

Winterra at the Lakes

Fall 2020



Winterra Newsletter October 2020

Website: Winterra.ca

Important Notice: Exercise Room and Clubhouse will remain closed until further notice.

Scheduled Maintenance

UNIT FIRE DETECTOR INSPECTION

Facilities Coordinator Duties

Winterra@telus.net

Description:

- move ins and outs- orientation to new residents, resident info forms
 - newsletter
 - Winterra Website Winterra.ca
 - Guest suite bookings and administration
 - parking passes, parking security
 - schedule and liaison with service providers (landscape, parkade cleaning, mechanical issues, custodians, fire testing, window washing, building access to service providers, elevator, water heaters, HVAC's, pest control, vents and other building maintenance issues/concerns)
 - weekly, monthly and annual maintenance checks and records such as common area HVAC's, water heaters, common areas etc.
 - provide appropriate forms to residents upon request
 - key fobs, building electronic security
 - light cleanup of common property when required
 - general common property maintenance as directed by council
 - direct resident and owner concerns to council when received in written form
- (If there is a concern about the condition of the building, complaints, noise issues, these should be sent in writing to Pacific Quorum, Winterra's property manager. Owners requiring more information can contact Winterra's property manager)

Winter Snow Removal

Solid Earth is again contracted for snow removal for the outside parking area, the walkway entrance and fire escape steps.

Solid Earth will arrive **following the termination of snowfall** that is over 3cms in depth. They will move parking lot snow to a snow pile area located in the north-east parking lot. They will then hand shovel the entrance way and the north and south exit steps.

Last year additional clearing of entrance, north and south steps and sidewalks of snow was done on a resident volunteer basis. This winter season when the snow continues to accumulate, Solid Earth will be contacted to do additional walkway snow removal to prevent the buildup of snow over 3 cms.

Wearing appropriate winter footwear is advised when leaving or entering the building through any man-door to avoid slippage and to deal with snow accumulation.

EMERGENCY CONTACT
1-887-797-0010

FACILITIES COORDINATOR
Winterra@telus.net

WINTERRA WEBSITE
www.winterra.ca

WATER SOURCE CHANGOVER

As of October 14, Winterra and all other properties 'At the Lakes' are now receiving water from the Beaver Lake system.

For more information regarding the changeover paste the link below into your browser.

https://www.lakecountry.bc.ca/en/living-in-our-community/water-switchover-faq.aspx?fbclid=IwAR3M_5MCmFfzVZUCP4ZpP7wWyM1g7QaU-VPYa1pc3slHvOovDoZ6qildSIs#

Facilities Coordinator Notifications to Residents

The Facilities Coordinator will email newsletters, bulletins and scheduled maintenance notices as required. These notifications will be sent to residents, owners or occupants or property managers whose email addresses are provided on the Resident Information Forms.

Owners receive direct communications from Pacific Quorum. Owners are encouraged to sign in to Pacific Quorums site to obtain pertinent owner information including Winterra minutes, Contact Info, Forms, Bylaws/Rules, Financial Statements, Meeting Notices, Strata Fees, current owner email addresses and Service Requests.

Winterra Landlords/Tenants

Winterra has both owner-managed-rental units and owner-occupied units. Pacific Quorum is the property manager to Winterra unit owners.

Owners contact Winterra's property manager, Pacific Quorum with their inquires or facilities coordinator for direction.

Owners rent their individual units and are their tenant's manager. Renters should contact their unit owner(landlord) or their unit's property manager with any concerns. The landlord will then contact Winterra's property manger, PQ or the facilities coordinator where they can be provided with appropriate forms or information.



Please use caution when exiting and entering the building. With the variable temps experienced in our area the steps and entry ways can become very slippery. Pails containing de-icer are located at the north and south entrances. Please feel free to sparingly spread the de-icer on the steps if they appear slippery

For all scheduled events/maintenance go to Winterra.ca to view Guest Suite, 'Clubhouse and Event calendar'. Additional information will be provided through email, individual unit notices, sandwich boards, Winterra minutes and newsletter.

EMERGENCY CONTACT
1-887-797-0010

FACILITIES COORDINATOR
Winterra@telus.net

WINTERRA WEBSITE
www.winterra.ca

SNIPPETS

-bottle recycler is a volunteer, please place all bottles, cans etc. in the appropriate blue bin.

Thank You

-Winterra's bylaws need overhauling. Volunteer to be on the bylaw committee.

-Vehicles parked in outside parking lot must have current licence plates.

-vehicles parked in the parkade must have either current licence plates or storage insurance.

-resident owners, there is a waiting list for an additional storage units-contact Facilities Coordinator

-a light in my unit needs a replacement bulb and I don't have a ladder-contact Facilities Coordinator

-resident owners, there is a waiting list for additional parkade stalls-contact Facilities Coordinator



PET PEEves

Please take your pet off the common property to do their thing. Peeing on the bushes, flowers and lawn damages the landscape. Thank You Pet Owners.

POWER OUTAGES

In the event of a power outage, emergency lights will operate in hallways for a minimum of 20 minutes (fire code). Hallway fire doors will automatically close, so please do not prop them open. Man-doors have a battery backup system which should operate for 8 hours so fob access will still be possible for at least one of the man doors. A council member will open garage door ASAP. The garage door will remain open for the duration of the power outage. Please make sure your vehicles are locked at all times.

It is suggested you have a light source during these outages to make your way safely throughout the building and parkade. Residents can use their smart phone to go on line, www.bchydro.com and view where, cause and estimated time to repair.