

Iron Horse - Airdrie Condominium

Frequently Asked Questions

Before You Buy: General Information

Q. Does the Corporation allow children to live in the unit?

A. There are no restrictions in the Corporations Bylaws.

Q. Am I allowed to have a pet?

A. Birds, fish and small animals restrained at all times inside the unit are allowed. All other pets must be pre-approved in writing by the Board of Directors. All pets approved must be hand leashed and kept under control at all times when on the Common Property. Pets must be registered and a deposit is required.

Q. Can I run a business from my unit?

A. A home office is acceptable. However businesses which involve frequent public attendance or deliveries are prohibited.

Q. Are there post tensioned cables located anywhere on or within the property?

A. There are no post tension cables located within the property included in the Condominium Plan.

Q. Is this property a Bare Land Condominium?

A. Iron Horse is not a Bare Land Condominium.

Q. Can I rent my unit?

A. Yes, there is no restriction on the rental of units by owners of condominiums in Alberta. However, the Corporation must be provided with the names of the tenants as well as their contact information. All information should be sent to Longley Condominium Services Ltd. Owners are responsible for their tenant's conduct and adherence to the Bylaws of the Condominium. Tenants are required to undertake in writing to be bound by and comply with the Bylaws of the Corporation. A deposit is required in order to rent your unit in accordance with the bylaws.

Q. Which utilities do my condo fees include?

A. Your condo fees pay for heat, water, sewer and electricity. You are responsible for your own cable and phone. Utilities that service the common areas such as the street lights, are included in your condo fees.

Parking

Q. How are the parking stalls designated?

A. Surface parking stalls are leased. They are considered exclusive use areas that are maintained by the Corporation and cannot be reassigned by the Board of Directors. Underground parking stalls are titled and therefore owned by the purchaser.

Q. Are there extra parking stall available?

A. There are a limited number of stalls available for rent on the common property.

Q. Can I keep a recreational vehicle such as a trailer or an RV on the property?

A. No. Only private passenger vehicles are permitted on the common property.

Q. Do I or my guests need a parking pass?

A. No. However, use by unit owners or residents is strictly prohibited.

Facilities

Q. Does the property have any on site personnel?

A. Iron Horse does not have any on site personnel. All maintenance items should be reported directly to Longley Condominium Services.

Q. Are there laundry facilities available on the property?

A. No, however each unit is equipped with all necessary hook-ups for a washer and dryer.

Q. What kind of storage is available in the building?

A. Storage areas are titled and must be purchased. Some underground parking stalls (also titled) have a storage locker attached. The storage area is considered part of the titled unit.

Maintenance

Q. What maintenance responsibilities do I have as an owner?

A. Essentially, owners are responsible for everything inside of the unit, including appliances, furnaces, plumbing fixtures and pipes. They are also responsible for keeping any exclusive use areas, such as balconies, in a reasonable manner.

Q. What is the Corporation responsible for maintaining?

A. The Condominium Corporation is responsible for the maintenance of the exterior of the buildings, the landscaped areas and all paved areas, including parking stalls and plug-ins, and outside common facilities.

Q. Who is responsible for maintaining my doors and windows?

A. Iron Horse has passed a special resolution which makes all windows and doors part of the unit. Therefore, windows and doors including all hardware, sills and frames, are the responsibility of the individual owners.

Alterations

Q. I would like to make some renovations in my unit. What do I need to do?

A. Written permission from the Board of Directors is required prior to any alterations being made to a unit. Normally the Board will require a diagram and a detailed description of the proposed alterations. You will be required to obtain any appropriate Building Permits from the City of Airdrie. You will also need to ensure that any electrical or plumbing alterations are completed by a certified contractor.

Q. Are satellite dishes permitted on the property?

A. Yes. Satellite dishes may be installed on a tripod on balconies, provided they aren't visible above the railing

Q. Can I install an air conditioner?

No. Air Conditioner's are not permitted.

Q. Can I put up Christmas Decorations?

A. Christmas lights etc. are allowed, but only during the Christmas season. No decorations may be put up prior to December 1st and all decorations must be removed on or before January 15th.

Privacy Areas

Q. Am I allowed to install an awning or lattice on my balcony?

A. As with any alteration, written approval must be obtained from the Board of Director's prior to the installation.

Q. Can I have a barbecue on my balcony/deck?

A. Gas and Propane barbecues are permitted.

Moving In or Out

Q. Where can I put up a for sale sign?

A. Board Permission is required for any advertising material placed on the Common Property or in the unit such that it is visible from the Common Property. Generally the Board will not approve such requests. Real estate signs are not permitted by the board.

Q. What do I need to get from the seller of my unit before I take possession?

A. It is important that you obtain the keys to your unit, the building, your mailbox, and the visitor parking pass assigned to the unit. Longley Condominium Services does not have keys to the individual mailboxes or units. Make sure that you know which parking stall(s) is assigned or titled to you.

Q. Are there any moving policies I need to be aware of before I move in or out?

A. Yes. Please contact Longley Condominium Services to book moves or large furniture deliveries.

Q. Where can my moving truck park?

A. The moving truck may park in front of the building provided that the driveway is not completely blocked and the truck does not park on the grass.

Waste Removal

Q. Where do I dispose of garbage?

A. All customary household garbage must be secured properly in garbage bags and placed in the garbage bins located throughout the property.

Q. How do I dispose of large items such as furniture and appliances?

A. All large items must be taken to the nearest landfill or removed at the expense of individual owners. Garbage collection for the Condominium is limited to customary household refuse.

Access

Q. Are there keyless access codes for any part of the property?

A. The front doors of the buildings do not have keyless access codes. Visitors who ring up through the telephone entry system may be let in by pushing 9 on your telephone key pad.

Q. How do I connect my phone to the entry system?

A. Contact Longley Condominium Services upon taking possession of the property. They will arrange for your phone number to be programmed into the system.

Q. How can I get an extra or replacement key for the building?

A. Keys can be obtained from Longley Condominium Services. There is a \$25.00 charge for each key.

Before You Sell

Q. Do I need to notify the management company when I sell my unit?

A. Yes, under the Bylaws of the Condominium, an owner must notify the Corporation of any change in ownership or possession.

Q. What are "Condo Doc's" and why do I need them?

A. Condominium Documents are a set of documents which are usually provided to a new owner before they make a final decision to purchase a unit. These documents are listed in the Listing Agreement your Realtor will ask you to sign. They provide relevant details about the Condominium Corporation. You were probably provided with a package when you were considering buying a unit at Pointe of View.

It is important to retain copies of all documents given to you by the previous owner and any updated versions that you receive from the management company, such as Annual General Meeting Minutes and Audited Financial Statements. There is a charge for each document should you need to replace them. When you are selling your unit, potential buyers will want to see the Condominium Documents. Failure to produce the documents could result in a

delay or even the loss of the sale. It's a good idea to assemble your document package at the time you list your unit.

Q. What do I need to provide the new owner with before they take possession?

A. Make sure that you provide the new owner with the keys to your unit, the building, your mailbox, and the visitor parking pass assigned to you. Longley Condominium Services does not have keys to the individual mailboxes or units. Make sure that you let the new owner know which parking stall(s) is assigned or titled to you.

Communications

Q. Who do I contact if I have something that needs to be repaired?

A. All repairs and maintenance items for which the Corporation is responsible for should be reported to Longley Condominium Services.

Q. Who can I contact after hours?

A. Longley Condominium Services has an after hours answering service that can be reached by dialing our main line at 228-9882. If the item is considered an emergency, one of our on call staff will be contacted immediately. You may also leave a message in a non-emergency situation by calling 228-9802.

Q. What constitutes an emergency?

A. Anything which could lead to significant property damage such as water escape or sewer back-ups, or malfunctioning elevators or garage doors is considered an emergency. For example, a loss of heat, hot water or a sewer back-up or an elevator break down are all considered emergencies. Should your life or safety be in danger, call 911 immediately.

Q. What do I do if I have a complaint about one of my neighbours?

A. A written complaint must be submitted to Longley Condominium Services for presentation to the Board of Directors before any action will be taken. Your identity will be held in confidence however anonymous complaints will not be considered.

Governing of the Property

Q. How is the Board of Directors established?

A. A Board of Directors is elected at each Annual General Meeting. At Iron Horse, Board members serve one-year terms, so at each Annual General Meeting all the members of the Board will retire from office and new members will be elected or appointed from among the owners.

Q. What is the role of the Board of Directors?

A. The Board of Directors usually meets every other month to discuss the maintenance and repair of the property, establish policies that assist in harmonious living in a close community, review financial statements and respond to owner concerns or correspondence. The meetings are attended by a representative of Longley Condominium Services, who provides guidance in enforcing Bylaws, obtains estimates for maintenance and major repairs and assists with the annual operating budget.

Q. How do I contact the Board of Directors?

A. Because the Board functions as a group, and individual members have no authority over the affairs of the Condominium Corporation outside of Board meetings, owners are encouraged to write to the Board to express concerns or make suggestions. Correspondence is received by Longley Condominium Services and presented in their report to the Board at each meeting.

Q. Can I serve on the Board of Directors?

A. Owners are encouraged to volunteer on the Board. Serving a term on the Board of Directors is an excellent way to learn how your condominium operates and to meet some of your neighbours. You just need to be brave enough to raise your hand at the Annual General Meeting!

Q. What is the role of the Management Company?

A. As noted above, Longley Condominium Services assists the Board of Directors in an advisory capacity at their meetings, although decisions are ultimately made by the Board. Longley Condominium Services also acts as a liaison with owners and answers many of the questions owners have regarding their condominium units. Longley Condominium Services collects and disburses condominium fee contributions and provides regular accounting reports, and assists with the annual audit prepared for the owners for presentation at the Annual General Meeting.

Q. What are the Bylaws of the Condominium?

A. The Bylaws Pointe of View set out the responsibilities of owners and those of the Condominium Corporation. The Bylaws provide a method for the Board to govern the common property of the Corporation and set out rules for communal living, such as noise restrictions and the owners' use of the common property. It is important for all owners to retain a copy of the Bylaws and to understand their obligations and the obligations of the Condominium Corporation.

Q. What could happen if I don't obey the Bylaws?

A. Normally the Board of Directors will ask Longley Condominium Services to provide an owner with a written warning that a Bylaw has been breached. If the Bylaw infraction continues, the Board can impose fines under the Bylaws and the Condominium Property Act of Alberta.

Financial Information

Q. How are my condominium fees established? *A. Condominium fees are based on "unit factor," which is your percentage share of the common property such as the landscaping, paving and exterior of the buildings. Every condominium unit in Alberta is assigned a unit factor, which is the basis for ownership of the property jointly held by all unit factors, and which is used to derive each unit's monthly condominium contribution. Every condominium has a total of 10,000 unit factors, and factors are assigned to each unit within the condominium, sometimes based on square footage, although the developer may use other criteria such as a view or a higher market value for some units.*

Q. How do I pay my condominium fees?

A. Longley Condominium Services accepts either cheques or money orders as payment. Cash, debit and or credit cards are not accepted. Cheques can be made payable to either Castle Heights Condominium or Condominium Corporation No. 0211096.

Q. What happens if I don't pay my Condominium fees?

A. Because sharing in the Condominium Corporation's expenses is a primary responsibility of owners, there are a number of penalties and courses of action that can be taken against delinquent owners. Under the Condominium Property Act of Alberta, interest can be charged by the Corporation at the rate of 18% per year. The Condominium Corporation can also register a caveat on a unit, which must be removed before the unit can be sold. When a caveat is registered, any mortgage holder on the title to the unit is also contacted, and the legal costs are assessed to the owner. In extreme cases the Condominium Corporation can proceed with foreclosure action against a delinquent owner.

Q. Who approves the annual operating budget?

A. The Board of Directors is charged with the responsibility of approving the annual budget. Because the Board is represented by a cross-section of owners, there is usually a well-balanced approach to condominium fee contributions. The Board is also in the best position to understand and analyze the financial requirements of the Condominium Corporation.

Q. Why do I have to contribute to a Reserve Fund?

A. Under the Condominium Property Act of Alberta, all condominiums are required to have a Reserve Fund to meet future capital expenses such as roof replacements, re-paving and other major repairs and replacements that are required over time. In this way, owners pay for the depreciating assets of the Corporation while they own their units rather than passing them on to future owners at the time a replacement becomes necessary. Reserve Fund contributions are established based on a Reserve Fund Study, which is completed every five years, and which analyzes the current condition of all of the common property, estimates the remaining economic life of each component, and then estimates the cost in future dollars for the replacement when it becomes due. This forms the basis for the "savings account" that is set aside to avoid the need for one-time assessments from owners to meet these expenses.

Insurance

Q. What insurance coverage is provided by the Condominium Corporation?

A. The Condominium Corporation's insurance policy provides coverage for liability, property damage, sewer back-ups and officers and directors liability insurance for the Board of directors. If an insurance claim is originated from an act of an owner, such as a fire caused by a candle left burning, the Corporation will recover the property damage deductible from the owner. If a claim originates from outside of the units, such as a roof leak, the Corporation will pay the deductible and for damage to a unit, with the exception of the contents of the owner. In essence condominium owners have two separate insurance policies – one private and one through the Condominium Corporation.

Q. What kind of insurance do I need?

A. Owners should have coverage for the contents of their units, which are not covered under the Condominium Corporation's policy. Special insurance is available for condominiums, which you should discuss with your insurance agent.

Q. Who do I contact for answers to other questions I have?

A. Please feel free to direct any further inquiries to Longley Condominium Services at (403) 228-9882.

This information is subject to change periodically. Please contact Longley Condominium Services Ltd. to confirm the accuracy of any information pertaining to your unit.



**Iron Horse Condominium
Move-In/Move-Out Instructions**

1. At least one week's notice must be provided in order to book an elevator for a move-in or move-out.
2. A moving deposit of \$50.00 is required to obtain the code to the lockbox containing the key to the elevator.
3. A separate, non-refundable payment of \$50.00 is also required for supervision of the move by the superintendent of the property.
4. The moving deposit and non-refundable payment must be paid to Longley Condominium Services Ltd. at least five days prior to the move date.
5. The elevator key must be returned to the superintendent on completion of the move.
6. Moving deposits are returned following confirmation that the elevator key has been returned.
7. A fine of \$250.00 will be imposed on all move-ins and move-outs which are not booked with the management company.