

Dear Unit Owner:

On behalf of Longley Condominium Services Ltd. I am most pleased to welcome you to your new home.

There are some details that we will need in order to assist us in providing you with administrative services regarding your unit. We have enclosed two forms for you to complete and return to our office.

The first form is our Unit Owner Registration form. We require the information on the form in order to contact you in the event of an emergency, and suggest that you provide us with an alternative emergency contact for occasions when you may be away from your unit. Please remember to update this information periodically if your business or home telephone numbers change.

We also enclose our preauthorized payment form for your monthly condominium fees. Please complete this form and return it to us with a void cheque if you wish to pay your condominium fees by preauthorized payment. If the address on your void cheque does not match your new address, please make sure that you note your new address on the form or on your void cheque. If you prefer, you may mail a series of post-dated cheques to our office. In either case, condominium fees are due on the first of each month.

If this is your first experience in living in a condominium, you probably have some questions regarding condominium ownership. One of the most common sources of confusion to owners is the role of the Board of Directors and our role as managers of the property.

Condominiums are governed in a very similar manner as municipalities. The condominium fees are similar to property taxes, and are based on an annual budget, which is approved by the Board of Directors (your very own Town Council). The Board of Directors is elected at each annual meeting of the owners.

The Board is also responsible for making sure that owners live together in harmony to the extent possible, which often involves the unpleasant task of enforcing the Bylaws. You should be familiar with the Bylaws of your condominium to make sure that you don't accidentally contravene them. In particular you should note any Bylaws regarding alterations to your unit, using your privacy area or balcony, and rules regarding pets and noise. The Board's written authorization is required for alterations to your unit, or for any alterations that might affect the exterior of your unit. If you have any questions about the Bylaws please contact us.

Most of the Board's responsibilities are delegated to us so that we can administer the condominium on a daily basis, provide owners with information and relay the Board's

policies and decisions. We also assist the Board in administering their budget by engaging contractors, goods and services on their behalf.

Frequently our role is misunderstood, and owners believe that we create policies or have sole authority for hiring contractors. Although we supervise contractors hired to complete work at your condominium, we usually present the Board with two or three estimates from which the Board selects a contractor. If a service has not been performed satisfactorily by a contractor, please contact us and we will follow up on your concerns.

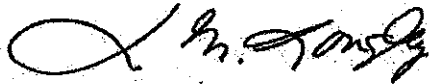
If you have a question concerning a policy or have a special request, we will ask you to write a letter to the Board. We prepare a management report for each Board meeting and include all correspondence we receive from owners in these regular reports. We believe that it is important to have a 'paper trail' for policy concerns, and that it is important for you to receive a response that has been approved by the Board.

Serving on your Board of Directors is an excellent way of becoming familiar with the condominium lifestyle and the administration and maintenance of your condominium. Usually a Board will meet between three and nine times each year, depending on the size of the property, and Board meetings last roughly an hour and a half. With professional management services, the time required to serve on your Board should be limited to attendance at Board meetings, and we try our best to provide our Boards with information before the meeting to make the process run smoothly.

We hope that we've provided a good 'thumbnail' sketch of your new condominium, and that you will enjoy your new home. If there is anything that we can do to assist you as you settle in, please call us at 228-9882.

Regards,

LONGLEY CONDOMINIUM SERVICES LTD.



Suzanne M. Longley, CPM®, A.C.C.I., CMOC®



Unit Owner Registration Form

Street Address of Unit:

Condominium Corporation Number:

Owner #1 Information:

Name:

Mailing Address:

E-Mail Address:

(if different from above)

Home Telephone:

Work Telephone:

Owner #2 Information:

Name:

Mailing Address:

E-Mail Address:

(if different from above)

Home Telephone:

Work Telephone:

Additional Owner Information (if required):

Name:

Mailing Address:

Phone:

Emergency Contact Information:

(Your emergency contact should be a relative or friend who can contact you or provide access to your unit if you are away from home and your unit is unoccupied.)

Name:

Mailing Address:

Phone:



Pre-Authorized Payment Form

I hereby authorize Longley Condominium Services Ltd. to initiate monthly electronic debits, commencing _____ and continuing each month thereafter, and for the financial institution specified by me to pay the amount from my account.

This authority is to remain in effect until revoked by me in writing. Our office must receive this form, any changes or notice of cancellation at least 12 days prior to the next payment date. I understand that both Longley Condominium Services Ltd. and my financial institution reserve the right to terminate this payment plan or my participation therein.

Place your "void" cheque in this space

Condominium Name and Address, including unit number:

Date: _____ Name: _____

Daytime Phone: _____ Signature: _____

(Authorized signature(s) of Account Holder(s))

#203, 8408 Elbow Drive S.W.

Calgary, Alberta T2V 1K7

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