

WELCOME TO WINTERRA INFORMATION PACK

MAILING ADDRESS: 2532 Shoreline Drive,
Lake Country, BC, V4V 2R6

STRATA NUMBER: KAS3521

PROPERTY MANAGEMENT COMPANY:

Okanagan Strata Management Ltd
201 – 1475 Ellis Street
Kelowna, BC, V1Y 2A3
Phone: (250) 868 3383 or 1 877 797 0010/1 877 862 6900
Fax: (250) 861 4586

WEBSITE: www.okstrata.com

KAS3521 Strata Manager: Willy Kovacic – Ext 104 or Linda Blanke – Ext 106
Email: willy@okstrata.com lblank@okstrata.com

24/7 Emergency Manager on call: 1-877-797-0010

(In the event of water leaks or penetration, or damage to a unit, owners are to call the 24 hr emergency service. The on-call Strata Manager will be paged to respond and to dispatch the appropriate service technicians to mitigate any further damage and to start an insurance claim, if appropriate.)

KAS3521 STRATA COUNCIL MEMBERS (AGM 2014)

<u>2014/15</u>	<u>Unit #</u>	<u>email</u>
President: Connie Baker	407	connie@winterra.ca
Vice President: Ken Danchuk	312	
Treasurer: Bob Hicks	216	
Secretary: Gill Goadby	408	gillian@winterra.ca

WINTERRA WEBSITE: www.winterra.ca

Owners are encouraged to register at both OSM & Winterra websites*

RESIDENT COORDINATOR: Gill Goadby

Contact details:

- Unit #408 (preferably between 9 am – 5 pm Mon – Fri)
- Email: gillian@winterra.ca or gillgoadby@shaw.ca
- Phone: 778 480 0064 (message can be left)
- Cell: 250 808 4455 (message or text)
- Note in Council mailbox in entrance hall

CONDO LIVING:

Condo living may be new to you, and it requires a lot of “give and take” and consideration to other condo owners.

Our units, while solidly constructed, they are NOT soundproof. Residents are asked to remember that loud music, TV, alarm, heavy walking, use of exercise equipment, noisy pets, shouting in hallways and when using entry phone etc can all cause disturbance to your neighbours!

As residents of Winterra please keep all noise to a minimum,
Especially during the **hours of 11 pm to 6 am**
to help maintain harmony and keep this as a “welcoming place to come home to”.
We hope you find the following information useful.

1: MOVE IN/MOVE OUT:

The fee of \$100 is payable to OSM for each move in/out. For use of elevator key and blankets, contact the Resident Coordinator giving 72 hours notice. A refundable cash deposit of \$100 will be required for use of the key.

2: EMERGENCY CONTACT INFORMATION: (Sample Form attached and also available on Winterra website)

Completion of this form will assist Strata Council in various ways; keeping you updated with notices of inspections, helpful advice, newsletters etc as well as alternate keyholder information if emergency access is required to your unit. It is mandatory that Council have a record of any **disability** liable to impede emergency evacuation of the building for any reason. Once completed the form should be returned to the Resident Coordinator. Pet stickers are also available if required to notify emergency personnel of presence of a pet in your unit.

3: FORM K: (Required in all Rental situations) Copy available on Winterra & OSM websites; It is a requirement of the Strata Property Act that a new Form K is completed within ***14 days of appointment of a rental tenant or any changes in the tenancy.*** Once completed, the form should be returned to the Resident Coordinator or OSM. Failure to complete Form K could result in the issue of a Bylaw Contravention Notice & subsequent fine.

4: BYLAWS:

A complete set of current bylaws are available on our website. Please take the time to read these and ensure any tenants occupying your unit also familiarise themselves fully with the contents prior to signing the Form K.

5: STRATA FEES:

Your Strata Fees are calculated pro-rata the square footage of your unit. Payable monthly, collected on behalf of KAS3521 by our Property Management Company, OSM. A pre-authorized debit payment system can be organised through contact directly with them.

Your monthly fees are calculated from the annual budget figures approved annually at the Annual General Meeting.

An indication of some of the services covered by your Strata fees are:

- Services of Property Management Company & Resident Coordinator
- Upkeep (heating, lighting) and maintenance of all common buildings and areas

- Use of all facilities within Clubhouse/Amenities Building
- Guest suite heating/air conditioner
- Parkade
- Outside parking area
- Maintenance of all hallways and entrance hall
- Landscaping and snow clearance
- Janitorial Services
- One parking stall per unit
- One storage locker per unit
- Hot water supply to each unit

In order to keep fees as economical as possible for all residents, please be vigilant in excess use of hot water as well as heating and lighting in Clubhouse, Guest suite and storage rooms. Please ensure lights are turned off when not required. Any maintenance and repairs from damage or misuse of any common property will have to be borne from Strata fees.

6: SECURITY:

Access to Winterra is by FOB system, supplied upon original purchase of your unit. Additional fobs are available from Resident Coordinator upon request from unit owner at \$50 per fob or \$100 for parkade access fob. Owners are responsible for regular replacement of battery in parkade access fob.

Security cameras are strategically placed throughout Winterra for the safety of all residents.

Visitors to your unit can use the entry phone by keying your unit number only. When your phone rings and is answered, pressing “6” will open the front door automatically. System is only programmed to operate with a phone wired in to the telephone socket and will not operate on a cell phone.

In order to maintain our security, please **do not allow access to unknown callers**, either by the entry phone or any access door including parkade garage door. All utility services, contractors, Canada Post and emergency services have their own methods of access.

7: FIRE:

As from September 2014, monthly testing of fire alarm system within Winterra will take place on the LAST Monday in the month. The bells will ring for approximately 10 minutes. Residents will be notified in advance when annual testing of all fire equipment is to take place as access to your unit will be required and the bells will ring for a longer period.

Fire extinguishers are strategically located throughout the building hallways and parkade. If you have to use one in any emergency situation, please notify the Resident Coordinator so arrangements can be made for immediate replacement.

In the event of a fire, please call 911 immediately. To evacuate the building, please use the stairs and marked fire exits and assemble where indicated in the fire plan – outside parking area. **DO NOT USE THE ELEVATORS.** It is mandatory that notice of anybody with a disability within your unit has been given to Strata Council on the Emergency Contact Form and registered on our fire plan.

8: POWER FAILURE:

In the event of a power outage, (or a power surge!) hallway fire doors will automatically close and emergency lights will operate in hallways, stairwells and parkade. Main entrance doors have a battery

backup system which should operate for 8 hours so fob access will still be possible. BC Hydro will be contacted by Resident Coordinator or a Council member to ascertain length of possible outage. In the event this may be protracted, Council have a back-up plan which, if necessary, would be put into operation for entry into the building.

Parkade/garage doors will need to be opened manually by Resident Coordinator or Council member, depending on availability, and will remain open until power is restored.

9: PARKADE:

A specific Parking Stall has been registered to your unit. Please ensure you do not use one of the designated handicapped stalls, or a stall assigned to another unit, even temporarily, without their prior permission.

The parkade and outside parking areas are for the use of motorised vehicles only. Please see current bylaws regarding minimum insurance requirements. Vehicles WILL BE towed if they do not comply with our bylaws. No other items are to be stored in your parkade stall and Council reserve the right to remove these if considered necessary.

10: GARBAGE/RECYCLING:

The 2 bins in the parkade are emptied weekly, normally on Tuesdays + 2nd recycling on Friday.

- a) **RECYCLING:** Packaging materials should always be flattened before placing in the green recycling bin and note taken of other items accepted for recycling (marked on front of bin). Strata Council are liable to receive fines from Regional District Council if unauthorised items are found in our bin – and any such fines will have to be borne by all owners from our Strata fees.
- b) **GARBAGE:** Double bagging of all items placed in the blue garbage bin will help to prevent unpleasant odours in that area – the aerosols can't do all the work on their own!

If you are unable to take your wine bottles, beer cans etc to the Recycling Depot for refund, they can be placed in the Rubbermaid bins situated in the garbage area. These will be emptied by Council on a regular basis.

PLEASE DO NOT LEAVE any other items for disposal around Winterra. Strata Council volunteers cannot be responsible for disposal of your unwanted TV, toaster, batteries, paint cans, garden items, electrical items etc. Most of these are now accepted at the local Recycling Depot (situated behind Tim Hortons on Oceola Road). Please take them to the waste disposal/recycling depot yourself.

11: CARTS:

The carts stored outside the elevators in the Parkade are provided as a service for the use of ALL residents. Please return them to their allotted space immediately after unloading in your unit. It can be an inconvenience to other residents if carts are not readily available.

12: STORAGE LOCKERS:

You have been assigned a specific storage locker with key access to the Storage Room. All items must be stored within your storage locker itself and for fire safety, nothing should be stored higher than the wooden structure walls. Any items left in the storage room itself may be disposed of without warning.

The deadlock, unique to your storage room, should be **re-locked after use** in order to maintain security.

13: BIKE ROOM:

The bike room also has key access with a deadlock. Our Bylaws state that Bikes only, clearly labelled with unit number, are to be stored in this area.

14: HALLWAYS:

Hallway temperatures are pre-set. Ceiling lights and wall scone lights will be replaced by Strata as necessary. For fire safety reasons, no items are to be left in hallways at any time.

15: GUEST SUITE:

The guest suite is available for the use of guests of all unit owners and authorised tenants (only if Form K completed) by pre-booking with Resident Coordinator. Calendar on Winterra website shows availability.

Guest suite comprises Queen size bed with comforter and pillows, night stands, wardrobe, table & 2 stools & TV. It has a bathroom and small kitchen area with sink, microwave, fridge, toaster, coffee machine, crockery and cutlery. The unit owner has to supply their own sheets, pillowcases and towels.

Cost (as at Jan 2013) is \$25 per night (max 7 nights per booking) plus a one off cleaning fee of \$25.

Payment can be made by cash, cheque (made payable to "OSM in Trust KAS3521") or by email bank transfer. No reservation is firm until payment in full has been received by Resident Coordinator. Door access code will be provided with receipt for payment.

16: CLUBHOUSE/AMENITIES BUILDING:

This building is *SECURITY ALARMED FROM 11 PM TO 6 AM*

Please ensure ALL lights are off and heating returned to normal whenever you leave the building. Children under the age of 14 must be accompanied by an adult at all times within the building.

a) FITNESS ROOM:

Children under the age of 14 are not allowed on fitness equipment machines at any time. Equipment is maintained regularly by an outside contractor. Any misuse of equipment should immediately be reported to Strata Council/Resident Coordinator. The wipes provided should be used after each use of machines and disposed of in appropriate receptacle.

b) AMENITIES ROOM & PATIO:

These facilities are for the enjoyment of all residents during the hours of 6 am to 11 pm. TV, Fire, heating and air conditioning settings and furniture placement should all be returned to normal when leaving the clubhouse.

The Clubhouse (excluding Fitness Room) is available for EXCLUSIVE use of owners and authorised tenants (completed Form K) on payment of the appropriate fee – (as at Jan 2013) \$50 plus \$100 refundable damage deposit. Winterra website shows availability and bookings should be made via Resident Coordinator. Booking Form/Terms on our website.

Payment can be made by cash, cheque (made payable to "OSM in Trust KAS3521") or by email bank transfer. No reservation is firm until payment in full has been received by Resident Coordinator.

17: PETS:

It is recommended pet owners familiarise themselves with the Bylaws governing

- a) Number of pets

- b) Control of pets in all common areas
- c) Pets not permitted on grass area around Clubhouse/Amenities Building
- d) Picking up after your pet
- e) Prevention of soiling within buildings
- f) No pets are allowed AT ANY TIME in Guest Suite or Clubhouse/Amenities Building

Winterra has a Pet Sub-Committee and residents interested in working with this committee should contact the Resident Coordinator. Door pet “stickers” are available if required for use in emergency situation.

18: MAIL:

One mailbox has been allocated per unit and is to be found in the main hallway entrance. Unit owners are responsible for their own mailbox keys.

Canada Post at present make one delivery per weekday, normally around mid-morning.

Strata Council have negotiated with Canada Post for delivery of large envelopes and/or small parcels directly to Winterra, by use of Parcel Box “A” or “B”. If there is a delivery for your unit, you will find a key in your own mail slot. Once you have opened Box “A” or “B” as appropriate, please DO NOT take the key up to your unit. Please return it immediately through the slot in the “Return Parcel Key” box.

If keys are not returned, Canada Post will withdraw the service and ALL items will have to be collected from Woodsdale General Store whether you are at home or not!

At present, we do not have any facility at Winterra for outgoing post.

19: NOTICEBOARDS:

Strata Council will place notices on the 2 boards assigned to them for this purpose – 1 by mailboxes in main entrance hall and 1 opposite elevators in Parkade. Residents’ notices may be placed on the second noticeboard in the Parkade. Council will also send notification by email to residents who have completed a Contact Information Form with email address.

20: NEWSLETTER:

A “Winterra Whisper” newsletter is issued from time to time giving you Council and Community News and updates. To keep costs to a minimum, these will be “blind copy” emailed to the addresses given on your “Contact Information Sheet” – or register with gillian@winterraatthelakes.ca or gillgoadby@shaw.ca to be included in the distribution.

21: ANNUAL AND ROUTINE INSPECTIONS:

As much notice as possible will be given to unit owners/residents when mandatory or routine inspections are taking place and entry to your unit may be required, for example:

ENTRY REQUIRED;

- Fire System and Smoke Detectors
- HVAC Systems
- Dryer Vent Cleaning
- Water leaking or smell of Gas (emergency)

ENTRY NOT REQUIRED;

- External Window cleaning (remove screens please)
- External power washing (remove screens please)

Parkade sweep and clean (remove all vehicles please)
External car park sweep and clean (remove all vehicles please)
Hallways Carpet Cleaning

22: THE LAKES COMMUNITY ASSOCIATION:

Winterra are a member of The Lakes Community Association, the group coordinating the area of “The Lakes”. All Winterra residents are encouraged to participate in organised events; movie nights in the park, equipping Apex Park for use by all residents by securing grant for \$49,500 from Lake Country District Council, regular cleaning up the community, help regulate speeding in the area, hanging baskets in the community, Annual General meeting etc. Further details can be found on their website:

www.thelakescommunity.com

23: GRIEVANCE PROCEDURE:

Whilst the aim at Winterra is for a community you will always want to live in, Council are aware that there may be areas that at some time cause you concern. Action can only be taken by Council if they receive notification IN WRITING.

If a fellow resident is causing undue distress to you, a “notice of complaint” form will be found on our Website. From this you will see that you are asked to indicate any actions you have undertaken yourself to rectify the problem before reporting it to Council. The completed form should be passed to Council and/or OSM for further action.

**WE HOPE YOU HAVE FOUND THIS
INFORMATION OF HELP TO YOU.**

**PLEASE LEAVE IT AVAILABLE TO ANY NEW
RESIDENT/TENANTS WHO MAY OCCUPY
YOUR UNIT.**