

# *River Grande Estates*

**Condominium Plan No. 9911158**

*including*

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

**59 – 22<sup>nd</sup> Ave. SW (Phase II) Calgary, AB T2S 3C7**

**60 – 24<sup>th</sup> Ave. SW (Phase III) Calgary, AB T2S 3C9**

## **A Guide for all Owners and Residents of River Grande Estates**

This document summarizes the established rules and guidelines for owners and residents of RGE along with highlights of selected items in the Bylaws. Additional helpful information on living at RGE is also included for your reference.

In addition to all regulations set out in the Corporation's Bylaws, Bylaw 5(g) allows the Corporation (The Board) to "make such rules and regulations as it may deem necessary or desirable from time to time".

If any conflicts in terminology arise, the wording in the appropriate Bylaw will always take precedence.

All owners and all tenants are obliged to read and familiarize themselves with the Bylaws of the Corporation as well as all rules and regulations and to ensure they always abide by these. Doing so will go a long way towards promoting harmonious living and maximum enjoyment for all residents of River Grande Estates.

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## **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 RGE 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 advises it is safe to do so.

### **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 Building Emergency immediately at (403) 294 0411

### **POWER OUTAGE**

Elevators and garage overhead doors will not operate during a power outage. Proceed to any area displaying a lit "EXIT" sign. The emergency lighting system should provide backup lighting in corridors and in the parking garage for up to two hours.

## **D. COMMUNICATIONS**

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

The Board normally meets monthly. Please direct all comments, suggestions, requests, or concerns through the MANAGEMENT COMPANY, and in writing. For confidential inquiries, at any time you can email the Board directly using the address [theboard@rivergrandeestates.com](mailto:theboard@rivergrandeestates.com). The Board contact address should not be used to address maintenance requests or other normal building operations related concerns. Kindly remember that except in emergencies, the Board will deal directly with Owners and not with tenants.

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

Periodic bulletins and notices from the MANAGEMENT COMPANY will be emailed to all Owners who have filed an email address with the Management Company. Owners are responsible for forwarding any formal notices to their tenants. Most notices will also be posted on the appropriate boards or in the elevators within the RGE complex.

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

The two 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 taken very seriously. All access cards or fobs must be treated the same as any secure holdings (e.g., personal credit cards).

(Bylaw 62 F)

*b) 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 Occupant must agree to:*

- (i) safeguard all access fobs and cards in their possession and keep a record of the numbers on the access fobs and cards issued to them.*
- (ii) not transfer or give any access cards in their possession to another Occupant 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 their Parking Unit. This applies to all motorists and bicyclists.*

*(vi) never prop open a secured door under any circumstance without Board approval; and*

*(vii) all fobs and access cards remain the property of the Corporation and must be returned to the Corporation when an Owner sells and moves out of the Unit. The new Owner or Occupant must make arrangements directly with the Corporation or Manager for the issuance of new fobs and access cards to them.*

At the request of an Owner, either one or two access fobs may be encoded to open the garage doors, but in that case the appropriate number of white parkade cards must be surrendered. Owners must ensure they always know who is in possession of their fobs and cards, as they are ultimately held responsible and answerable for the actions of anyone using their card(s) around the RGE complex. A record is created each time the access card/fob is used to open a secured door and will be checked for any apparent access irregularities.

- There is a \$50 replacement fee for cards or fobs. The fee for cards stolen from vehicles will be doubled.
- Security cameras are in strategic locations throughout the buildings and garage areas to record activity. Recordings can be reviewed to follow up on any suspicious activity and can be copied for police if required.
- Do not let anyone in for any reason unless you know with certainty that they are residents.
- Solicitation in the building is not allowed unless provided for by law (e.g., census workers, official election campaign workers).
- Call the Police (403 266-1234) if you see suspicious activity in and around the complex.

## EXTERIOR DOOR ACCESS

Access cards and fobs are all coded, and the MANAGEMENT COMPANY and Board maintain a record 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 in all buildings
  - Basement doors to elevator lobbies in all buildings
  - Doors to Owners parkade from Visitor's parking area

- Disposal Rooms closest to your building
- Your Assigned locker-room
- Elevators #1 and #4 will be activated to access the Owners parking garage.

## KEYS

- All owners are provided on request with two keys for the courtyard gates. Please contact MANAGEMENT COMPANY if lost or damaged.
- Post Office Box keys are not the corporation's responsibility. However, if lost, the MANAGEMENT COMPANY can provide information on how to replace or to replace the lock.

## INTERCOM SYSTEM

The Corporation maintains an intercom access system so residents can provide building access for their guests or for deliveries. Display names are limited to 15 characters on the panel.

The visitor must enter the assigned four-digit "dial code" into the intercom panel. The system connects to the telephone number provided by the Owner for that unit, then the Owner/Tenant needs press "9" on their phone to open/unlock the door for the visitor after a visitor calls through the system.

This works at the main entrance to the building the suite is in, as well as for the visitor garage door. Normally there is just one Name/Number listed per suite, but additional names added will be provided separate "dial codes". Residents should always be certain who is contacting them to access the building. NEVER open a door for strangers, no matter the excuse given! Contact the MANAGEMENT COMPANY for intercom change request forms. There is no charge for new Owners to be added to the system, but tenant changes may be subject to a fee.

## 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:

- Always keep the exterior of the door to the unit clean and free of scuffmarks.
- 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.
- Always keep music and/or TV volume at reasonable levels to not interfere with the quiet enjoyment of surrounding neighbors (and particularly after 11:00 p.m).

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

#### INSURANCE – Improvements and Betterments

In the event of significant loss, the Corporation's insurance will cover only replacement costs up to the limit of fittings and finishings of "standard builder's quality". These are described for each type of unit in the Standard Insurable Unit Description, an Appendix to the Bylaws. For any details or clarification, please contact the 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 if they are included in the condominium plan as part of a condominium unit.

*Bylaw 62 A) z*

*An Owner or Resident SHALL NOT:*

*use his balcony or patio or other areas outside of his Unit 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.*

*Additionally:*



*(i) each Owner will comply with all requests of the Board or its representatives regarding storage of such items:*

*(ii) patio furniture (including a table and chairs), neat storage boxes, flowerpots planted with living plants (no silk, artificial or plastic plants except artificial cedars are allowed), or a natural gas or electric barbeque are permitted on a balcony or patio. All garden, sporting, or camping style canvas or plastic chairs are not considered patio furniture and must be folded up when not in use:*

*(iii) no sofas, deep fryers, freezers, electrical appliances (except occasional use portable appliances), coolers, cleaning supplies, packing boxes, paints, electronic equipment or tires shall be stored or used on a balcony or patio:*

*(iv) bicycles may be put in the bicycle storage rooms or in the parkade area of the Project if approved by the Board. Bicycles and skis may be taken through any lobby or building entrance in order for the Occupant to transport them to or from their Unit. However, Bicycles and skis may not be kept or stored on any balcony or patio but inside the Unit of the Occupant. Also, the Occupant must ensure that such transport of these items through an elevator, stairwell or hallway is done in a manner that does not damage, mark or soil any wall or carpet. If any damage occurs to the inside of an elevator or to a wall or carpet, the Occupant must contact the Manager immediately so that the need for any additional cleaning or repairs may be assessed. Owners will be charged for any such required additional cleaning or repairs that they cause, or that are caused by their tenants or Occupants of their Unit. The Corporation shall have no responsibility for any bicycles stored in the bicycle storage rooms or the parkade and such storage in these areas is at the sole risk of the Occupant; and*

*(v) no unsecured objects or unsecured flowerpots shall be placed on any balcony railing or hung outside a balcony railing. An Owner shall not hang any flowerpot from a balcony or patio, or balcony or patio ceiling, or the building.*

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. All owners have the right to quiet enjoyment of their homes.

## BICYCLE STORAGE

- a) An annual registration fee of \$12 per bicycle will apply. Upon registration, residents will be issued a coded identification sticker, which must be clearly always displayed on the bicycle. 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 MANAGEMENT COMPANY 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 notice.

## G. PETS

Dogs are allowed at River Grande Estates, subject to meeting all the requirements.

The Board must approve in writing any pets prior to owners/residents moving them into the building. Please refer to Bylaw 62 B.

Please remember:

- a) Owners of pets must be able to prove that their pet was approved by the Board if required to or will be subject to Bylaw infraction fines. No exceptions will be made.
- b) Pets must be carried by the owner or be on a leash while anywhere on common property (this includes elevators, lobbies, etc.).

## H. GARBAGE and RECYCLING

- a) Disposal 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) Bins for recycling household goods and organic waste are also present in the disposal rooms and by City of Calgary ordinance, must be used by residents to reduce refuse going to landfill.
- d) At no time should refuse be left outside any unit doorway, in the stairwells, elevators, balconies, patios, parkade, or outside the garbage room doors.

- e) 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 responsible owner/resident. Please make your own arrangements to dispose of large household or hazardous items to save fines and additional disposal charges.

## **I. PARKING**

### **1) Resident Garage Units/Parking Stalls**

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

62 C.

*In regard to parking and operating a Private Motor Vehicle on the Project, an Owner or Occupant SHALL NOT:*

*(f) except in a tandem or double Parking Unit, park more than one (1) Private Motor Vehicle in a Parking Unit; however, a motorcycle may be parked in a Parking Unit with or without another Private Motor Vehicle provided all fit entirely within the Parking Unit and still allow reasonable access to the Parking Unit, adjoining Parking Units and the Common Property and normally do not in total extend beyond 18 lineal feet. Depending on the particular location in the resident parkade, the Board may approve vehicle(s) that would not extend beyond 19.5 lineal feet in total length in a Parking Unit and also which would not, in the opinion of the Board, severely impede driving lanes or access to other Parking Units. An Owner may park two (2) vehicles in a tandem or double Parking Unit;*

As a reminder, only registered and fully functioning vehicles are to 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 MANAGEMENT COMPANY as specified in the Bylaws. Failure to notify the 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 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 C, 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:*

*(o) 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 visitor parking permit. UNDER NO CIRCUMSTANCES CAN THIS PERMIT BE USED FOR THE VEHICLE OF AN OCCUPANT. 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 MANAGEMENT COMPANY. Passes may be replaced for \$50 if lost.

Non-compliance to parking rules can result in either fines to the unit Owner and/or the vehicle being ticketed and towed by Calgary Parking Authority at vehicle owners' expense.

## **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 currently limited to "one per suite". Please contact the Calgary Parking Authority for permits or for more information.
- b) Temporary "on-street" visitor parking permits may be available for RGE residents' out-of-town guests. To obtain a permit it will be necessary to visit the Calgary Parking Authority in person. The guest must present a valid Drivers License to prove residency.

## **J. 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. Limited numbers of extra lockers are available to rent on an annual basis. If required, please contact the MANAGEMENT COMPANY 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.

## **K. LEASING YOUR UNIT**

Refer to Bylaw 51 and contact the MANAGEMENT COMPANY for the current rules around renting your unit. A damage deposit, normally equal to one month's rent may be required and new tenants will have to provide appropriate information to the MANAGEMENT COMPANY immediately. A fixed damage deposit of \$1500 has been established by the Board and will be collected in situations involving non-commercial assignment of occupancy.

If you are selling your unit the MANAGEMENT COMPANY can provide information on how to obtain copies of Condo documents for prospective purchasers, though the bulk of these are available for free to current Owners by download from the RGE Owners Webpage. 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 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 MANAGEMENT COMPANY. Access cards **ARE NOT TRANSFERABLE** from unit to unit as they are specifically registered to the unit and respective owner of that unit.

## **L. MOVE IN - MOVE OUT OR MOVING OF CHATTELS**

All move-in/move-outs are to be scheduled through the MANAGEMENT COMPANY and in strict accordance with the bylaws (Bylaw 62 F.) (referenced below). The MANAGEMENT COMPANY will provide full details of the rules and an application, and will collect any required fees.

*(a) Ground floor units throughout the Project may choose to use their direct street access through their patios for their move-in/move-out (but this does not apply to ground floor units off of the courtyard). Excluding small*

*deliveries, all Occupants moving in or moving out of the Project, especially those who use any part of the Common Property to do so, shall ensure the following provisions are fully adhered to:*

*(i) the maintenance manager for the Project must be given at least seven (7) days prior notice of their move-in/move-out whether or not they plan to use Common Property, an elevator, or only their direct street access for their move;*

*(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 maintenance manager);*

*B) pays the Corporation a flat rate fee for a maximum of four (4) hours for security services (as explained in Bylaw 62.F.(a)(iii) below). If additional time is required, an additional fee will be charged;*

*C) pays the Corporation a damage deposit on move-in/move-out, which is required on all moves, whether or not done with direct street access;*

*(iii) this fee will be used to hire a person to maintain the security of the building while the entrance doors are open for the move-in/move-out. This fee may not be required from Occupants using their ground floor direct street access through their patio for their move-in/move-out; 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 small 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 III, 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.;*

*(vi) any violation of the above procedures will be subject to a monetary sanction pursuant to Bylaw 43, at the sole discretion of the Board; and*

*(vii) all fees shall be set by the Board from time to time.*

## **M. CONSTRUCTION & RENOVATION PROCEDURES**

*[Reference Bylaws 62 D.]*

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 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 may require a City Building Permit if applicable.
- A bond may be required.
- Only certain floor coverings and carpeting will be approved.
- Only certain engineered wood floors will be approved and can't be installed in bedrooms (with the exception of main floor apartments).
- 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 always clean.
- Owner is responsible for their respective contractor and their employees.
- Moving materials in and out must be cleared through the Building Superintendent
- The Building Superintendent will inspect flooring materials before they are installed to ensure they meet approved RGE building specs.
- The installation of a Ductless Airconditioning system is a significant renovation and requires Board approval before proceeding with any work and is also subject to obtaining proper City of Calgary permitting and inspection after installation. A checklist of requirements is available by contacting the MANAGEMENT COMPANY.

It is highly recommended that one consults with the MANAGEMENT COMPANY well ahead of time, prior to detailed planning or proceeding with any renovations to avoid costly errors and/or damage to the common property.