The Peaks of Eagle Ridge – Newsletter

We have lots of news and information for residents of The Peaks. The Board has faced many challenges and tough decisions in order to reduce cost and will continue to look for cost savings without compromising the quality that The Peaks residents have come to enjoy. There have been some changes and modifications to our systems and there will be some day to day changes that will be implemented in the upcoming weeks. Please take the time to read the newsletter and stay informed!

Our Board Members

We recently sent out an email for Owners interested in becoming a Board Member and we had a good response to the request. The Board is currently reviewing the list and will bring three new candidates on shortly. Here is the list of current Board Members and their positions:

Robert Eastwood	Board President
Kelly Berry	Vic President
James Munro	Security
Frank Lewis	Member at Large

We have recently undergone a Management change over for several reasons:

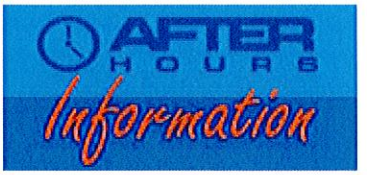
- MMG's Community Manager for our area is retiring
- MMG did not have a local office which often times created an inconvenience
- First Residential was chosen as the new Professional Management Company which has a local office
- Their Community Manager is very familiar with the property and also manages the neighboring property which can be a cost savings to our Corporation when large projects are batched

Our Community Manager is Karen Kean and she can be reached at 780-714-5838, their local office is located at: Bay 106, 8530 Manning Avenue and their website is: www.fsresidential.com Karen will be working with our onsite Manager Amanda who can be reached at 780-743-9676.

Visitor & Handicap Parking – Important Changes

On October 1st our parking policy will change:

- **Visitors** will be permitted in visitors up until 8pm daily without a pass
- After 8pm you will require a visitor parking pass which can be obtained from the office and the office must be aware via email that you are using your pass otherwise it is not valid
- **There is no parking in Visitors or Handicap Parking at any time for residents**
- Contractor Parking cannot be used by residents at any time
- If you live at the Peaks, park in your designated parking stall ONLY. Any Resident Vehicles in Visitors WILL receive a Municipal Parking Ticket and this includes your work vehicle



The After Hours Emergency # is: **1-855-266-3601** (this is for maintenance emergencies ONLY)

What are some of the issues that are considered a maintenance emergency?

- Flooding or leaking in a suite or common area
- Fire in a suite or common area (Always call 911 for a fire)
- Garage door not operating properly
- A main door not closing properly
- Elevator not operating properly
- Sinks/toilets backing up
- Heating line leaks

What are some of the issues that are NOT considered a maintenance emergency?

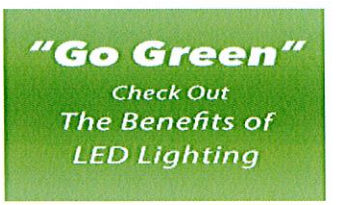
- If you lock yourself out of your suite or lose your keys (Charlie's Security can assist you with this and they can be reached at 780-743-2462)
- Parking issues (Visitors passes must be obtained during regular business hours or can be dropped under your door if requested and remember your pass is only valid if the office is aware you are using it)
- Your appliances not operating properly (this is home owners responsibility)
- To book an Amenity Room or Move In/Move Out
- Fobs not working (There is a keyless entry code for all four buildings which can be obtained by contacting the office at peaks.office@gmail.com)

We have installed cameras in both garbage rooms and they are up and running. Removing these large items is very costly to the Corporation and an unnecessary expense. Signs are visible on the doors to the garbage rooms that show what you cannot dump and to advise that video surveillance is active. Local dumping fees for large items are approximately $10-15 per load at the Municipal dump, compared to $170.00 per dump run that the Corporation pays to remove these items. The cost of the cameras was $750.00 each installed for a total of $1500.00 which has already been recovered via fines. Violators are being identified and fines have been issued with more to follow.

We have struggled to find a landscaping company that meets our needs over the last couple of years as you may have noticed. The Board has decided to purchase Corporation equipment and take the job in house. We will seek a student in the spring which is the most cost effective. A typical landscaping contract costs between $20-30,000 for the summer. To purchase the equipment new is half the cost of one summer's landscaping. Our staff did a terrific job this year with the help of First Service Residential labourers in achieving a well manicured property!

Maintenance

- The Board has approved an Exterior Caulking Replacement & Sealant project that will be completed over several years. This is necessary to replace any caulking that is cracked, loose or missing, mainly due to building movement and settling. It will also seal the outer panels which will reduce water infiltration through the exterior panels and expansion joints.
- In May changes were made to our recirculation line on the roof which controls the temperature for the hot water supply and heating lines. Adjustments were made so the pump would not run at a steady rate 24/7 but would operate on a supply and demand system by installing temperature sensors. These changes were implemented to alleviate some of the callouts to repair the recirculation line. Repairs which were in part due to the constant circulation of water which is very corrosive to our pipes. Typical monthly callouts for repairs for the recirculation line was, between 5 and 6 per month on average at a cost of $700-1500 per call out. In the 3 months since the adjustment was made there has been one call out for a recirculation line repair. This has been a huge success!
- The Make Up Air Unit in the parkade was designed to operate in conjunction with our Co2 sensors and will automatically power on when fumes such as vehicle exhaust, paint etc. get too high. As you may have noticed the parkade is much quieter and the dust levels are not as high. The fans for the Make Up Air unit had been adjusted to run 24/7 which was more costly to operate and resulted in higher maintenance costs with fan belt, bearing and motor replacements etc. In May this was readjusted to run as per design with the sensors, which has resulted in lower maintenance costs.



We have begun the transition to LED lighting throughout the property including exterior street poles, parkades and common areas. There are many benefits to LED lighting such as:

1. High efficiency
2. Low electricity consumption, higher cost savings
3. Long life span
4. Less staff hours to maintain

Natural Gas

The Board has made some changes to our natural gas contract that has a huge potential for savings.

Adjustments were made as follows:

- The previous contract was a fixed rate of $$3.91/GJ for three years
- The new contract is a floating rate which is currently at $2.63/GJ
- $2.58/GJ is the average floating rate over the last 7 months and we can lock in a rate at any time
- Potential cost savings of $4000-$6000 monthly

Just one of the many changes the current Board has implemented that will directly impact your operating budget in a very positive way!!

Parkade Cleanings

There will be some changes this year to the parkade cleaning schedule. The Board has approved the purchase of our own in house parkade sweeper which is half the cost at $15,000.00 of a typical yearly contract which totals $30,000.00 per year. This is a one-time purchase with very low maintenance costs. Our on-site staff has been fully trained to operate and maintain the equipment.

The changes will be as follows:

- You will have the option of moving or maintaining for the cleanings
- Moving your vehicle means your stall will be maintained by in house staff
- Maintaining will mean you will keep your own stall clean
- Broom stations will be set up throughout the parkade in designated areas to assist with maintaining your stall
- Thruways will be maintained by in house staff
- Failure to maintain your stall will result in an automatic fine and the Board will appoint someone to clean your stall on your behalf and the cost will be back billed to the suite **owner**
- Schedules will be sent out at least one month prior to cleanings

The intent of the bylaws is to, maintain the property's value and ensure the safety and enjoyment of everyone. Bylaws purpose is to complement what is missing or is not specific enough in the declaration. The purpose of bylaws is to direct the inner-workings of a corporation. In other words, the bylaws set forth the day-to-day functions of a corporation.

There will be some changes to bylaw infractions and how they are handled. Residents will no longer be issued a friendly reminder or 2nd & 3rd notices for infractions. You will be expected to know the bylaws and adhere to them. Once a bylaw infraction is identified the owner of the suite will be fined $120.00 and the fines will continue to increase at increments of $120.00 for additional notices for the same infraction. For owners that rent their suites out, your tenants will be expected to be aware of and adhere to the bylaws and it is your responsibility to ensure that they are aware of the bylaws. Failure to do so will result in a fine being issued to the suite owner. A copy of the bylaws can be found on our website at www.eagleridgepeaks.com Please take the time to read them, know and understand them. The section that you will need to become most familiar with will be the Use and Occupancy Restrictions, Section 62. If you have any questions regarding the bylaws please email the office at peaks.office@gmail.com

Pet Registration is Mandatory

Friendly reminder, all pets visiting and living at The Peaks require a DNA test and have to be registered with the office. The cost of the DNA test is $75.00 per dog. Please contact the office at peaks.office@gmail.com for more information and to set up your appointment. **Suites with unregistered dogs will be fined $120.00! It is your responsibility to be aware of our programs and policies which can also be found on our website at www.eagleridgepeaks.com**

There will be some changes to the move in/move out policy. To alleviate some of the costs associated with move ins/outs there will be a non refundable $100.00 deposit required for all moves effective immediately. Some of these expenses include but are not limited to staff time to prepare elevators and to complete the pre and post inspections, elevator maintenance, minor damages etc. Some things to keep in mind and be aware of:

- Bookings must be done at least 24 hours prior to moving although it is suggested you give as much time as possible as we will often have multiple moves in the same building that have to be coordinated
- There will be a $400.00 damage deposit required in the form of certified cheque or money order
- There will be a $100.00 cleaning deposit required in the form of certified cheque or money order
- There will be a pre move inspection and a post move inspection
- **Failure to book your move in/out will result in an automatic fine of $500.00 to the suite owner and there will be no exceptions!**
- Moving is not permitted at any time through the Emergency Exit doors, the main doors in the lobbies are the only doors permitted for moving

If you are an owner with a rental property please ensure that you are providing all the necessary information to your tenants such as:

- Move in/move forms which must be filled out at least 24hrs prior to moving, no exceptions! If you are hiring a moving company you should book as much in advance as possible to guarantee that a move is possible for the scheduled date that you require
- Advise them of the DNA program in place for pets that is mandatory
- Always provide a copy of the bylaws to your tenants and give them the link to our website www.eagleridgepeaks.com
- Have a clause in your lease that protects you in the event a fine is issued
- It is always a good idea to contact the office when you are preparing to rent your suite prior to accepting an application. Often times a problem renter will move from one building/suite to another and by contacting the office you can possibly avoid these types of situations

Fines if issued are to the owner of the suite and not the tenant. It will be the owner's responsibility to collect from their tenants.

Many owners and property managers will move tenants in and tell them to visit the office for any information they may need. This is incorrect as it is not the staff's job to educate your tenants. It is your responsibility to ensure your tenants are aware of bylaws, policies, pet registrations etc.

The Peaks office has an email database of residents. We regularly send out information and updates through the database. Please contact the office at peaks.office@gmail.com with your suite and building; this helps to eliminate unnecessary paper wastage.

Together we can all do our part to