

# WELCOME TO WINTERRA

## Information Package

**MAILING ADDRESS:**

2532 Shoreline Drive,  
Lake Country, BC, V4V 2R6

**STRATA NUMBER:**

KAS3521

**PROPERTY MANAGEMENT****COMPANY:**

Pacific Quorum (Okanagan) Properties Inc.  
1979 Bredin Road  
Kelowna, BC V1Y 8T2

**Property Manager**

Michelle Ross

Phone: 250-868-3383

Toll Free: 1-877-862-6900

Fax: 1-877-862-5700

[mross@pacificquorum.com](mailto:mross@pacificquorum.com)

**Facilities Coordinator**

Frances Brouse

250-864-8181

[winterra@telus.net](mailto:winterra@telus.net)

Owners are encouraged to sign in to PQ Online: [www.pacificquorum.com](http://www.pacificquorum.com). Site provides financials, minutes, forms along with other Winterra information.

Winterra website: [www.winterra.ca](http://www.winterra.ca) provides forms, guest suite and clubhouse booking information along with Winterra rules etc.

### ***24/7 Maintenance Emergencies:***

**1-877-797-0010**

In the event of water leaks or penetration, or damage to a unit, owners are to call the 24-hour 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.

**Gas Provider - Fortis**  
**Electricity Provider - BC Hydro**

## Condo Living

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

Our units, while solidly constructed, 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 use of loud voices at the entry phone can all cause a disturbance to your neighbours.

As residents of Winterra please keep all noise to a minimum, especially during the hours of 11 p.m. to 6 a.m. to help maintain harmony and keep this as a “welcoming place to come home”.

We hope you find the following information useful.

### **1. MOVE IN/MOVE OUT:**

The fee of \$100 is payable to Pacific Quorum for the move in and out. For use of elevator key and blankets, contact the Facilities Coordinator giving 72 hours notice. A refundable cash deposit of \$100 will be required for loan of the elevator key, main door key and as remediation if required for common property damage.

### **2. RESIDENT INFORMATION FORM:**

Fillable form is 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 key holder information if emergency access is required to your unit. It is mandatory that this information be made available so as to have a record of any **disability** liable to impede emergency evacuation of the building for any reason. Once completed the form should be forwarded to the Facilities Coordinator.

### **3. FORM K:**

Required in all Rental situations. A copy of the Form K is available on Winterra and Pacific Quorum 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 Facilities Coordinator or PQ. *Failure to complete Form K could result in the issue of a Bylaw Contravention Notice and subsequent fine.*

### **4. BYLAWS:**

Owners have access to the Pacific Quorum website where the bylaws and rules can be viewed. Bylaw 33(b) (ii) states that owners, ‘Prior to renting to a prospective tenant, comply with S.146 of SPA by giving the prospective tenant the current bylaws and rules and a Notice of Tenant’s Responsibilities (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, PQ. A pre-authorised debit payment system can be organised by contacting PQ directly. Forms can be found on the Pacific Quorum site.

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 & Facilities Coordinator
- Upkeep (heating, lighting) and maintenance of all common buildings and areas
- water
- Use of all facilities within the Clubhouse 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
- Insurance for the building
- Vent Cleaning

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, FOBS & INTERCOM:

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

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

Visitors to your unit can use the front door intercom. It is programmed by the information you provide in your resident information form to the Facilities Coordinator. You may have up to 2 phone number programmed including a mobile number. You can opt to have your name displayed or not. When your phone rings and is answered, press "6" to open front door.

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:**

Monthly testing of the fire alarm system within Winterra will take place on the FIRST Tuesday of the month. 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.

Fire extinguishers are strategically located throughout the building hallways and parkade. If you have to use one in any emergency situation, please notify the Facilities Coordinator so that 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 on the Emergency Contact Form and registered on our fire plan.

## **8. POWER FAILURE:**

In the event of a power outage, hallway fire doors will automatically close and emergency lights will operate in hallways, stairwells and parkade. Doors have a battery backup system which should operate for a short period. The garage door has a long lasting battery. To regain entry to your unit, use the garage door and proceed to the far south stairwell to access all floors. BC Hydro website, <https://www.bchydro.com/power-outages/app/outage-map.html> will provide updated information of the outage concerning the duration and cause.

## **9. PARKADE:**

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

The parkade is 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.

## **OUTSIDE PARKING LOT:**

The registered parking stalls are for the use of full-time residents. If there are no registered stalls available, then a waiting list will be made. Please find the Parking Rules on the winterra.ca website for clarification.

## **10. GARBAGE/RECYCLING:**

The 2 bins in the parkade are emptied bi-weekly, normally on Tuesdays and Fridays.

Two small clean glass recycling and refundable pop/alcohol refundable containers in stall 80.

- 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.

**Please do not leave** refundable bottles in between the two garbage bins in the garage. They can be taken to the Recycling Depot which is at the back of the Tim Horton's Mall.

**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. Please take them to the waste disposal/recycling depot yourself.

There are additional recycle bins for refundable containers located in the parkade parking stall located next to the waste bins.

#### **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. Leaving carts in hallways also poses a safety issue and is against fire regulations.

#### **12. STORAGE LOCKERS:**

Every unit has been assigned a specific storage locker with key access to the Storage Room. All household items in the storage lockers should be 18" below the sprinkler heads. See diagram on storage room doors. Any items left in the storage room itself will be disposed. Please note that propane tanks and automobile tires are not permitted to be stored in the storage lockers as per bylaw. 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. To obtain a bike key and register your bike contact the facilities coordinator.

#### **14. HALLWAYS:**

Hallway temperatures are pre-set. Ceiling lights and wall sconce 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 residing unit owners and authorised tenants (only if Form K completed) by pre-booking with Facilities Coordinator. The booking calendar on the Winterra website shows availability.

Guest suite comprises Queen size bed, night stands, wardrobe, table and 2 stools. It has a bathroom and

small kitchen area with a sink, microwave, mini-fridge. The unit owner has to supply their own blankets, sheets, pillowcases, towels, and catering.

Cost is \$40 per night (max 7 nights per booking) plus a one-off cleaning fee of \$35.

Payment can be made by cash, cheque (made payable to "KAS3521") or by interact e-Transfer. No reservation is confirmed until full payment has been received by the Facilities Coordinator. Door access code will be provided with receipt for payment.

#### **16. THE CLUBHOUSE/AMENITIES BUILDING:**

This building is ***SECURITY ALARMED FROM 11PM TO 5 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. Any misuse of equipment should immediately be reported to Strata Council/Facilities Coordinator. The wipes provided should be used after each use of machines and disposed of in the appropriate receptacle.

##### **b) AMENITIES ROOM & PATIO:**

These facilities are for the enjoyment of all residents during the hours of 5am to 11pm.

Please return TV, fireplace, heating and air conditioning settings and furniture placement to normal settings when leaving the clubhouse.

The Clubhouse (excluding Fitness Room) is available for EXCLUSIVE use of residing owners and authorised tenants (completed Form K) on payment of the appropriate fee plus \$100 refundable damage deposit. Winterra website shows availability and bookings should be made via facilities coordinator. Payment can be made by cash, cheque (made payable to "KAS3521") or by interact e-Transfer. No reservation is firm until payment in full has been received by Facilities Coordinator.

#### **17. PETS:**

It is recommended pet owners familiarise themselves with the Bylaws governing:

- a) Number of pets-one dog or one cat
- 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 in Guest Suite or Clubhouse/Amenities Building
- g) Doggy waste containers are located around the perimeter of the property.

#### **18. MAIL:**

One mailbox has been allocated per unit and can be found in the main hallway entrance. Unit owners are responsible for their own mailbox keys. Canada Post makes one delivery per weekday around mid-morning.

Strata Council have negotiated with Canada Post to deliver large envelopes and/or small parcels directly to Winterra, by use of Large Postal Box and additional mail boxes “A” or “B”. If there is a delivery for your unit, you will find a key in your own mail slot directing you to the appropriate box. Once you have opened box and retrieved your mail or parcel please return it immediately through the slot in the “Return Parcel Key” box.

**19. NOTICEBOARDS and BULLETINS:**

A strata council and residents bulletin board are located in the parkade elevator area. The bulletin board guidelines are posted.

Council will also send periodic maintenance and service messages by email to residents who have completed a Resident Information Form giving an email address.

Additional notices will be placed on the sandwich boards at exits.

**20. NEWSLETTER:**

A quarterly newsletter is issued from the Council with community News and updates. To keep costs to a minimum, these will be “blind copy” emailed to the addresses given on your “Resident Information Form” – or contact Facilities Coordinator 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  
Dryer Vent Cleaning  
Water leaking or smell of gas (emergency)

**ENTRY NOT REQUIRED:**

External window washing (remove screens please)  
Parkade sweep and clean (remove all vehicles please)  
External car park sweep and clean (remove all vehicles please)

**22. THE LAKES COMMUNITY ASSOCIATION:**

Winterra is 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, 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](http://www.thelakescommunity.com)

**23. GRIEVANCE PROCEDURE:**

Whilst the aim at Winterra is for a community you will always want to live in, Council is 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 stating your name and unit number which is kept confidential.

If a fellow resident is causing undue distress to you, a service form will be found on [winterra.ca](http://winterra.ca) website and Pacific Quorum's website. The completed form should be submitted to Pacific Quorum for further action.

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

**PLEASE MAKE AVAILABLE TO NEW RESIDENT/TENANTS WHO OCCUPY YOUR UNIT**