

Darlington Arms Condominiums

Darlington Arms, Condominium Corporation #9811439

Established 15 May 1998

Forty condo homes under one roof at 317 14 Avenue, S. W., Calgary



The Guidebook and house rules are not a substitute for the Bylaws of the Corporation. It has been designed to help the Board of Directors and the Property Management Company to assist residents with some of their requests.

September 24, 2020

Guidebook, House Rules & Forms

Adopted September 2010, Updated September 2020

Welcome to the Darlington Arms Condominiums. This guidebook will be a helpful reference for the duration of your ownership or tenancy in our building. Adopted by the Condominium Board of Directors ("BOD"), this guide will answer most questions and represents "house rules" that supplement our Bylaws. As authorized under the Bylaws and by Alberta's Condominium Property Act, these house rules are enforceable regulations that apply to all residents, whether they own or rent the property. The Bylaws should also be read and are excerpted at the end of this booklet.

Building Summary

This is a poured-in-place concrete building reinforced with rebar steel and has no post-tensioned ("PT") cable reinforcement. It was built in 1970 as a rental building, then in 1998 was extensively renovated and converted to condominium ownership. We have 40 suites comprised of 22 one-bedroom suites, 14 two-bedroom suites, and four larger two-level two-bedroom suites. Two of those larger suites each have a rooftop deck.

There is an unheated garage with 24 titled-property parking stalls which were each bought by their respective suite owners. The balance of 16 suites each have an assigned surface-parking stall above the garage. There are 22 titled storage lockers in two basement rooms. Their respective suite owners also paid the developer for these. The BOD has since built 12 storage lockers on common property, and these have been leased for 99 years to suite owners after each paid the cost of their construction. Owners of titled indoor parking and titled lockers pay both condo fees and annual property taxes on those spaces. A statement and diagram detailing all leased common property such as assigned parking, assigned lockers, and roof-top decks is part of this booklet and is registered at Land Titles as part of our Bylaws.

The condo-converting developer promoted our building under the name Hardwood Place, focusing on the parquet hardwood flooring that he laid as a feature in all the suites. New owners at the founding general meeting in September of 1998 voted to revert to the building's original name, Darlington Arms, which has a connection to Darlington, England.

While residents of our building enjoy the look and feel of wood-finished floors, we should all be aware that they transmit tapping and clattering sounds extremely well. Unlike "floating" wood floors laid onto a pad, the parquet here is glued onto the concrete, making it very hard and long lasting, but also giving no sound insulation for those below or even in suites beside yours. Please leave clogs, high heels and any other hard-soled footwear at the door. Slippers will let you feel warm while walking on hardwood floors, will prevent damage to the finish, and the quiet footsteps will sure be appreciated by your neighbors.

Corporation Governance

A Board of Directors, elected by the owners each year at the annual general meeting ("AGM"), governs our corporation. As Alberta law and our Bylaws detail, the BOD has duties to maintain the building, to fund a cash reserve for capital expenses, and to enforce the bylaws. The BOD corresponds by email and meets regularly in person throughout the year.

The AGM is held annually in the lobby, historically in October/November, but that timing could change. Notices will be sent to each owner via post in advance and info regarding date/time will be displayed around the building. If you own a unit in the building and cannot attend the AGM, you can and should assign your vote via proxy to a neighbor or a board member. At least 25% of owners need to attend in person or by proxy to hold a valid AGM.

Our Bylaws allow the election of between four and seven Directors, who then name the table officers from among their number. The remaining Directors can fill vacancies that occur during each term.

Budget Year & Capital Reserve

Our budget year is July 1 through June 30. In Preparation for the AGM, audited financial statements for the past year will be delivered to owners for review. Our website is updated on an ongoing basis with the building's financial reports including budgets, auditor report and reserve fund study: <http://www.darlingtonarmscondos.com/docs/>.

Condo Contributions ("FEES") & Failure to Pay

Condo fees are the only source of revenue for the corporation. Failure to pay on time could incur additional fees including interest and admin charges which are up to the property manager ("PM") to govern.

Fees in arrears for 2 months are subject to high interest rates and admin fees. After the third month overdue accounts are referred to our lawyer for action, which includes registering a caveat on title and notifying the mortgage holder. Mortgages can default if condo fees are unpaid. Our building's legal expenses will be added to the overdue suite's account.

Condominium contributions are an annual levy. Owners who repeatedly force the corporation to pursue payment can be required to pay their annual contribution in one lump sum on July 1st of each year.

Any owner who is in arrears will be unable to vote in the AGM until the account is settled.

In-house Communication & Web Site

In-house communication is done primarily through email and via our building's website. The PM requires email addresses for all owners as important information will be sent electronically as we move to be paperless wherever possible.

The bulletin board will display notices of any planned maintenance, elevator lockout for move-ins and move-outs, and other corporation notices to owners. These same notices

will be emailed to owners. It is prohibited to remove any notice posted by our PM or the BOD. In cases of "take one" notices, extras will be pinned below the posted notice. Building residents are welcome to post their personal commercial notices, space permitting.

The DA website provides references to this Guidebook, BOD and AGM minutes, and to a variety of other information about our building: <http://www.darlingtonarmscondos.com>. You will also find important contact information to the BOD and PM. For real estate sales the online material provides all required condominium documents other than declarations and estoppel certificates, which can be ordered from the PM.

All owners are encouraged to contact the PM should they have any concerns or suggestions.

Building Management

While volunteer Directors govern the building, we employ a professional management company, Keystone Grey to collect fees, operate bank accounts, prepare budgets, and employ contractors on our behalf. There are various ways to contact the PM:

- For day-to day issues/suggestions or emergencies during working hours reach out to darlingtonarms@keystonegrey.com or by phone at **403-668-4866**.
- For after-hours emergency services call **403-668-4867**
- For declaration and estoppel certificate orders email documentrequests@keystonegrey.com

Security

No access is to be given to anyone who you don't personally know to reside in the building. This can seem rude but is for your safety and the security of your home.

Our front door and elevator have electronic fob systems that allow lost fobs to be disabled by deleting their code numbers from the approved list. This only works, of course, if we report that a fob key has been lost.

Other doors such as the bike and personal storage rooms, and all stairwell doors are locked to restrict movement by unwanted guests. Don't block any door open unless it is continuously monitored and ensure they are closed and locked when you're done.

The seventh floor is exclusively secured with an elevator key switch, separate from the fob system. Additional/replacement fobs and stairwell/garage keys are available for a fee which is outlined in the fee schedule online: <http://www.darlingtonarmscondos.com/docs/>

We have added a key switch as a backup in case the fob reader in the elevator should fail. It works with the stairwell key by turning it to the far right and pushing the desired floor button. The main floor does not require a fob to select it.

There are multiple security cameras monitoring entrances and common areas, with 24-hour digital recording activated by motion. We have invested in extensive fencing and a motorized gate to enclose the surface parking lot. As well, streetlight-quality exterior lighting illuminates the entire property.

No key lockboxes are allowed on the outside of the property with the exceptions of realtors supporting **active** postings.

We discourage all residents from locking their bikes up in the alcoves in front of the building or to any fence on the property to discourage theft from occurring.

Emergency Suite Access

In the event of an emergency (such as fire, water leak, etc.) in your suite and access is required when you are not available, the corporation must gain access by any means necessary which could cause damage to your unit. Any damage caused will be repaired at the suite owner's expense.

The corporation has an opt-in program in place to keep a spare key for your unit for such emergency access. It is stored in a secure location and only key members of the BOD have access to it. This is a great benefit in the case of an emergency where owners are unavailable. Please reach out to the PM if you wish to sign up for this program.

Intercom& Updates

An intercom system is installed at the front door, allowing visitors to dial a pre-programmed phone number, which in turn can remotely unlock the front doors.

When a guest dials your buzzer code, you will receive a phone call from +1-403-263-3757 which will connect you directly to the speaker at the front door. To release the front door lock press "9" on your phone and go to the lobby to meet your guest in person and to bring them up the secured elevator. Please only let in people you know or expecting

Due to limited capacity of the intercom system, there is only 1 number allowed per suite. Please send your intercom setup requests via email to the PM and include the following information:

- Unit Number
- Phone number
- The name to be displayed at the front panel (note there is limited space)
- Desired buzzer code which must be:
 - 3-digits
 - Different from any unit number (101-104, 201-206...701-706).
 - Different from those already in use.

Insurance

Our building and your suite (including its interior finishing) are covered under our corporation's insurance policy. This policy does not cover your possessions or your liability. The Bylaws require that you carry personal condo insurance, even if you've rented out the suite.

The Condominium Act was updated effective Jan 2020 with significant changes affecting personal liability. The biggest change is that the BOD has the authority to charge back the corporation's deductible to the unit owner if they or their tenants are at fault. We strongly recommend that every owner purchase adequate personal insurance for their unit. Without this coverage, the owner is exposed to significant risk.

The certificate of Insurance can be found on our website: <http://www.darlingtonarmscondos.com/docs/docs>. We would suggest providing a copy of this certificate to your personal insurance rep and they will advise you on the appropriate coverage.

Lobby & Common Areas

Smoking is prohibited in any common indoor area, including the garage and any suite's balcony. Guests should be informed of this before being welcomed into the building.

No propping open of lobby or stairwell doors is allowed other than with constant supervision. Ensure that upper and lower bolts are in place on the front door when you finish any move. In the lobby, do not lean furniture against the walls, nor against the stairwell doors, which are fire exits from upper floors.

Cleaning is done by our long-term contract workers. Please show them courtesy as they maintain our common areas. Help by picking up litter and please use the mail room recycle bin for flyers.

Bike Storage can be found on either side of the lobby behind the locked doors. It is first come, first serve and we ask that you use appropriate bike locks to keep your bicycle secure. Annual cleanup is done in the spring to ensure all bikes are accounted for. Any unclaimed bikes will be donated. Notices will be posted around the building and emailed to owners.

Balconies & Rooftop Decks

Balconies are common property, although we each have the exclusive right to enjoy ours. This means our condo corporation has duties of maintenance, but it also means that residents cannot use or decorate them as they see fit. Here are some important items to note when enjoying your outdoor space:

- Patio furniture and propane BBQ's are allowed.
- Smoking is prohibited.
- Bicycle, vehicle tires or other storage of personal belongings are not permitted.
- Nothing may be dropped or thrown off balconies. Owners are responsible for any action by tenants and visitors and liability will always extend to the owner in such case.
- No items are to be hung on the railing, this includes but isn't limited to; signs, flags, blankets, laundry and rugs.
- Christmas decorations on the exterior of your unit are only permitted from November 15 to January 31 of the following year. Remember to not use nails or tacks to hang anything which could cause damage to the exterior of the building.

Roof-top patios for suites 703 and 704 are maintained by their owners. The roof is made of concrete pavers on 1-foot plastic risers which sit on a membrane roofing material. The railings are aluminum with steel stairs. These decks, railings and stairways are the property of those suite owners and they are responsible for maintenance to keep them in safe and attractive condition.

Any structural, mechanical, electrical changes, alterations or additions - such as a hot tub or gazebo - require written approval from the BOD. Owners would be responsible for paying the cost of any consultant engineer or architect required to review the design and specifications for approval.

Exterior Windows & Patio Doors

Exterior windows and patio slider doors are common property in our building and our Reserve Fund Study recommends when they should be replaced. This will be a very costly project that is currently not a priority for our owners, who feel that the existing windows and doors are sufficient.

For any suite owner who wants replacements, our corporation policy is to cost share 50-50. Should the corporation fund comprehensive replacements in a future year there would be no refund on the shared expense to a suite owner who had already paid 50% of their own suite's windows and/or patio door upgrade (this is not our discretion but follows the Condo Act). Any replacements must be pre-approved by the BOD to ensure aesthetic fit to the building's exterior.

Patio door screens are the responsibility of the owner. Replacement rollers/screens or complete replacements are available at various glass companies around the city.

During winter months we ask all residents to close both panes of the windows to create an insulating barrier between them to minimize heat loss. We also recommend minimizing the humidity in the unit to prevent ice build-up, especially on the patio doors.

The use of foil, bedsheets, towels, flags, newsprint or other opaque materials on any window is prohibited.

Parking & Speed Limit

Our on-property speed limit is 5 km/h, which is fast enough, considering the short distances and blind corners.

Both the surface and underground parking stalls are titled to owners and using someone else's stall for any amount of time is prohibited.

The underground garage overhead car door and our surface parking gate are on timers, so may close on your vehicle if you follow another car through. Drivers must trigger the opener for their vehicle, regardless of a car having opened the door before them. The garage's overhead door closes after only a few seconds, while the surface-parking gate waits a little longer, as that device has no electronic eye to stop it closing on a car or a person.

The automatic door for the surface parking lot is operated by a sensor that can be very sensitive. Often the door will get stuck halfway open. To reset it simply use your remote to open it again and it will close shortly after.

It is prohibited to allow your vehicle to idle while it is in the underground parking garage. Therefore, the use of remote car starters is not permitted. This is for the safety of all residents as doing so could produce harmful carbon monoxide. In the unlikely event that the gas reaches a dangerous level we have a system that will turn on and force ventilation.

The "loading zone" on our building's east side is restricted for use by service vehicles such as our plumber and janitors. Residents may use this space for active loading/unloading for a maximum of 20 minutes. This is not a space for visitors to park – any guests of the building can find parking on the street. We contract with the Calgary Parking Authority (CPA) for monitoring and enforcement of that spot. As well, any Director can call the CPA to ticket and/or tow a vehicle parked there in breach of the time limit. Further fines may be levied against frequent violators of this policy.

Both the parking garage and above ground parking lot are cleaned once or twice a year. Frequency and timing are determined by the BOD and you will be given notice via email and through the communication board in the lobby.

Lawn Care & Snow Removal

During the spring/summer months the lawn is serviced on an "as needed" basis. The BOD will schedule mowing services when necessary.

Snow removal is contracted by a local company. They are required to come shortly after a snowfall to service both driveways, surface parking lot, loading zone and the walkway to our building.

If you have any comments on the above services, please contact the PM.

Heating & Hot Water

Two natural gas-fired boilers to heat our building were installed in 2002, replacing the original massive cast-iron boiler. The twin system allows us to have heat available from one smaller boiler during summer months at a lower operating cost.

A thermostat in each suite controls the flow of baseboard radiator hot water by operating a "zone valve". It is a good idea to maintain a temperature of 21 degrees when you are not home or overnight. All heating components are common property in our building, so if these items fail in your suite the plumber will replace them at our corporation's cost.

During cold weather months be cautious not to leave a window or patio door open, which could freeze and burst the heating pipe beneath it. Although the heating system is common property, we each assume personal responsibility for water damage if it results from our negligence.

We have two large ("domestic") hot water heaters that have a terrific capacity to serve us all at peak times. Please bear in mind that hot water is expensive. It comes into the building stone cold and must be heated to dish-washing and hot-shower temperatures.

Owners will help lower their own condo fee expense by installing a low-flow shower head. These cost a few dollars but can reduce your hot water use by half. Natural gas is by far our building's largest expense.

The corporation contracts an Electrical/Mechanical company to perform regular maintenance on both the boilers and hot water tanks. This is costly but ensures they remain in working order and prolongs the life of our equipment.

Air Ventilation

Our air ventilation system in the building is based on a positive and negative air pressure. The positive pressure is generated by a fan on top of the roof, which pushes the fresh air to all hallways. The negative pressure is generated by a fan on the roof which pulls the air from the bathrooms. This helps us keep the odors from your suite inside and pushed out, instead of allowing them to escape to the hallways. For this to work there is a gap under your unit's door to allow for the air to move in.

The positive/negative air flow setup should be enough for removing odors from the bathroom and because of this setup we are unable to install other bathroom fans that would simply push air around rather than outside.

Garbage, Recycling & Compost

Our garbage chutes will remain in use provided all residents follow a few rules:

- To cut down on noise the chute can be used between 8 a.m. and 9 p.m.
- To prevent plugging please only send small bags down the chute which have been tightly secured. If reusing grocery store bags, you need to double bag everything tightly.
- Throwing glass of any kind down the refuse is prohibited.
- If you hear the garbage truck do not throw anything down the shoot as the bin is likely rolled away to be emptied. Please wait until the truck has left the building.

Large items need to be hauled to the landfill by the owners and not stored on the property or in any of our neighbors' property. Unit owners who leave old items behind will be identified and face penalties as well as be charged for the removal of the items by the contracted company.

For your convenience, the BOD arranges for a big garbage bin to be set on the loading zone once or twice a year for you to deposit big items to be hauled away. It typically is set up for spring and if necessary, in fall as well. Notices will be posted in the common area.

Recycling is kept in a separate room west-side of the lobby. There are several blue bins which are emptied regularly; the schedule changes as our building needs change. Details on what can and cannot go in the recycling bins are posted near the bins, but we encourage all residents to recycle as much as possible.

Compost is located in the garbage room east-side of the lobby. Each suite was provided a small kitchen bin to collect organic waste. Please make sure to use compostable bags and when full, seal them tightly and take them down to the garbage room where you will find a green bin for all your organics.

Noise

The bylaws outline the corporation's restrictions regarding noise in the building; please ensure you read and understand them thoroughly as the BOD has the right to enforce these laws and can take action upon owners for unreasonable levels of noise that interfere with

other units' enjoyment of the building. The following outlines some general rules around noise within the building and items to consider for being a good neighbor:

- Construction in any unit is not permitted between the hours of 8pm and 8am.
- The city bylaws restrict loud noises between 10pm and 7am.
- Sound in the hallway travels to units very easily so please keep noise in the hallway to a minimum.
- Most units have parquet flooring which is glued directly to the concrete making footsteps very loud. This is amplified by certain hard-soled footwear; please consider wearing slippers indoors to cut down on noise.
- Not everyone works the same hours so while it is our midafternoon it may be our neighbor's time to sleep so consider your level of noise at all times.
- Noise restrictions also apply to outdoor common property, including balconies and parking areas.

If you believe any one of your neighbors are consistently not adhering to these noise bylaws please consider whether these noises are regular household occurrences or an actual violation, and the time of day and frequency of the noise before filing a complaint with the PM. A certain level of noise is to be expected when living in a multi-family unit dwelling and being a considerate and understanding neighbor goes a long way.

Moving & Elevator Use

When moving in or out, the elevator must be reserved a minimum **48 hours** in advance and you must post notices alerting other residents to your move date and hours. Moving hours must fall between 8am and 8pm.

For a \$100 deposit, an elevator lockout key can be borrowed from our PM. The key fits in the "IND" lock at the top of the control panel inside the elevator. Reserving the elevator does **not mean that you own it for those hours**, but only that you may control it while loading and immediately unloading the elevator cab. Between every load, the cab must be released so that others can use it.

If you're moving a few things without the lockout key, **do not** override the cab's door-closer mechanism, or you will be billed for the cost of repairs. For fire safety, after 10 or 20 seconds the door will beep a warning and close slowly. Allow the cab door to close and then press the "door open" button to get another time limit to finish moving your items.

Renters should be aware that their suite owner is required to post a common-property damage deposit with the corporation. Any damage to the elevator or other common property will be billed to the owner, who in turn may deduct it from the renter's damage deposit.

Upon moving out do not leave any large items behind either in our common areas/garbage refusal or in our neighbor's garbage bins. Unit owners who leave old items behind will be identified and face penalties and charged for the removal of such items.

Once your move is complete please ensure the upper and lower bolts of the front door are secured.

Renting Out Your Suite

Landlords must let our PM know their new forwarding address. They are also required to fill out a rental form with identification and contact information of the tenant which can be sent to both the PM and the BOD.

A \$1,000 damage deposit must be posted through the PM for suites that will be rented out. This is to cover elevator repairs, scratched walls, and any other damage caused to the common property by one's tenant. This deposit can be deducted by the condo corporation to cover any damage, and deposit will then need to be replenished by the suite owner.

Tenants should receive a copy of this Guidebook and the bylaws, and be aware that the condo corporation can, with cause, evict tenants over the objections of a suite's owner.

Note that any damage or bylaw violation is ultimately the responsibility of the unit owner.

Renovations

Any renovations that involve structural changes (moving walls, water pipes or air venting etc.) require written approval from the BOD in advance of any plans or booking of contractors. If needed, we recommend using service people who are familiar with our building's mechanics. Please contact the PM for a list of contacts.

Renovations that don't involve structural changes but could cause disruption to neighbors, are to be communicated to the BOD prior to starting. This is to ensure that the BOD is aware of what's going on in the building and can advise any residents that may question loud noises or strange visitors.

Contract workers may only attend your suite between 8 a.m. and 8 p.m. You are responsible to ensure that workers you hire, do not cause damage to the common-property, and that they or you clean up the common areas tracked with debris or dust after each visit. No construction debris may be disposed of in our building's refuse bin. You are advised to ask for quotes that include removal of debris.

In-Suite Washer/Dryers

Each suite is equipped with laundry plumbing but not dryer venting. We recommend that owners only use an all-in-one "non-venting" washer/dryer combination machine. This type of unit allows easy access to the shutoff taps which is beneficial in case of emergency. Other benefits include freeing up space in your laundry closet, eliminating hot air and lint being blown into your suite and reducing your electricity bill.

When converting to this new type of machine, you will need to hire an electrician to change the 220-volt power outlet to two 110-volt outlets. Keep in mind that you are not allowed to drill holes to the exterior walls of the building.

Note that some water shut offs are shared between units. Please investigate this prior to starting any work and give the affected neighbor some notice.

Please leave your laundry closet door open when drying clothes to allow the humidity to escape.

Air Conditioning

Window installed air conditioning units are not permitted. Owners/residents who install these will be contacted for immediate removal.

Air conditioners that have the main Body of the unit in the room with only exhaust mounted to the window are allowed.

Christmas Trees

While live Christmas trees are permitted in the building, they are strongly discouraged for the fire hazard they pose. We strongly encourage artificial trees, especially those which are fire-retardant.

Live trees are not allowed to be disposed of in the garbage bin. The City of Calgary runs a mulching program each year that we encourage you to use. If you remove a tree, you are responsible for vacuuming up the trail of litter leading through common areas to your car.

Pets

By laws prohibit dogs from living in or visiting the building. Other pets require written BOD approval. Note that any troublesome pet can be ordered off the property with little notice.

Bylaws Excerpt Appended

Pages 41 through 51 of the Darlington Arms Condominiums Bylaws follow so that those who may never see the Bylaws at least see the list of "use and occupancy restrictions".

The Board of Directors adopted these updated house rules on September 24 2020, pursuant to section 5. (g) of our Bylaws as registered at the Province of Alberta Land Titles office.

OWNER CONFIDENTIAL INFORMATION

PLEASE PRINT CLEARLY

The personal information collected herein is for the purposes of providing property management services and may be shared with the Condominium Board of Directors or contractors engaged in repairs and maintenance of the property, as deemed necessary by and at the sole discretion of Keystone Grey Corp.

E-Consent: An email address on this form provides consent to our collection and use for electronic communication. By providing an email address you authorize us to contact you electronically for all written notices and other applicable communication. If you would like to change your communication directions in the future, you may complete a revised form withdrawing e-consent or assigning new instructions.

Darlington Arms Condominium Corporation 9811439

UNIT NUMBER: _____

**LEGAL OWNER
NAME(S):**

Primary Owner:

Additional Owner 1:

***If Applicable**

CHECK APPLICABLE BOX – STATEMENT OF CURRENT UNIT RESIDENCY:

☐ I/We reside onsite within the unit.

☐ I/We do not reside onsite. A 'Tenant Registry and Responsibility' Form will be provided.

**PRIMARY MAILING
ADDRESS:**

ADDRESS:

CITY:

PROVINCE:

POSTAL CODE:

**ALTERNATE MAILING
ADDRESS:**

Complete if mail is to be forwarded to another location, for example: Unit Property Manager

NAME:

ADDRESS:

CITY:

PROVINCE:

POSTAL CODE:

CHECK APPLICABLE BOX - AUTHORIZATION TO SEND ALL UNIT CORRESPONDENCE TO:

☐ PRIMARY MAILING ADDRESS

OR

☐ ALTERNATE MAILING ADDRESS

PARKING STALL & STORAGE/LOCKER INFORMATION (If Applicable)

PARKING STALL NUMBER(S): _____

STORAGE/LOCKER NUMBER(S): _____

PRIMARY OWNER CONTACT INFORMATION

EVENING TEL:

DAYTIME TEL:

CELLULAR:

EMAIL ADDRESS:

ADDITIONAL OWNER CONTACT INFORMATION

EVENING TEL:

DAYTIME TEL:

CELLULAR:

EMAIL ADDRESS:

EMERGENCY CONTACT INFORMATION				
Contact - First & Last Name:				
Daytime Tel:	Cellular:	Email Address:		
PRIMARY VEHICLE INFORMATION (IF APPLICABLE)				
Stall #:		License Plate:		
Year:	Make:	Model:	Color:	
SECONDARY VEHICLE INFORMATION (IF APPLICABLE)				
Stall #:		License Plate:		
Year:	Make:	Model:	Color:	
PET INFORMATION				
		WEIGHT AT MATURITY (LBs)	PET LICENSE NUMBER	BOARD APPROVAL
PET 1:	<input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other: _____			<input type="checkbox"/> See Attached Approval
PET 2:	<input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other: _____			<input type="checkbox"/> See Attached Approval
PET 3:	<input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other: _____			<input type="checkbox"/> See Attached Approval
ADDITIONAL INFORMATION				
Does anyone residing in the unit have special needs? <input type="checkbox"/> Yes <input type="checkbox"/> No Special Needs Comments/Information (in the event of an emergency): 				
CONFIRMATION STATEMENT (MUST BE COMPLETED)				
NAME OF OWNER(S) (PRINT): _____ I/We confirm the information stated on the within document is accurate and up to date and I/we consent to the collection and use of same for the purposes stated above. If this information changes I/we will provide the new information to Keystone Grey Property Management. SIGNATURE OF OWNER: _____ DATE: _____				

FOR OFFICE USE ONLY

CORP NO: _____
UNIT NO: _____
START DATE: _____
FEES: _____

PRE-AUTHORIZED DEBIT (PAD) AGREEMENT FOR MONTHLY CONDO FEES

Condominium Name: Darlington Arms Condominium Corporation 9811439
Unit #: _____
Condominium Address: 317 14 Ave SW

OWNER INFORMATION:

Name: _____
Address: _____
Phone #: _____
Email: _____

- ☐ New PAD Set-Up
☐ Change of bank account
☐ Currently paying by cheque;
set me up on PAD instead
☐ Cancel PAD

ALTERNATE PERSON ON PAD (OTHER THAN LEGAL OWNER OF UNIT)

Name: _____
Address: _____
Telephone: _____

Fill this section out ONLY
if someone other than the
legal owner will be paying
the monthly contributions
by PAD.

BANK ACCOUNT INFORMATION: PLEASE ATTACH VOID CHEQUE!

Bank Name: _____ Phone #: _____
Branch Address: _____

PRE-AUTHORIZED PAYMENT DETAILS: You the Payor, authorize *Keystone Grey Property Management* on behalf of **Darlington Arms Condominium Corporation 9811439** to debit the bank account identified above for regular monthly condominium contributions. Regular monthly contributions will usually be debited on the first day of the month or on the next business day. **If your payment is returned to us NSF by your bank, it is your responsibility to pay an additional charge of \$75.00.**

These services are for: ☐ Personal Use ☐ Business Use

You the Payor, may revoke your authorization at any time in writing subject to providing notice of ten (10) business days prior to the next scheduled payment. To obtain a sample cancellation form or for more information on your right to cancel a PAD Agreement, contact your financial institution or visit cdnpay.ca.

Signature of Account Holder: (REQUIRED)

Signature of Joint Account Holder (if applicable):

Name: _____
Date: _____

Name: _____
Date: _____

You have certain recourse rights if any debit does not comply with this Agreement. For example, 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 recourse rights, contact your financial institution or visit www.cdnpay.ca

When the form is complete: **FAX or MAIL** a void cheque along with this form to **KEYSTONE GREY:**
4429 6 ST NE, Unit 4, CALGARY AB T2E 3Z6; Tel: (403) 668.4866; Fax: (403) 452.2979
OR **EMAIL void cheque** and this form to darlingtonarms@keystonegrey.com

April 10, 2019
Owner(s)
317 – 14 Ave SW
Calgary, Alberta
T2R 0M4

RE: NEW TENANT UNDERTAKING POLICY

On behalf of the Board of Directors of Darlington Arms CC 9811439 we wish to advise you that there has been a recent change to the current Tenant Undertaking Policy around the rental of units.

Previously, all owners renting out their units were required to make a one-time \$500.00 refundable deposit. With the recent changes to the Condominium Property Act the new Tenant undertaking deposit is now set at One Thousand Dollars (\$1000.00).

All owners who are currently renting their unit and have provided a deposit of \$500.00 will be required to top up this deposit to \$1000.00, however there are some units that are currently being rented out and we have not received a deposit at all. According to the Bylaws this deposit is to be paid to the corporation within ten (10) days of being notified that the unit has been leased.

If you have not submitted the Tenant Undertaking Deposit yet we ask that you please forward the attached completed forms and a cheque made out to Darlington Arms CC 9811439 no later than **May15, 2019** to the address listed below

Keystone Grey
200, 1215 1st street SW
Calgary, Alberta T2R 0V3

Should you have any questions or concerns please feel free to contact the undersigned.

We thank you in advance for your cooperation.

Sincerely,



Jennifer Wilcox
Senior Property Manager, Keystone Grey property Management
darlingtonarms@keystonegrey.com
Agent for Darlington Arms CCN 9811439

RE: Unit # _____, Darlington Arms Condominium Corporation 9811439

The personal information collected herein is for the purposes of providing property management services and may be shared with the Condominium Board of Directors or contractors engaged in repairs and maintenance of the property, as deemed necessary by and at the sole discretion of Keystone Grey Corp. E-Consent: An email address on this form provides consent to our collection and use for electronic communication. By providing an email address you authorize us to contact you electronically for all written notices and other applicable communication. If you would like to change your communication directions in the future, you may complete a revised form withdrawing e-consent or assigning new instructions.

Tenant Information:

Name(s):	Tenant 1:	Tenant 2:	
Phone Numbers:	Home:	Daytime:	Cell:
Email Address:			
Tenant Commencement Date:			

Vehicle Information:

Stall #	Year	Make	Model	Colour	License Plate #:

Emergency Contact Information:

Name:	Home Telephone:	Cellular:	Email:
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IMPORTANT NOTICE TO TENANTS

Tenants residing in the condominium complex must comply with the Bylaws and other rules of the corporation that are in force from time to time. If a tenant, occupant or a person visiting the tenant or a person admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines or reimbursement of cost for remedying a contravention.

DATE: _____

I _____ (tenant name) confirm I have been provided a copy of the current Bylaws and the rules/policies of the Corporation. I further agree I have reviewed and will abide by the Bylaws and other rules of Darlington Arms Condominium Corporation 9811439.

Printed Name of Tenant

Signature of Tenant

Printed Name of Landlord or Agent

Signature of Landlord or Agent

Complete Address of Landlord or Agent

Return this Form within 20 days of new tenant's occupancy to:

Keystone Grey Property Management
4429 6 ST NE, Unit 4, CALGARY AB, T2E 3Z6
darlingtonarms@keystonegrey.com

Darlington Arms - Move Request Form

Move Details

Date of Move:

____/____/____
(MM)(DD) (YYYY)

Time of Move: _____ to _____ (Maximum 3-hour period)

(Please Check One)

Move In: ☐ Type of Items to be moved:

Move Out: ☐

Unit #: _____

Owner Contact Details

(Please Print)

Name of Unit Owner: _____

Owner Phone #: (____) _____ - _____

Alternate Phone#: (____) _____ - _____

Tenant Contact Details

(Please Print)

Name of Unit Tenant: _____

Tenant Phone #: (____) _____ - _____

Alternate Phone#: (____) _____ - _____

PLEASE ALSO REVIEW THE ATTACHED MOVE POLICY

Keystone Grey Property Management

4429 6 ST NE, Unit 4, CALGARY AB, T2E 3Z6

Phone: 403-668-4866 Fax: 403-452-2979

Email: darlingtonarms@keystonegrey.com

Darlington Arms - Intercom Request Form

Details
Date of Request: _____ / _____ / _____ (MM)(DD) (YYYY)
Name to Be Displayed: _____ Phone Number: _____
NOTE: <ul style="list-style-type: none">• Only one phone number can be hooked up per Unit.• The intercom cannot be hooked up to a long-distance phone number.• The intercom is only updated twice per month (on or around the 1st and the 15th)• There is a \$35.00 fee to connect the intercom.
Unit #: _____
Owner Contact Details
(Please Print) Name of Unit Owner: _____ Owner Phone #: (_____) _____ - _____ Alternate Phone #: (_____) _____ - _____
Tenant Contact Details
(Please Print) Name of Unit Tenant: _____ Tenant Phone #: (_____) _____ - _____ Alternate Phone #: (_____) _____ - _____

WHO WE ARE AND A BIT ABOUT OUR TEAM

Keystone Grey is an experienced, locally owned and operated property management business, focused on friendly, logical and straightforward practices resulting in greater value all around. Licensed by the Real Estate Council of Alberta (RECA), Keystone Grey specializes in the management of multi-level condominiums.

- KSG has a keen focus on customer relationships, effective communication and win-win connections, and aspire to deliver excellence in all aspects of our management service;
- KSG utilizes a unique condominium property management software system that provides cohesive information sharing capabilities through accounting, property management and website modules;
- KSG is focused on constant improvement through various avenues, such software implementation, on-going procedure and process re-development and continuous staff education.
- KSG has a dedicated management team assigned to facilitate the needs of your property;
- Our PM employment criteria requires industry professionals with a minimum 5 years of relevant industry experience or applicable licensing.

A BIT ABOUT WHAT WE DO FOR YOU AS OWNERS

- We act as a liaison and facilitate communication for the community in order to keep owners aware and apprised of the goings on in your community;
- We maintain a database of both owner and tenant contact information – please keep our office aware of any contact information changes;
- We coordinate all required service and repairs associated with the common area of your community;
- We work with the Board of Directors to enforce the Bylaws of the condominium corporation;
- We work closely with the Board of Directors to approve an annual budget, produce monthly financial statements, and to approve the properties' annual audited financials;
- We maintain a 24/7 emergency call service – if you have an emergency you can either call our office, during regular business hours: 403-668-4866, or call the emergency line 24/7: **403-668-4867**.

HOW TO CONTACT US

- You can communicate with your Property Manager by: phone, email, fax, in person, or through your community website!
- We have assigned an email address specific to your property – you can use this email address to reach your property manager: darlingtonarms@keystonegrey.com
- Office Hours: Monday to Friday 8:00am to 4:30pm (Excluding Holidays)

EMAIL: darlingtonarms@keystonegrey.com

OFFICE PHONE: 403.668.4866
(Regular Hours)

EMERGENCY PHONE: 403.668-4867
(After Hours)

COMMONLY ASKED QUESTIONS

1. **Who is my first point of contact?** Your Property Services Coordinator and Property Manager.
2. **What if I cannot reach my Property Manager?** We have a number of other individuals within the office that can assist if for some reason the property manager cannot be reached right away. You can call the main office number (403-668-4866), and dial '0' to reach any available office associate who will listen to your concern and assist as necessary.
3. **If I send an email or call the office and leave a message how quickly should I expect a response?** Your Property Manager receives hundreds of emails a day and takes many calls throughout the day. Although our team does our best to respond immediately sometimes there may be a day or two delay depending on the urgency of the inquiry. In general, we work with the following timing guidelines:

High Priority: 4 - 8 hours
Low Priority: 24 - 48 hours
Emergencies – Immediately – we recommend that you either speak directly with your Property Manager or call the Emergency Line: **403-668-4867**.
4. **Why do I have to complete the welcome package? Can't you use the information I provided to the last property management company (Confidential Information Form, Tenant Registry Form and Pre-Authorized Debit Form)?** As a result of confidentiality legislation your previous management company cannot release this information to us. As such, we need to request and obtain this directly from you. This also ensures the information we have on record is accurate and up-to date.
5. **How do I obtain documents for my property?** You can also email your Property Management team and this information will be forwarded to you: darlingtonarms@keystonegrey.com. However, once we have your new community website up and running we will send to you unit specific login information and you can access this information as well as much more online: Policies and Procedures; Newsletters; PAD Agreement; etc.
6. **What can I do with the new Community Website and when will this be up and running?** Your property website enables every unit owner to submit and track requests for service, review unit-specific account ledgers, update owner information, download forms and building documents, as well as receive regular communication by way of email notices or reminders specific to your building. We endeavour to have the website up and running within two months of taking over the management of your property. We will send you login information once the website is ready to launch!
7. **What if I have other questions?** You can contact your new Property Management team and we would be happy to answer your questions.

Strictly speaking an *Emergency* is a serious, unexpected, and often dangerous situation that requires immediate action. An *Emergency* is a situation that poses an immediate risk to health, life, property, or environment.

Ask yourself: “Is there a risk?”

If the answer is ‘YES’ call emergency services and/or the emergency line.

Emergency – Police, Ambulance or Fire

If the emergency poses an immediate risk to you or others and requires emergency services such as **Police, Ambulance or the Fire Department** we recommend that you call: **911**.

Examples of these types of concerns:

- Fire Detector or Carbon Monoxide Alarms - * Please ensure you check your batteries (if any) every 6 months and change/purchase new devices as suggested by manufacturer;
- Crime, theft or property damage – if suspect in area;
- Medical concerns;
- Suspicious activity in the community.

Non-Emergency - Police

For non-emergencies you can contact the **Calgary Police Non-Emergency Line** at: **403-266-1234**.

Examples of these types of concerns:

- Vandalism;
- Report minor accident;
- Report stolen or damaged property – if no suspect in the area;
- General noise complaints; non-urgent criminal matters.

Emergency – Property Management

If the emergency requires services from your management company as it poses a potential risk to your condominium community or to you directly such as property damage, environmental damage, or safety concerns, we recommend that you call the **Emergency Line** at: **403-668-4867**.

Examples of these types of concerns:

- Water leak – poses risk to individuals and community property;
- Garage door stuck open – poses security risk to community and property risk;
- Front door not locking – poses a security risk to the community;

- Carbon Monoxide Detector or Fire Alarm Alerts – poses risk to individuals and condominium community
 - *Please ensure you check your batteries (if any) every 6 months and change/purchase new devices as suggested by manufacturer.

PLEASE NOTE - Sometimes an Emergency may require you to call **both** Calgary Emergency Services, such as police, ambulance or the fire department, AS WELL AS your property manager by way of the emergency line.

Examples of these types of concerns:

- Carbon Monoxide Detector or Fire Alarm Alerts – poses risk to individuals and condominium community;
- Suspicious activity in the community;
- Flood or pipe burst on common community roads.

Non-Emergency – Regular Business Hours

Sometimes individuals call the emergency line for non-emergency general inquiries or questions that can be dealt with during regular business hours either through your property manager or via your community website:

- Requests for condo fee status;
- Requests for condominium documents;
- Changes to contact information;
- Community website login information.

Please contact our office for more information regarding your community website.

Other Common Phone Numbers:

Alberta Health Link - health questions that do not pose immediate risk: 403-943-LINK (5465)

Hospital Emergency Department Wait Times: <http://www.albertahealthservices.ca/waittimes/waittimes.aspx>

City of Calgary Services: 311

Calgary Parking Authority: 403-537-7000

Alberta Health Care: 403-310-0000

Government of Alberta: 403-310-0000

Calgary Transit: 403-262-1000

City of Calgary Recreation: 403-268-2300

Canada Post: 1-800-267-1177