

# Policy Manual

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Please read the policies carefully. If you have any question please put them in writing to the Board. Thank you.

## INTRODUCTION

Policies provide a useful and necessary roadmap for residents because they clearly define what the expectations are for all residents and ensure the day to day operations run smoothly.

Policies help board members to be consistent when asked by residents about rules and procedures.

Policies are provided to residents so they can refer to them if they are uncertain about how to proceed with projects or activities.

Please note: there are consequences for not adhering to the policies. The Board of Directors may levy fines if policies are contravened.

Thank you  
Board of Directors

## General policies

1. Smoking is not allowed anywhere in the building or on common property.
2. Guests may not bring pets into the building under any circumstances.
3. Propane-powered vehicles, or those carrying dangerous, flammable, or explosive material, are not allowed in the parkade or adjacent to the building.
4. Propane tanks for BBQs are not allowed on the premises due to fire and safety regulations.
5. Fire and safety regulations require that hallways be kept clear including in front of your unit. Placing anything in the hallway is prohibited.
6. All guests using amenities must be accompanied by the condo resident.
7. Washing machines, dryers, and dishwashers are to be used only between 8:00 a.m. and 9:00 p.m.
8. Refundables – The Social Committee appreciates your contribution of refundable cans, juice containers, bottles, and milk cartons. These are to be deposited in the pull-down/drop-in containers located in the parkade. Please rinse them out first.
9. Alcohol may not be consumed in the foyer/lobby area.
10. The patio is a common area for the use of all residents. In consideration of residents in suites nearby, hours for patio use are restricted from 8:00 a.m. to 9:00 p.m.

## Car wash policy

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1. The car wash is for residents' vehicles only.
2. Replace hoses and leave the area clean.
3. Excess gravel, mud, or other debris should be picked up and taken to the garbage dumpster (not the recycle dumpster) to avoid blockage in the drain system.
4. Hours of usage are from 8:00 a.m. to 9:00 p.m.
5. Vehicles of friends and family cannot be washed in the carwash. A fine of \$50.00 will be levied for breach of this policy.
6. If something in the car wash requires maintenance please contact a board member

## Decorating unit entrance door policy

1. Unit entrance doors are common property.
2. No portion of a unit to be maintained by the Corporation shall be painted, decorated or otherwise affected by anyone other than the Corporation without the written consent from the board.
3. The board does give permission for residents to hang holiday and seasonal decorations provided a wreath hanger is used.
4. Nothing can be nailed, screwed, or taped to the unit entrance door.
5. Nails, screws, and tape will be removed from unit entrance doors by the corporation.
6. The cost of any repair or damage caused to the unit entrance door will be charged against the unit.
7. Holiday and seasonal decorations must be removed from the unit entrance door within a reasonable period after the holiday or season.
8. No signs, except for alarm company signs and medical caution signs, are to be posted on unit entrance doors.

## **Deliveries of large items policy (furniture, etc.)**

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Since delivery people generally do not have any interest in protecting the security of our building, the following policy has been developed. We do not have a security person in our building; therefore, residents must take responsibility when large items such as furniture, mattresses, appliances, construction items, etc. are being delivered to their apartment. **This does not pertain to small parcels.** Details follow:

### **Centre Doors & Elevator**

Deliveries of large items must be brought in through the main front entrance using the exit doors. Only the middle elevator may be used for these deliveries.

### **Residents Responsibility**

1. If you are expecting a delivery and the delivery involves the use of the elevator, please **contact the board well in advance of your delivery.**  
Blankets may or may not be needed but, if the delivery is large, the elevator needs to be locked out. Failing to lock out the elevator may cause the elevator to stop. The elevator company would be required to be called in. All costs would be billed back to the owner.  
The board needs to have a member available to get the elevator ready for the delivery and to remove the blankets and put them back in the storage area after the delivery.
2. **Residents must meet the delivery people at the main entrance and supervise the delivery including ensuring that the front doors may not be propped open and left unattended.**
3. **Also, the resident is to ensure that the locks at the top and bottom between the double doors are properly secured and locked into place when the doors are closed.**
4. **Residents are responsible for reimbursing the Corporation to repair damage to common property incurred by their delivery.** It is suggested that the resident notify the party responsible and request reimbursement for their expenses.
5. **Residents should not accept deliveries addressed to another unit.**

### **Delivery Hours**

To ensure that other residents are not disturbed, deliveries should be scheduled between the hours of 8:00 a.m. to 9:00 p.m.

## Exercise room policy

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1. The exercise room and equipment is for the exclusive use of residents.  
Exercise equipment is not available to guests or other non-residents.
2. Children are not allowed in the exercise room, because of insurance purposes.
3. Machines (except for the Life Fitness treadmill) must be switched off after use.
4. Machines should be sanitized prior to use and **must be sanitized after use.**
5. Use of the machines is at your own risk.

## **Flooring Policy**

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1. Owners installing hard flooring must comply with acoustic underlay ratings.
2. IIC (Impact Insulation Class) rating refers to the degree of soundproofing of the impact of noise, such as footfalls and dropped objects, etc.
3. STC (Sound Transmission Class) rating refers to the lessening of airborne sounds, such as T.V, etc.
4. When installing hard flooring in your unit that rating for acoustic underlay should be no lower than IIC-STC 70.



## Games area policy

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1. Use of the games area is for residents and their guests. The resident must always be present.
2. Children under the age of 13 are not allowed to use the pool tables.
3. The shuffleboard is available to children, but they must always be supervised by the resident.
4. Children are not allowed to run in the games room area.

## Guest suites policy

1. Any resident may rent a guest suite for their adult guests.
2. No pets are allowed in the guest suites.
3. Children of the guests can occupy the suite only when accompanied by a parent.
4. A booking for a guest suite shall not exceed 7 days.
5. A booking for an additional 7 days can be made after the first 7-day period subject to availability.
6. An owner should not book more than one guest suite for the same period. Discretion may be used by the bookings coordinator for booking an additional suite, subject to availability.
7. Checkout time is 11:00 a.m. for cleaning between each booking.
8. Residents renting a guest suite will receive a key for the guest suite and a key tag.
9. Residents are responsible for removal of all their property and for the return of the guest suite key and the key tag by checkout time.
10. When a tenant rents the guest suite or party room, damages and losses incurred, including loss of keys or key tags, will be the responsibility of the owner of the unit.
11. A key for the guest suite and a key tag will not be released until the day of the rental.
12. If the guest suite key and tag are lost there will be a charge of \$100.00 for the tag and additional costs for a locksmith.
13. Payments for guest suite rentals for the month of December must be paid in advance.

# Key fobs and tags policy

## OWNERS KEY FOBS OR TAGS

1. If an owner's key fob or tag is damaged or lost, the purchase price for replacing them would be:  
  
**Key Fob to open all doors and the parkade - \$55.00**  
  
**Key Tag to open all doors except the parkade - \$15.00**  
  
**Windshield tags are \$20.00**
2. Each resident is allowed one key fob or tag at the above price. Extra tags will be allowed at a purchase price of **\$100.00**, non-refundable.
3. If you are an owner and have rental units, it is your responsibility to purchase key fobs and tags for your tenants.
4. It is very important, if you have lost or misplaced your fob or tag, that you notify the board immediately and the fob or tag will be deleted from the system.
5. If you purchase a new vehicle you will need to remove the windshield tag. A windshield tag will need to be purchased for a new vehicle.

## EXTRA KEY TAGS

6. Extra key tags will be allowed for each unit at a purchase price of **\$100.00** each, non-refundable.
7. Residents must keep track of extra key tags. If a key tag has been misplaced or lost please notify the board immediately.

## **Move-in and move-out policy**

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1. All moves in and out must be booked with the Board prior to the event with a minimum notice of 2 days. Bookings are on a first-come first-served basis.
2. All moves must be made through the main entrance.
3. Only the middle elevator can be used and it can only be booked for one move at a time. The elevator must be padded for protection and a notice must be displayed to indicate that the elevator will be in use and the hours of usage.
4. All moves require a refundable damage deposit of \$500.00 due upon booking. Cash or a cheque (payable to Sierras on the Lake) will be accepted. The resident will sign a statement acknowledging full responsibility for damage.
5. Moves may be scheduled for four consecutive hours between 8 a.m. and 5 p.m.
6. A fee of \$80.00 (cash only) will be required for a monitor (to be arranged by the Board). The monitor will:
  - install the elevator pads and put up notices on each floor
  - inspect the common property (with the person moving) for any existing damage
  - provide the elevator key
  - monitor the main entrance for a maximum of 4 hours. If the move takes longer than 4 hours, the monitor will be paid an additional \$25 per hour.
7. After the move, the monitor will:
  - inspect the common property (with the person moving) to determine if any damage has occurred
  - take down the elevator pads and notices
  - return the key to the Board with a report on any damage signed by the monitor and the resident
8. The Board will refund the damage deposit as long as no damage has occurred.
9. Upon moving in you will be required to notify the board with your phone number in order to have the intercom buzzer activated.

## **Parkade policy**

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1. When entering or exiting the parkade, please wait for the overhead doors to close completely before you proceed.
2. If someone is entering behind you, you should still let the overhead door begin to close before proceeding. If they have a fob, they can get in. If they don't have a fob, they shouldn't get in.
3. A fine may be levied for non-compliance with the above.
4. The speed limit in the parkade is 10 km/hour. Watch for pedestrians and other vehicles.
5. It is your responsibility to keep your parking stall clean.
6. Do not store anything in your parking stall except for your vehicle and bicycles.
7. The Fire Department has indicated that putting cardboard under your vehicles is a fire hazard. If your vehicle is leaking oil, please have your vehicle repaired. Oil stains in your parking stall must be removed.
8. Do not service your vehicle in your parking stall or in any other area of the parkade.
9. Do not leave valuables in plain sight in your vehicle.
10. To have a non-resident park in your parking stall you are required to fill out and sign a Parking Stall Agreement. Parking Stall Agreements can be obtained from a board member.
11. Parking stalls can only be rented to residents. The board must be notified, in writing, of the unit renting your parking stall.

# **Parking policy**

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## **Visitor parking**

1. There are 18 parking stalls on the west side of the building that are designated for visitor parking only. A parking pass is required.
2. The 2 stalls nearest to the main entrance are restricted for handicapped parking. Both a valid disabled parking placard and a parking pass are required.
3. Residents are not allowed to park in visitor parking at any time.

## **Church parking lot**

4. Residents and visitors may park in our parking lot in front of the church. A parking pass is required.

## **Parking enforcement**

5. Parking is monitored.
6. Visitor parking passes are free and can be obtained from the Board office.
7. When your visitors come to visit, please put the visitor parking pass on the dash of their car.
8. Any vehicles in visitor parking which do not have a parking pass may receive a warning.
9. Visitor parking passes have your unit number on them and should only be given to guests coming to the complex. Please do not give out passes to people who are not coming to visit you.

## Party room policy

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1. Any resident may rent the party room.
2. The party room may not be rented for sales promotions, political gatherings, commercial functions, or church services.
3. Alcoholic beverages are allowed in the room provided there is no charge. This is in keeping with Government of Alberta regulations.
4. No music is allowed after 11:30 p.m. in consideration of the owners in suites nearby and above the party room.
5. Please ensure the kitchen is left with dishes cleaned and the dishwasher empty.
6. Guests who wish to smoke must leave common property. Please ensure your guests have a safe receptacle for extinguishing and disposal of cigarette butts.
7. Do not prop doors open for your guests.
8. When a tenant rents the guest suite or party room, damages and losses incurred will be the responsibility of the owner of the unit.
9. The party room may not be used for the hosting of non-resident guests unless it has been rented for that purpose. The party room is a common area for the use of all residents whenever it is not rented out. No rental fee will be collected for activities organized by the Social Committee or the Board. When events are hosted by the social committee, single residents are welcome to bring one guest. The social committee executive will be responsible for monitoring guests at their social events.
10. The kitchen is available for use only when the space is rented. If you rent the party room and use the oven in the kitchen, you must stay in the party room. This is for fire safety reasons.
11. Residents can begin decorating the party room at 9:00 p.m. on the day prior only if the room has not been rented the previous day and providing it is not in use by residents.
12. The thermostat in the party room is covered in order to prevent vandalism and tampering. It has been set at a temperature that should be comfortable for most people.

## **Pest control policy**

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1. Bringing bugs and vermin into the building can happen unintentionally by any resident and likely is not caused by negligence.
2. In most cases, Health Canada recommends using licensed exterminators or fumigators to safely combat bugs and vermin problems.
3. In many cases, suites on either side of the unit affected, plus the three suites above and the three below the unit must also be treated to prevent further problems.
4. Insurance companies do not cover infestation of bugs or vermin.
5. Residents should not try to treat the problems themselves but should notify the Board so that it can arrange to have licensed exterminators or fumigators to safely conduct the required treatment.
6. Residents need to be encouraged to contact the Board immediately so the Board can arrange early treatment to contain the problem to a small area and ensure the rest of the building is protected.

### **Policy statement:**

The cost of necessary exterminators and/or fumigators for bugs or vermin shall be paid by the Corporation if residents have complied with all directives from the Board and management company in identifying and treating pests and vermin. Failing to comply with directives in a timely manner will result in the owner bearing the costs for any necessary expenses incurred by the Corporation to obtain cooperation and for treatment.



## **Rental unit policy**

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1. The Board requires owners to submit an indemnification agreement if you own a unit that is a rental.
2. Owners shall obtain a signed indemnity agreement from their renter(s) in the format suggested in the bylaws and submit the signed copy to the Board.
3. Proof of age of the tenants must be provided to the Board.
4. It is the owner's responsibility to ensure your tenants are given a copy of the bylaws and policies.
5. It is the owner's responsibility to ensure that tenants have key fobs and tags.
6. Owners are responsible for any damages or losses to common property incurred by their tenant or when their tenant rents a guest suite or the party room.

## **Renovations and Repairs**

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1. Repairs which include plumbing and electrical should be done by a certified technician. This includes zone valves.
2. The board should be notified when doing renovations.

## Soliciting policy

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1. **"NO SOLICITING"** signs are posted at the entrance to the complex.
2. There is to be no door to door knocking trying to solicit business.
3. The Corporation must allow, by law, candidates running for election in Federal or Provincial elections, access to the building. We also are required, by law, to let candidates knock door to door. Identifications will be checked.
4. **FOR RESIDENTS ONLY** – residents wanting to advertise community events that do not include profits for a business may post a sign on the designated area of the bulletin board.
5. Signs that are posted must be dated.
6. Signs must be taken down 10 days after posting.

## Swimming pool area policy

1. All users of the swimming pool and hot tub must shower before entering.
2. Guests must be accompanied by a resident at all times while in the swimming pool area. This is for insurance purposes since there is no lifeguard on duty.
3. All residents must sign in on the sign in sheets to reserve a time to use the swimming pool or hot tub. Sheets are located in the swimming pool area.
4. Children under the age of 5 years may not use the pool or hot tub.
5. Children aged 5 years and up may use the pool and hot tub from 9 a.m. to 8 p.m. except during aquacise classes.
6. Food is not allowed in the swimming pool area. Drinks are only allowed in cans or plastic containers.
7. No street footwear is allowed on the pool deck.
8. No running is allowed on the pool deck.
9. Only flotation devices are allowed in the pool area.
10. No shampoo or soap is to be used in the pool shower.

## Workshop policy

1. The workshop is for the use of residents only.
2. Use of the workshop is at your own risk.
3. All equipment must be used with guards as installed.
4. All electrical machines must be unplugged after use.
5. You must clean up at the end of the day or after completing your project.  
Brooms, mops, brushes, and a shop vacuum are provided.
6. The workshop is intended for woodworking projects only. Do not use the saw for cutting metal.
7. The wood in the workshop has been donated for use by residents.