

River Grande Estates

Condominium Plan No. 9911158

2320 Erlton St. SW (Phase I) Calgary, AB T2S 2V8

59 – 22nd Ave. SW (Phase II) Calgary, AB T2S 3C7

60 – 24th Ave. SW (Phase III) Calgary, AB T2S 3C9

A Guide for Owners and Residents of River Grande Estates

All owners and residents are asked to please carefully read and familiarize themselves with all of the Bylaws of the Corporation as well as all rules and regulations and to ensure they abide by these at all times.

Doing so will promote harmonious living in our complex and allow maximum enjoyment for all residents of River Grande Estates.

Bylaw 5(h) allows the Corporation to “make such rules and regulations as it may deem necessary”. This document summarizes the established rules and guidelines for owners and residents of RGE along with highlights of selected items in the Bylaws. All rules and policies not specifically detailed under the Corporation’s Bylaws will have previously been duly established and documented by the Board of Directors during the course of regular Board meetings. Additional helpful information on living at RGE is also included for easy reference.

Updates to this document will be made from time to time to reflect any future Bylaw or other changes.

If any conflicts in terminology arise from this document, the wording in the appropriate Bylaw will always apply.

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A. BOARD OF DIRECTORS

River Grande Estates (RGE) has a seven member elected Board of Directors.

Each Director serves a two-year term. The Directors are elected at the Annual General Meeting held annually by a quorum of eligible members/owners. In alternate years four new Directors are elected with three new Directors the following year. This insures a degree of continuity within the Board.

The Board of Directors is given the responsibility of running the affairs of the Condominium Corporation in accordance with the Bylaws. The elected Board of Directors exercises all powers of the Condominium Corporation unless different instructions are given by a resolution passed at an Extraordinary General Meeting.

Officers of the Condominium Corporation are elected by the Board from among their members and include the offices of President, Vice President, Secretary and Treasurer. From time-to-time the Board of Directors may strike ad-hoc committees consisting of Board members and/or other owners to assist in managing or planning specific items of business for the Corporation. (e.g. planning social functions, newsletter preparation, landscaping, flood mitigation, financial investments).

A PROPERTY MANAGEMENT COMPANY is employed to help run the business interests of the Corporation, to give guidance as required and to enforce the Bylaws as directed by the Board of Directors.

B. OWNERS CONTACT INFORMATION

Please Note: Only Owners should be contacting the Property Manager to conduct business with the Corporation. Tenants need to defer to their landlord (except for emergencies) for all communications and requests.

PROPERTY MANAGEMENT COMPANY: Magnum York Property Management LTD.

110/120, 1710 Radisson Drive SE
Calgary, Alberta
T2A 7E9

Property Manager: Sherry Ponych

(Direct Phone 403 294-1470)
sponych@magnumyork.com

RGE Onsite Office -Tuesday Afternoon/Saturday Morning

(Direct Phone 403 234-7051)
rgemanagement@telus.net

RGE Building Maintenance Superintendent:	Alvin Payne (Office located in Visitors Parking Area) Weekdays 8:30 am – 4:30 pm 24hr building emergencies 403 863-1442
Alternate for Building Emergencies (<i>Evening & Weekends</i>)	403 294-0411
Calgary Parking Authority (for illegally parked vehicles)	403 537-7100
Calgary Animal Control Office	311

C. EMERGENCY PROCEDURES

In all emergencies stay calm and follow the directions of the appropriate authorities.

FIRE

Residents with impaired mobility are expected to notify the MANAGEMENT COMPANY as soon as possible after moving in to help facilitate evacuation in case of emergency.

If fire alarm goes off, do not call 911 as the fire department will already have been notified. Proceed as quickly as possible to the main entrance of your building and do not re-enter building until Fire Department gives an all-clear.

MEDICAL

If necessary to call 911 for medical emergencies, someone will have to be available to let EMS into the building.

WATER - LEAKS or OVERFLOW

Call Alvin Payne (ABBAs) at **403 863-1442 immediately**. The Magnum York Emergency operator can be contacted at as 403 294-0411 as a last resort.

POWER OUTAGE

Elevators and garage overhead doors will not operate during a power outage. Proceed to any area displaying a lit “EXIT” sign.

D. COMMUNICATIONS

The first point of contact for administrative issues is the Property MANAGEMENT COMPANY.

The Board normally meets monthly except for the months of July or August. Please direct all comments, suggestions and concerns through the PROPERTY MANAGEMENT COMPANY, in writing if necessary. For confidential inquiries, you can alternatively email the Board directly using the address theboard@rivergrandeestates.com.

The Corporation has a website to assist with owner communication, and it can be found at <http://www.rivergrandeestates.com>. The current Bylaws, a copy of this document and Minutes of Board Meetings, as well as much other helpful RGE information are posted on this web site. Owners should arrange for a password through the POROPERTY MANAGEMENT COMPANY office or by contacting the Board directly.

Periodic bulletins and notices from the PPROPERTY MANAGEMENT COMPANY will be emailed to all owners and tenants who have filed an email address with the Management Company. Notices will also be posted on the appropriate bulletin boards and/or elevators in the RGE complex.

Bulletin boards located in the upper lobbies, near the mailboxes are exclusively for RGE Management notices.

Bulletin boards located in the visitor’s parking garage are for owners use.

E. SECURITY

Security at RGE is one of our greatest concerns and is always taken very seriously. All access cards or fobs must be treated the same as any secure holdings (e.g. personal credit cards).

(Bylaw 62g).

g) A maximum of four (4) security fobs and two (2) parkade cards per Residential Unit will be issued at any one time. Additional security cards will require special written permission from the Board,

In consideration for the security fobs and cards, an Owner or Occupier agrees to:

- i) *Safeguard all access cards in their possession and keep a record of the numbers on the access cards issued to them.*
 - ii) *Not transfer/give any access cards in their possession to another Resident under any circumstances.*
 - iii) *Notify the Manager immediately if an access card/fob is lost or stolen so it can be deactivated from the system.*
 - iv) *Not follow anyone into the parkade without first swiping their access card (e.g. A bicyclist following a motorist or vice versa) and ensure overhead door starts to close before swiping access card.*
 - v) *Stop immediately upon entering the parkade and wait for the overhead door to close before proceeding to a parking stall, This applies to all motorists and/or bicyclists.*
 - vi) *Never prop open a secured door under any circumstances without Board approval.*
- Owners must ensure they know who is using their fobs and garage cards at all times, as they are ultimately held responsible and answerable for the actions of anyone using their card(s). A record is created each time the access card/fob is used to open a door and will be checked for any access irregularities.
 - There is a \$50 replacement fee for lost or stolen cards or fobs.
 - Security cameras are located throughout the buildings and garage areas to record activity and the recordings can be reviewed and copied if required.
 - Do not let anyone in for any reason unless you know they are residents.
 - Solicitation in the building is not allowed unless provided for by law (e.g. census or election workers).
 - Call the Police **immediately (911)** if you see suspicious activity in and around the complex.

EXTERIOR DOOR ACCESS

Access cards and fobs are numbered and the CORPORATION maintains complete records of distribution.

- Parking Garage Cards. Your access card will be required to open both the entrance and exit doors for the owners parkade.

When following another vehicle entering or exiting the resident's parkade, allow the door to start down before swiping your card.

- Fobs will open the following doors:
 - Street entrance (to your building only)
 - Courtyard entrance to all buildings
 - Amenity rooms

- Basement doors to elevators in all buildings
- Doors to owners parkade from Visitor's area
- Garbage Rooms closest to your building
- Your assigned locker room

KEYS

- All owners are provided with two keys for the courtyard gates. Please contact the PROPERTY MANAGEMENT COMPANY if lost or damaged.
- Post Office Boxes are located in the building lobbies and the keys are not the corporation's responsibility. However if lost, the PROPERTY MANAGEMENT COMPANY can provide information on how to replace.
- Fire stairwells are not currently locked so keys are not required. When using these stairwells please keep noise levels down as they adjoin suites.

REPORTING THEFTS OR PREVIOUS CRIMINAL ACTIVITY

If a crime is currently in progress do not get personally involved or confront perpetrators but do call **911 immediately**.

All past or discovered events concerning break and enter or thefts of personal property must be reported by the resident directly to the Calgary Police Services (C.P.S.) by using either the non-emergency telephone line (403 266-1234) or the on-line reporting tools at www.calgarypolice.ca. Without individual reports, no police investigative activity can or will occur.

The PROPERTY MANAGEMENT COMPANY must also be notified as soon as possible using the 24-hour phone service (403 294-0411) and/or a direct communication with the current Property Manager.

The PROPERTY MANAGEMENT COMPANY, or the Building Maintenance Superintendent or the Board of Directors can not file property loss statements on behalf of owners and residents but will attempt to interact with the C.P.S. on behalf of the CORPORATION'S shared interests in the event of break and enter events.

F. GENERAL OCCUPANCY

If you have not already done so, please review Section 62 of the Bylaws at your earliest convenience. The following **Common Issues** highlight the more salient points of Section 62, as well as some additional points.

COMMON ISSUES

All owners will be financially responsible for any damage to common property caused by guests or other residents of their unit.

An owner or occupant of a residential unit shall:

- Keep the exterior of the door to the unit clean and free of scuffmarks at all times.
- Ensure a qualified service technician annually services the natural gas fireplace.
- Not place any items outside the unit in the common hallway (e.g. shoes, garbage bags, etc.), or hang anything on the walls/doors outside the respective unit.
- Keep all music and/or TV volume at reasonable levels at all times so as to not interfere with the quiet enjoyment of surrounding neighbors (particularly after 11:00 p.m).

Please be courteous to your neighbors. The RGE complex is mostly of wood frame construction, which means that sound and vibrations carry easily, especially to the units below and above of respective units. It is recommended that soft-soled shoes and/or slippers be worn especially on hardwood floors. Exercise equipment (e.g. a treadmill) is not allowed, as per bylaws, and residents are asked to refrain from using mechanical devices (e.g. vacuum cleaners, washers, etc.) prior to 8 a.m. or after 10 p.m.

INSURANCE – Improvements and Betterments

The Corporation's insurance will cover only replacement costs up to the limit of fittings and finishings of "standard builder's quality". For details and clarification, please contact the PROPERTY MANAGEMENT COMPANY and refer to the RGE Bylaw 46, which deals with the Corporation's insurance.

BALCONIES AND PATIOS

All patios and balconies are common property and, are maintained by the Corporation provided that they are included in the condominium plan as part of a condominium unit.

Bylaw 62 b) xxv

b) An Owner or Resident SHALL NOT:

xxv) use his balcony or patio or other areas outside of his building for the storage of personal belongings or other goods and chattels or allow or cause any household or personal effects or articles belonging to him to be kept anywhere except inside his

respective Unit when not in actual use, and each Owner will comply with all requests of the Board or its representatives that all household or personal effects or articles, belonging to an Owner's household be put away inside such Unit when not in actual use, however, patio furniture (including a table and chairs), flower pots planted with living plants (no silk, artificial or plastic plants except artificial cedars are allowed) or a natural gas barbeque on a balcony or patio are permitted. All garden, sporting, or camping style canvas or plastic chairs are not considered patio furniture and must be folded up when not in use. No sofas, freezers, electrical appliances, coolers, cleaning supplies, packing boxes or tires shall be stored or used on a balcony or patio. Bicycles are to be put in the bicycle storage room or in the parkade area of the Project if approved by the Board. Bicycles and skis are not to be taken through the lobby to Residential Units or kept on balconies or patios. The Corporation shall have no responsibility for any bicycles stored in the bicycle storage room or the parkade. No flower pots shall be hung outside a balcony railing attached to the exterior of a Unit or attached to the ceiling of the balcony or patio;

Noise on balconies/decks (e.g. voices, music and the use of barbeques) must be limited after 11 p.m. in order to cause the least disturbance to adjoining neighbors.

(Reference Bylaw 62 (b) (ii). All owners have the right to quiet enjoyment of their home.

BICYCLE STORAGE

- a) An annual registration fee of \$10 per bicycle will apply. Upon registration, residents will be issued a coded identification sticker, which must be clearly displayed on the bicycle at all times. Registrations must be renewed each year.
- b) Due to limited space and subject to availability, no more than two bicycles per unit will be allowed. If there are insufficient storage hooks available, please submit your request in writing to the Management office. Please contact the on-site Management Representative to place your name on a waiting list.
- c) Bicycles not displaying the current authorized identification sticker may be removed from the common property without further notice.

G. PETS

New dogs are not currently allowed. Dogs residing at RGE, provided they were registered with the Corporation prior to June 17, 2013 are grandfathered.

The Board must approve in writing any pets prior to moving them into the building. Please refer to Bylaw 62 b) iii). Also note that visitors are not permitted to bring pets to RGE.

Please remember: that all approved pets be under the control of their owners at all times. Pets can not be free to wander on Common Property and should never be a nuisance for neighbours.

H. GARBAGE (Bylaw 62 b) xiv

- a) Receptacles located in the mailrooms are for pamphlets and recyclable paper only.
- b) All refuse is to be properly and securely wrapped and deposited in the waste bins provided by the Corporation in the two disposal rooms adjacent to the Visitor's Parking area. It is strongly recommended that pet litter or wet garbage be **double bagged** to prevent accidental spillage on common areas or in waste receptacles.
- c) At no time should refuse be left outside any unit doorway, in the stairwells, elevators, balconies, patios, parkade, or outside the garbage room doors.
- d) Refuse collection agent contracted by the Corporation will not remove bulk waste items, such as discarded household furnishings, old BBQ's, mattresses, or hazardous waste etc. An independent collector will be contracted to remove any such items left in the Refuse Room with the cost charged back to the owner/resident and fines levied if owners or residents can be shown to have broken the rules. Please make your own arrangements to dispose of large household or hazardous items.

I. RECYCLING AND ORGANIC WASTE

All residents of RGE are mandated to participate in the recycling and organic/kitchen waste programs, by using the designated BluPlanet bins in the disposal rooms. The City of Calgary has made compulsory recycling and organics disposal for all condominium buildings and may periodically monitor refuse bins to insure adherence to the City Bylaws. Please collapse all cardboard prior to disposal to insure that space is available in the bins.

J. PARKING

1) Resident Garage Units/Parking Stalls

All vehicles parked must be fully contained within the allocated space and may not (in total) exceed 18 lineal feet.

The Bylaws concerning resident and visitor parking are to be found in section 62 b) xviii and owners/residents should carefully read and understand these in detail. Of special note, please see portions of these Bylaws quoted below.

62 b) xviii

An Owner or Resident SHALL NOT:

viii) in regards to parking and operating a Private Motor Vehicle on the Project:

(D) allow any vehicle or equipment other than a Private Motor Vehicle to be parked or stored in a Parking Unit or on the Common Property. A motorcycle may be parked in a Parking Unit with another motor vehicle if such combination does not exceed beyond eighteen (18) lineal feet provided none extend into the common driveway or block any adjacent Parking Units or storage areas;

As a reminder, only registered and fully functioning vehicles should be parked in the stalls. Open parking spaces are not to be used for storage of any personal articles. The use of parking stalls is governed by restrictive covenant.

Anyone wishing to rent out their stall or garage must notify the PROPERTY MANAGEMENT COMPANY as specified in the Bylaws. Failure to notify the PROPERTY MANAGEMENT COMPANY is in violation of the bylaws and subject to a monetary fine.

- a) No foodstuffs or perishable items can be stored in private garages.
- b) If a stranger's vehicle is found parked in your stall, the call the Calgary Parking Authority directly (403 537-7100).

2) Visitor Parking

Visitor parking is for the exclusive use of short-term temporary guests of owners/residents of River Grande Estates. Owners must be home for the entire duration of the visit in order for guests to use visitor parking (e.g. parking for 'house sitters' or friends parking while on vacation with owner(s) is not allowed).

Bylaws concerning resident and visitor parking are to be found in section 62 b) xviii, and owners/residents should carefully read and understand these in detail. Please pay particular attention to section of the Bylaw quoted below:

An Owner or Resident SHALL NOT:

M) allow a visitor to use the visitor parking area between the hours of 10:00 p.m. to 8:00 a.m. without visibly displaying a River Grande Estates parking permit. UNDER NO CIRCUMSTANCES CAN THIS PERMIT BE USED FOR THE VEHICLE OF A RESIDENT. No visitor permit for overnight parking may be used for the same vehicle for more than three (3) nights per calendar month without special permission from the Board. Visitors parking in Visitor Parking do not require a permit between the hours of 8:00 a.m. to 10:00 p.m.

Visitor parking passes are numbered and issued (one to each unit) by the Resident Manager.

Passes may be replaced for \$50 if lost.

Non-compliance to parking rules can result in the vehicle being ticketed and towed by Calgary Parking Authority at owners' expense. Fines attributable to the unit owner are also possible.

3) On-street Parking

- a) Residents of RGE may park in designated street parking areas in Erlton marked "ZZ". A City of Calgary Permit is required and must be renewed annually by legal residents of RGE. Permits are limited to "two per suite". Please contact the Calgary Parking Authority for directly permits or information.
- b) Vehicles using on-street parking must be moved/driven at least every three (3) days or may be ticketed and towed by the C.P.A. The City of Calgary does not allow on-street parking to be used for longer-term vehicle storage.
- c) Temporary "on-street" visitor parking permits are available under special circumstances for RGE residents' out-of-town guests. Because RGE has a Guest Parking area, the City may not grant a visitor permit. To try and obtain a visitor on-street permit it will be necessary to visit the Calgary Parking Authority in person. The guest must present a valid Drivers License to prove residency.

K. STORAGE LOCKERS

- a) All storage lockers are common property and are assigned and registered by the Corporation. They cannot be bought or sold with a unit. Locks are your responsibility.
- b) Each unit is assigned one locker at no cost. A very limited numbers of extra lockers are available to to rent on an annual basis. If required, please contact the Resident Manager to arrange or to be added to the waiting list.
- c) Storage lockers shall not be used for anything other than in accordance with policies set forth in Bylaw 62 d). No foodstuffs or perishable items can be stored in lockers.
- d) The Corporation is not liable for theft or damage to any personal property stored in lockers.

L. RENTING OR SELLING YOUR UNIT

Refer to Bylaw 51 and contact the PROPERTY MANAGEMENT COMPANY for the current rules around renting your unit.

Please note that short-term rentals (AirBnB, VRBO etc.) are in violation of the Bylaw restrictions around leasing out units at River Grande Estates. These type of arrangements for residential suites are not allowed.

A damage deposit equal to one month's rent is automatically required and new tenants are mandated to provide appropriate information to the PROPERTY MANAGEMENT COMPANY immediately. A fixed damage deposit of \$1500 has been established by the Board and must be collected in situations involving non-commercial assignment of occupancy. Damage deposits will be pooled and placed in a bank account to be returned net of any tenant damages to common property (but without any accumulated interest) to the landlord on termination of rental or assignment of occupancy arrangements.

Refer to Bylaw 62 b) xvi for details on selling your unit. If you are selling your unit the PROPERTY MANAGEMENT COMPANY can provide information on how to obtain copies of Condo documents for prospective purchasers. Remember, no Realtor signs are allowed on the property, although Owners' can post 'for sale by owner' signs on the Notice Board in the Visitors parking area.

For owners' and building protection, ensure any contracted realtor is made aware of implications regarding the access card. It must be stressed to the realtor that if the card gets stolen, lost, etc., they MUST notify the PROPERTY MANAGEMENT COMPANY immediately. Unless the Corporation is notified the owner will be held responsible for the actions of anyone using that access card to gain entry and for any resulting damages.

When residents re-locate to another unit within RGE, it is their responsibility to ensure new access cards are requested from the Resident Manager. Access cards **ARE NOT TRANSFERABLE** from unit to unit as they are specifically registered to the unit and respective owner of that unit.

M.MOVE IN - MOVE OUT OR MOVING OF CHATTELS

All move-in/move-outs must be scheduled through the PROPERTY MANAGEMENT COMPANY and in strict accordance with the bylaws (Bylaw 62 b) f) (referenced below). The PROPERTY MANAGEMENT COMPANY will provide full details of the rules and application, and the RGE Building Maintenance Superintendent will normally collect any required fees.

f) When an Owner uses any part of the Common Property for moving in or moving out of a Unit (excluding deliveries), the following provisions shall apply:

i) The RGE Building Maintenance Superintendent must be given at least seven (7) days prior notice so as to be able to provide adequate security and to avoid schedule conflicts;

ii) An Owner shall not move furniture or other chattels into or out of a Unit unless prior to the move the Owner:

(A) received written approval for the move from the Board (request is made through the Property Manager);

- (B) pays the Corporation a flat rate fee for a maximum of four (4) hours. If additional time is required, an additional fee will be charged;*
- (C) pays the Corporation a damage deposit on move-in/move-out;*
- iii) The fee will be used to hire a person to maintain the security of the building while the doors are open for the move-in/move-out;*
- iv) The damage deposit will be used to pay for any damages caused to the project during the move, and the Owner will also pay the Corporation any damages in excess of the damage deposit. If no damage is done to the project during the move, the Corporation will refund the full damage deposit to the Owner;*
- v) An Owner shall not move (excluding deliveries) into a Unit or out of a Unit on a Saturday, Sunday or legal holiday.*

If moving in or out of Phase I, the main lobby entrance may be used for this purpose between the hours of 9:00 a.m. and 12:00 p.m. or between 1:00 p.m. and 5:00 p.m. only.

If moving in or out of Phase II or 111, the east entrances (and not the main lobby entrance) are to be used for this purpose and only between the hours of 9:00 a.m. and 5:00 p.m.;

- vii) Any violation of the above procedures will be subject to a monetary sanction pursuant to Bylaw 43, at the sole discretion of the Board of Directors; and vii) All fees shall be set by the Board from time to time.*

N. CONSTRUCTION & RENOVATION PROCEDURES

[Reference Bylaws 3(d); 62b ((ii), (vi), (xxii) & (xxxiii))]

The RGE Rules regarding alterations and upgrading of units are somewhat complex and before doing any construction it is important that owners check with the PROPERTY MANAGEMENT COMPANY for the current rules and regulations and applicable application forms.

Without being too specific, the following are things one needs to consider when planning any significant renovations to a unit:

- Allow ample time to get approval from the Board
- Any project over \$1000 requires a City Building Permit if applicable.
- A bond may be required
- Only certain floor coverings and carpeting will be approved for specific rooms
- Only certain engineered wood floors will be approved
- Board approval must be obtained before starting and will have a deadline for completion imposed

- Approval of the project may be posted on the Notice Board in respective building
- The contractor will be expected to follow the hours of work rule and will also be expected to keep hallways and elevators clean at all times.
- Owner is responsible for their respective contractor and their employees
- Moving materials in and out has to be cleared through the RGE Building Maintenance Superintendent
- The RGE Building Maintenance Superintendent will inspect flooring materials before they are installed to ensure they meet approved RGE building specs.

It is highly recommended that one consult with the PROPERTY MANAGEMENT COMPANY prior to planning or proceeding with any renovations to avoid costly errors and/or damage to the common property.