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Board of Directors

Don McKenzie
President

Gavin Creighton
Vice President

Michele Mackay
Secretary

Kerry McWilliams
Treasurer

Shelley Proskow
Member-at-Large

Site Office

Office Hours

Monday-Friday
8:30 AM-4:30 PM

Site Supervisor

Email: office@redhauscondos.com

Phone: 403 452 8800

24-Hour Line: 403 230 4814

Fire, Medical, Police Emergencies: 911

Red Haus lifestyle requests can be made at
www.redhauscondos.com

*Please ensure parking are submitted
during office hours.*



Letter from the Board of Directors



(This letter was originally sent to owners and tenants by email on Monday September 9, 2019)

YOU'RE INVITED TO ATTEND the FRESH START FORUM owners + tenants welcome

MEET & GREET WITH SIMCO MANAGEMENT + INTRO TO COMMUNICATION PORTAL

Monday, September 16, 2019 | 6:30-8:30 PM | Royal Oak Victory Church
Refreshments will be served

*Priority at the Forum will be given to questions that were sent in advance in respect of time.
Single unit concerns will not be addressed here.*

The Board of Directors with Simco Management (Calgary) Inc. would like to thank owners for their patience shown during this swift change of management companies.

Without being in contravention of legal obligations and confidentiality, we are able to share the following as justification for this change:

- The Board of Directors had a clear obligation to the community to change its circumstances, which meant changing management companies mid-contract
- This process began in the spring and due diligence exercised; this decision was not made flippantly or without adequate thought, research or consideration
- Legal council was engaged to help us navigate this process optimally
- A third-party consultant was engaged to oversee a Call for RFPs (Requests for Proposals) from prospective property management companies. The Board participated in this process and ultimately selected Simco Management

We cannot provide further detail surrounding the circumstances of this change for legal reasons. Kindly respect our obligation and refrain from pressuring new management or Board Directors for further information.

Thank you for your continued patience and understanding as we work through the understandable and unforeseen growing pains of this transition. We look forward to seeing you at the Fresh Start Forum to celebrate the upside of this new direction.

-- Red Haus Board of Directors



Q&A with Tasha Burgess COMMUNITY MANAGER

Meet Tasha. Your Friendly Neighborhood Community Manager



Perhaps you've spoken with her already, delighted by her availability, cheerful disposition and efficiency in onboarding 483 owners and their tenants. Perhaps you've passed her on the property, donning her Simco jumper, meticulously noting site deficiencies or admiring our newly laid mulch. Her name is Tasha Burgess, she's our new Community Manager and joined the Red Haus team on September 1st with Simco Management (Calgary) Inc. Her attention to detail paired with her helpful demeanor has proven to be an enormous asset to Red Haus already. She will be working with your Board and Site Supervisor (Troy), to manage the day-to-day operations of our community and help us plan wisely for our future.

We sat down with Tasha recently to get to know her a little better...

Q. How long have you been in property management and what do you find most fulfilling about it?

A. I've spent four years solving problems and making my community clients happy. I especially enjoy learning the challenges of my new clients, like Red Haus. This is one strong little community.

Q. What makes Simco different to other PM companies? How will life be better for residents?

A. We strive to make each property the best we can with effective communication, listening to the owners, Board of Directors and property vendors. We think you'll be really pleased with the transparency, tractability and automation our proprietary communications portal, Condo Control Central, provides.

Q. How can residents reach you during office hours? After-hours for emergencies?

A. Best way to contact me is at tasha@simcomgt.com or through the Communication Portal by submitting a Service Request (launching soon). The afterhours line (no heat, fire or flood only) is (403) 230 4814.

Q. What are your top three music bands or all time?

A. Pink Floyd, Bob Marley, Buju Benton

Q. What are your favorite activities when you're away from the office?

A. Running and spending time with my family

Q. What three things are you most excited to bring to the Red Haus community? To the Board?

A. Simco's Condo Control Central, open communication, and timely turn-around's.



ONBOARDING PACKAGE DEADLINE EXTENDED TO SEPT 30

Thank you to those who submitted their Onboarding Package by the September 1st deadline. The Board has extended this deadline to **September 30th** without penalty. Please be advised that all owners are obligated to complete this package in accordance with Corporation bylaws. Onboarding Packages are available at redhauscondos.com or the Site Office. Contact Tasha Burges with any questions you may have.



FALL THERMOSTAT + ZONE VALVE SERVICING

As we approach colder temps, we applaud your due diligence in checking your thermostat and zone valves *before* the mercury plummets. Should servicing be needed, contact a licensed plumber.

The cost of such servicing is your responsibility.

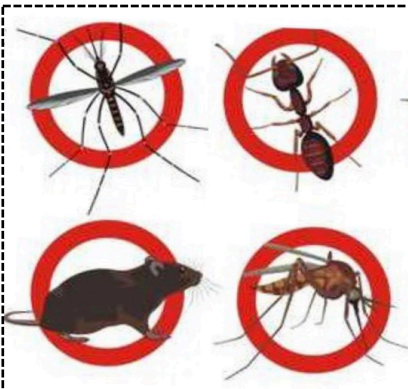
Any damage from your unit caused by burst pipes (when windows are kept open in cold weather) is also your responsibility, so please ensure your insurance coverage is adequate.



RECYCLING, COMPOSTING, GARBAGE DISPOSAL

Please take extra care when disposing of recycling, compost and garbage materials in their respective bins. Compost must be collected and disposed of in **biodegradable bags**.

Red Haus is fined by the City of Calgary when there is contamination between bins. This is costly for us all, so please be diligent.



SEASONAL PEST CONTROL

Please be advised that mice are looking for somewhere to live now that the weather is getting colder. Be sure to keep your doors closed or seal access points to your unit.

The Condominium Corporation is taking care of the common areas to prevent them from intruding, however, the interior of the unit is the owner's responsibility.

Please be mindful of 10km speed limits and correct yielding while driving on the property including on roads and parkade. Speed limits are marked and finable.