



REDHAUS

2020 VISION

MY RED ROOF RESIDENT INSIDER

Board of Directors

Don McKenzie
President

Gavin Creighton
Vice President

Michele Mackay
Secretary

Kerry McWilliams
Treasurer

Shelley Proskow
Member-at-Large

Management

Monday – Friday | 8:30 AM – 4:30 PM

Tasha Burgess Property Manager
Simco Management (Calgary) Inc.
(403) 234 0166, ext. 4028 | tasha@simcomgt.com

Troy Paquette Property Supervisor
(403) 452 4800 | office@redhauscondos.com
NEW Site Office will be closed 11:00 AM – 1:00 PM

After-hours property maintenance: (403) 230 4814
EMERGENCIES: 911

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RE: BRINGING 2020 INTO FOCUS FOR OWNERS + RESIDENTS

Happy New Year & Decade everyone:

I would first like to sincerely thank our volunteers, guests and property vendors who contributed to a fun and festive Red Haus holiday party on December 5th. It was an informal opportunity for information sharing, baked goodness and celebrating community. We hosted about 50 guests with draw prizes generosity donated by Simco, Red Dot, Reggin and Art Regher.

In this same vein, the Board continued the Corporation's holiday light display. We hope you enjoyed some additional panache and curb appeal. *Please remember that patio lights were to be removed by Jan 15th.*

We've entered our fourth month with property management company, Simco Management (Calgary) Inc. We appreciate your patience as they continue to onboard our 483 owners, their tenants and property service providers. Simco has been retained to make life at Red Haus more comfortable and convenient. Do contact our Community Manager, Tasha Burgess, with any questions or concerns you may have.

We remind those owners who pay their condo fees by post-dated cheque that new cheques were required by Simco to reflect increased condo fees as of January 1, 2020. Standard arrears and NFS fees will apply.

With this new decade we also welcome **impactful revisions to the Condominium Property Act** that will change some of the ways the Corporation operates. Some of the new rules and legislation will include:

- **Notice for AGM.** Simco, on behalf of the Board, will now provide notice of the AGM at least 60-days in advance, also allowing owners to propose new agenda items up to 30-days before the AGM date.
- **Minutes & Budgets.** Unapproved AGM meeting minutes will be provided to owners within 30-days following the AGM. Also, the annual budget will be shared with all owners at the start of the fiscal year, which is already common practice along with sharing AGM and Board Meeting minutes with owners and tenants on the resident website at www.redhauscondos.com.
- **Insurance Deductibles.** Starting January 1, 2020, the Board can now start pursuing owners for outstanding deductibles up to \$50k – so if there's one bit of advice we have for owners, it's to secure deductible insurance for that same amount as additional coverage already in place for your unit.

Sincerely,
Don McKenzie, President | Red Haus Board of Directors

RESPONSE FROM THE GOA

REGARDING CONDO INSURANCE HIKES

In response to universal hikes across the condo insurance industry affecting condo projects like ours, your Board of Directors sent a letter of concern to Service Alberta as administrators of the Condominium Property Act. As we want owners to be as informed as possible, we have included their response below:

Dear Don McKenzie (for Red Haus Board of Directors):

Thank for your email regarding the increasing costs of insurance for condominium corporations and the impact on condominium unit owners. Your email has been forwarded to me for response. As the Statute Administrator for the Condominium Property Act (Act), I am able to provide you the following information.

We are aware that difficulties in finding affordable condominium insurance is happening across the country, including throughout Alberta. While Service Alberta had not heard directly from condominiums in Calgary at the time CTV News reached out, we have heard from a number of owners in Calgary, like yourself, since that time.

Under the Act and the Condominium Property Regulation condominium corporations are required to have property insurance insuring the building(s) and units for their full replacement value. The legislation seeks to ensure that, in the case of an insurable loss, the owners have the protection of insurance coverage for the rebuilding of the property in which they have invested. Service Alberta is reviewing the Condominium Property Regulation in order ensure that the regulatory requirements for condominium property insurance protect the interests of unit owners and are appropriate.

Department staff have also consulted with the Ministry of Treasury Board and Finance, as the market conduct of insurers falls under the jurisdiction and authority of the Superintendent of Insurance. This department has advised that in Alberta, similar to other Canadian jurisdictions, property insurance availability and rates are not regulated. Property insurers are free to choose to whom they will offer property insurance, and at what price. Property insurers use such factors as territory, claims history, building age, construction type, building value, market competition, and expected future losses, in order to make these decisions; the Superintendent does not have the regulatory jurisdiction or authority to intercede in matters related to the availability or price of property insurance.

The Superintendent has noted that over the last six years as a result of Alberta's worsening property insurance loss experience, property insurers have taken restrictive measures such as being more selective in the properties they will insure, increasing premiums, increasing deductibles and adding loss control requirements for all types of property insurance. These measures have had a significant impact on condominium corporations in general and in particular those condominium corporations which have been categorized by insurers as having a high risk of sustaining insured losses. As a result, some condominium corporations have encountered difficulty in finding insurers willing to offer property insurance and have been confronted with premiums and deductibles much greater than those available to condominium corporations categorized as having a low or moderate risk of sustaining insured losses.

In order to find insurance, condominium corporations are encouraged to inquire with insurance providers about how investing in loss control measures can reduce their insurance risk, and therefore improve their insurability. These measures will help condominium corporations ensure that they have access to the property insurance coverage they need, at the best available premium.

Because no insurance broker represents every property insurer, condominium corporations are also encouraged to shop the marketplace by contacting multiple insurance brokers for a property insurance quote. Further, condominium corporations that continue to have difficulty in obtaining property insurance are recommended to contact the Consumer Relations unit of Insurance Bureau of Canada (IBC). Inquiries about the regulation of insurance in Alberta can be made to Alberta's Superintendent of Insurance Office at 780-427-8896, or email tbf.insurance@gov.ab.ca.

J.D. Crookshanks, PhD

Statute Administrator, Service Alberta
Market and Industry Standards
Government of Alberta



WINTER PATIO USAGE

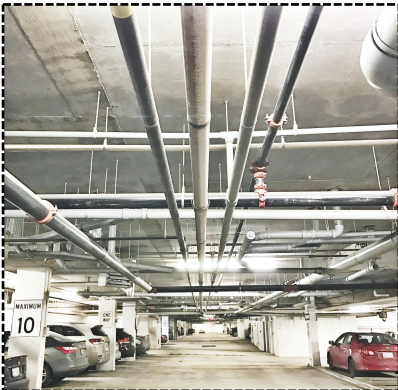
- ✓ Patio lights were to be removed by January 15th
- ✓ Patio furniture, gas BBQs + free-standing planters permitted *only* (Inquire with Site Supervisor re bike and tricycle storage details)
- ✓ Respectful voice and music volumes at all times
- ✓ Free of pet waste, pee pads, recycling, garbage, compost or storage of any item other than those mentioned above



CLOSE WINDOWS TO AVOID COSTLY FLOODING

As temperatures dip this quarter, please be extra vigilant to keep windows closed to avoid radiator pipes from freezing causing subsequent bursting resulting in the flooding to your unit and others.

This is not only a costly oversight, but a huge inconvenience to all affected – reason enough to double check your insurance policies AND to report neighbors who don't comply.



PARKADE PROTOCOLS

Refrain from parking in laneways. Violators will be towed.

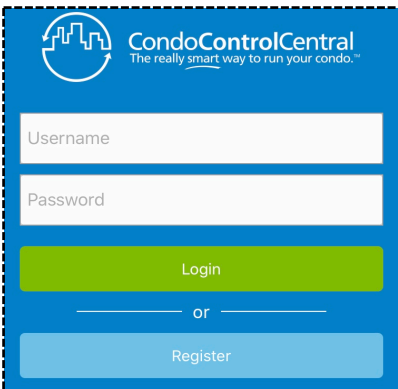
Parking stalls are for the storage of your vehicle only.

It is the responsibility of the resident to keep your stall free of other belongings, garbage, debris or spillage.

Tire or oil changes may not be performed in the parkade.

All vehicles require registration with the Property Manager

Recent vehicle break-ins remind us to keep vehicles locked and valuables out of sight. Report suspicious behavior.



SIMCO'S COMMUNICATION PORTAL

Simco has launched its resident communications portal, Condo Control Central (CCC). It will be used by Simco to share day-to-day notices concerning property maintenance. It also allows you to submit service requests, track progress, order parking passes and much more. Simco will communicate additional functionality and general usability.

Not receiving their notices? Contact Community Manager, Tash Burgess at tasha@simcomgt.com or phone her at (403) 234-0166, ext 4028.

NEW SITE OFFICE HOURS | Monday – Friday

8:30 – 11:00 AM / 1:00 PM – 4:30 PM

Closed 11:00 AM – 1:00 PM