

**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:

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 2016)

2015/16	Unit #	email
Vice President: Don Oneil	403	don@winterra.ca
Secretary: Jake Kirstein	307	jake@winterra.ca
Treasurer: Gordon Long	202	gord@winterra.ca
Member at Large: Dave Hyde	408	dave@winterra.ca
Member at Large: Mel Majewski	409	
Member at Large: Gerry Theoret	406	

WINTERRA WEBSITE: www.winterra.ca*

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

RESIDENT COORDINATOR: Don Oneil

Contact details:

- a) Email: don@winterra.ca
- b) Cell: 778 215 2370 (message or text)
- c) Note in Council mailbox in entrance hall

CONDO LIVING:

It is a close community where residents can meet their neighbours and enjoy the security and amenities that Winterra offers.

Our units, while solidly constructed, are not totally soundproof. Residents are asked to have some consideration when entertaining or moving about the building.

To create an atmosphere of enjoyment and harmony we ask that during the hours of 11pm to 6am that residents keep all noise to a minimum.

1: MOVE IN/MOVE OUT:

The fee of \$100 is payable to OSM for each move in. 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 loan of the key. This will give the resident exclusive access to Elevator A for the duration of the move and with the use of the double wide main doors allowing easier access to the building.

2: EMERGENCY CONTACT INFORMATION:

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 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.

4: BYLAWS:

A complete set of current bylaws are available on the OSM site. 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
- Resident Coordinator

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 (land line not required) 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.

The resident coordinator will not allow access to any person through the intercom. This includes individuals who state they live here or who are visitors, only by way of appointment with the resident coordinator on Strata business will access be given.

7: FIRE:

As from September 2014, monthly testing of fire alarm system within Winterra will take place on the FIRST Tuesday in the month. The bells will ring periodically 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.

Please note that emergency lights will only operate for 30 minutes or less, enough time to evacuate the building. Residents should keep a portable light to access and enter building during extended power outages.

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. There are a total of 4 extra parking stalls that are available for rent on a first-come first-served basis. Rental is \$30 per month. If you are interested, contact the Resident Coordinator to have your name put on the wait list.

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:

Revised Sept 1, 2016

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

PLEASE DO NOT LEAVE any other items for disposal around Winterra. TV, toaster, batteries, paint cans, garden items, electrical items etc. 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 common area of the storage room itself will be collected and a 30 day notice given through bulletin board notification and general email.

There are 3 extra storage lockers available on a first-come first-served basis. Rental is \$20 per month. Please see the Resident Coordinator to have your name put on the wait list. Storing vehicle tires contravene Strata 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. Contact the resident coordinator for key. Please do not lock several bikes together, only lock individual bikes.

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 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, night stands, wardrobe, table 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 bedding, pillows, towels & catering.

Cost (as at Jan 2015) is \$25 per night (max 7 nights per booking) plus a one time cleaning fee of \$25.

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

16: CLUBHOUSE/AMENITIES BUILDING:

Revised Sept 1, 2016

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. Please use spray and cloth to wipe down equipment when finished.

b) AMENITIES ROOM & PATIO:

These facilities are for the enjoyment of all residents during the hours of 6 am to 11 pm.

Please return TV, Fire, 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 owners and authorised tenants (completed Form K) on payment of the appropriate fee – (as at Jan 2015) \$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..

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 though the slot in the “Return Parcel Key” box. At present, we do not have any facility at Winterra for outgoing post.

If you have previous owners/tenants mail, place in clear plastic holder located on top left of mailboxes. Postmaster, as she becomes familiar with residents, will remove this unwanted mail.

UPS, Fed Ex etc. notices are place on the clear plastic holders located on the top of the mailboxes.

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. Community notices may be placed on the boards in the area designated as ‘Community Notices’. Community notices should be dated and can be posted for a maximum of 30 days.

Council will also send notification by email to residents who have completed a Contact Information Form.

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 secretary@winterra.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: annual fire inspection.

22. UNIT MODIFICATION

If you wish to make unit modifications please fill out the ‘Application for Unit Modification’ form found on the Okanagan Strata Management website and send OSM. www.okstrata.com

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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 (remove any door mats please)

23: 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, regular cleaning up the community, helping 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

24: 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 stating your name and unit number which is kept confidential.

If a fellow resident is causing undue distress to you, a “notice of complaint” form will be found on OSM 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 sent to OSM.

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.