is clear. Alternatively, return to your suite and close the door (leaving it unlocked), seal all cracks where smoke may get in, dial 911 and advise the authorities of your location. If smoke enters your unit, crouch low to the floor. Move to the most protected area. Remain calm and wait for assistance.

It is your responsibility to be familiar with the fire protection installations and to know where the fire extinguishers are located in the parkade and on each floor throughout the building.

17. Intercom List.

If you are new to 3111 Varsity, your name can be added to the intercom list. The **Intercom Directory Form** is available from the condo website: <u>www.3111varsity.ca</u>. Intercom changes will be made once you have filled out the intercom directory form and submitted it and the \$10.00 fee to the Condominium Board and Building Manager.

<u>Remember only local Calgary phone numbers</u> can be programmed to the intercom. No long distance phone or cell numbers will work.

After the initial name and phone number insertion, there will be a \$10.00 fee to the residents who want to make changes to the name or the phone number that is displayed.

For owners with tenants, every tenant and phone number change on the intercom there will be a \$10.00 fee.



18. <u>Move In and Move Out Form & Delivery Form.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw: Article 3-*Duties of Owners*- Section (s.) & Article 63-*Leasing of Units*- (f.)

Move in/ Move out /Delivery Procedures.

- 1. The **Move In/Move Out Form** and **Delivery Forms** are available from the website: <u>www.3111varsity.ca</u>. There is a <u>\$200.00 non-refundable fee</u> charged to all owners (or owners with furnished suites) for moving in or out of the building, to be paid in advance to the Condominium Corporation or Property Management Company. This fee represents <u>\$100.00</u> to move in and <u>\$100.00</u> to move out. The fee is to offset security and supervision costs, as well as wear and tear on the common areas of the building (i.e. floors, walls, doors, elevators etc.)
- 2. All moves and deliveries must be <u>scheduled and supervised</u> (first come, first served) through the Condominium Corporation and Property Management Company. All moves or deliveries <u>unscheduled and</u> <u>unsupervised</u> or conducted through the <u>front lobby doors</u> or <u>any building exit stairway</u> are not allowed and a <u>fine</u> will be levied against the unit owner for each infraction.
- 3. All moves and deliveries must be carried out using only the *padded elevator*, loading corridor and loading dock located on the northeast corner of the building.
- 4. The doors on the loading dock **<u>must not</u>** be left open or unattended at any time.
- 5. The lobby areas and all corridors **must be kept clear** of moving equipment, furniture and boxes at all times, as this will contravene the building's handicap and fire regulations.
- 6. No furniture, boxes or moving materials are to be leaned against any walls or corridors while moving.
- 7. These forms must be filled out and returned to the Condominium Board and Property Management Company <u>7 working days</u> in advance of a move in, move out or delivery so security personnel can be arranged. The following arrangements will be made.
- 1. Security Personnel will do a pre-inspection of the moving or delivery area and supervise your move or delivery.
- 2. Security Personnel *will lock off and operate* the padded elevator for all moves and deliveries of condominium units above first floor.
- 3. Security Personnel will do a post-move inspection (to identify any significant damages to common area floors, walls and ceilings which will be billed back to the owners).
- 4. Owners will be held responsible for, and are liable for, the costs of any damage caused during the moving process to any common area (interior and exterior) or to any other unit owner's personal property. All recorded will be repaired by the Corporation and invoiced to the unit owner.
- 5. Hours for move in/outs and deliveries are 7 days a week, **<u>9am-5pm</u>**, <u>excluding</u> statutory holidays.
- 6. The **padded** elevator can only be booked for <u>**3 hours**</u> for moves and <u>**1.5 hours**</u> for deliveries, any longer and there will be an extra service charge of <u>**\$25.00**</u> per hour to the unit owner.





19. <u>Unit Rental Policy.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaws and Alberta Condominium Property Act R.S.A.-2000-C22 as of January 1,2020 Section 53(1through 8):

- 1. An Owner of a unit in 3111 Varsity Condominiums **shall not** rent the owner's unit until they have given **written notice** to the Condominium Corporation #0513297 of their intention to rent the unit, setting out the Owner's mailing address and contact information for the serving of notices.
- 2. It must be the condition of the tenancy that the Tenant shall not cause damage to the real or personal property of the Condominium Corporation or the Common Property and that they shall not contravene the By-laws. The owner shall have tenant sign a unit rental document that they have been provided a copy of all Bylaws, Rules and Policies
- 3. The Owner of the unit shall give the Condominium Corporation written notice of the name of the Tenant renting the unit within twenty (20) days from the commencement of the tenancy.
- 4. Within twenty (20) days after ceasing to rent the Owner's unit, the Owner shall give the Condominium Corporation written notice that the Owner's unit is no longer rented.
- 5. Telephone intercom changes will be made upon receipt of signed Declaration of Unit Rental and Intercom Directory form (with any applicable intercom fees).

20. <u>Common Area Keys and FOBs.</u>

In accordance with 3111 Varsity Condominium Corporation No. 0513297 Bylaw:

<u>**Owners**</u> are responsible for the cost to obtain Multi Lock Common Area Keys and Parkade Access FOBs. If any intentional or flagrant misuses with the possession of the multi lock keys the cost of rekeying the building will be the cost to the responsible owner.

Replacement of broken, lost, stolen or additional Common Area Keys and/or Parkade Access FOBs maybe purchased through the Building Manager at a cost of \$100.00 each.

The serial **#** of a lost or stolen FOB must be provided so that the FOB can be de-activated from the system for Security Purposes.



21. <u>Concerns and Suggestions.</u>

The following is the procedure to follow if you have any concerns or suggestions: *Urgent Matters:*

- 1. Call or e-mail the Condominium Property Management refer to contact information in the First section.
- 2. Provide a written statement to the Condominium Management.

Complaints Regarding Neighbors:

- 1. If appropriate, discuss the matter with the owner/resident and attempt a resolution.
- 2. If a solution cannot be reached, submit a written notice to the Condominium Property Manager. It is important that the Condominium Manager has an accurate record of all the incidents and complaints before they can take action. (Diarize and keep a record of all incidents leading up to your complaint and even get the police involved so as to receive a case number from them to help build your case).

If you have Suggestions for the Board of Directors or for 3111 Varsity generally:

Necessary information when making a Submission:

- 1. Name;
- 2. Unit Number;
- 3. Preferred method of response (if you would like a written response, provide your address, if a reply by e-mail is preferred, leave your e-mail address etc.);
- 4. Date of submission;
- 5. Details of submission;
- 6. Priority: high, medium, low, not applicable (information only).

22. Unit Owner Contact Information.

It is the owners' responsibility to provide all recent contact information to the Condo Board and Management Company:

- 1. Current Mailing Address.
- 2. Current Phone Number.
- 3. Current Email Address.

The Board uses email to provide important information to all unit owners. Most Board communication will be by email.

Legal and individual Unit financial issues, Rules & Regulation enforcement will be sent via Canada Post unless owners gives a signed approval directive to use email.





23. Contact Information.

Renaissance Management

203 - 110 Country Hills Landing NW. Calgary AB. T3K 5P P: (403) 239-6390 E-mail: <u>reception@renaissancemanagement.ca</u> **After Hours Emergency: (403) 230-6230**

Building Manager

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3111 Varsity Board of Directors.

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