



## Board of Directors

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**President**

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## Site Office

**Office Hours**  
Monday-Friday  
8:30am-4:30pm

Eidel Torio, Site Supervisor  
Email: [office@redhauscondos.com](mailto:office@redhauscondos.com)  
Phone: 403 452 8800  
**24-Hour Line: 403 266 0240**

Red Haus Lifestyle requests can be made at  
[www.redhauscondos.com](http://www.redhauscondos.com)

*Please ensure parking pass requests for  
weeknights, weekends or holidays are  
submitted during office hours.*

# Message from the President.

Its back to school, work and schedules we go!



Like Calgary, Red Haus too has two seasons: winter and construction.

You'll notice several projects rolling out this month: road repairs and building and main entrance landscaping. Building 60's interior renovation will begin soon.

The road repair fixed the seam in our lane, the catch basins, and the asphalt patching needed in front of the town houses with which we share Royal Oak Plaza.

As part of our 2016/17 Green Space Improvement Project, we have engaged our landscaper to design and landscape all four building entrances and our main entrance sign to enhance our community welcome and curb appeal.

Renovations for building 60 will begin in the near future. We will be announcing scheduled dates via email and on our website.

Renovations will include: new carpet, paint, cleaning of existing light fixtures, introduction of LED bulbs, and replacement of tiles in the main foyer and at the elevator entrances on each floor.

With temperatures beginning to dip, do take a moment to check your home insurance policies (both owners and renters) to ensure you have coverage for any damage that may affect you. It's better to be safe than sorry as we're fast approaching that time of year where claims are more likely to occur.

Sincerely,  
Shawn Brisbin, President I Board of Directors



## RED HAUS SERVICE SCHEDULE

Garbage Day  
Weekly

Recycling Day  
Weekly

Compost Day  
Weekly

Vacuuming  
Weekly

Stairwell & Elevator Cleaning  
Weekly

Elevator Servicing  
Monthly

Parkade Door Servicing  
Monthly

Parkade Cleaning  
Spring & Fall

Lawn Mowing  
Weekly

Snow Removal  
Weather Dictating

Carpet Cleaning  
Spring & Fall

Vent Cleaning  
Alternating Years

Window Cleaning  
Annually (July 2017)

*Before introducing our new management team, we'd like to take this opportunity to sincerely thank Kelly Varns, past-Senior Community Manager, and Mark Fernandez, past-Site Supervisor, for their tremendous support and dedication to the responsible maintenance of our community over the past two years. Though sad to see them go, we are happy to see their careers advance. It gives us great pleasure to introduce our new team who will bring continued value and efficiency to our capital and operational functions, precisely what we've come to trust and expect from CEra Property Management. Welcome aboard Catherine and Eidel!*

## **Catherine MacRae, Community Manager**

"I've worked in property management for the last seven years, with six and a half years in rentals, recently transitioning to Condominiums with C-Era Property Management. I enjoy the people more than anything with over 20 years customer service experience. It's most rewarding to help someone be happy with their community and forever home.

Red Haus residents respect their community and make it a great place to call home. For example: dog owners use the dog stations; I have seen people picking up garbage; and have residents report suspicious activity. It really makes a difference in the community when the members care. Apathy is never a good thing when it comes to your home, so I am happy it's not something here at Red Haus.

Noise has definitely been the number one complaint I've received so far. To avoid confrontation, I advise that all owners and residents come directly to me, Eidel or the police (if the situation is severe). We are here to handle these situations -- owner and tenant safety is our first priority.

I golf terribly and I doggy sit whenever I can because my large-and-in-charge cat prevents me from getting my own, so I've made a hobby out of caring for my furry nieces and nephews."

## **Eidel Torio, Site Supervisor**

"This is my first role as a residential Site Supervisor though with 20 years of customer service experience, largely in the utilities sector, it enables me to build rapport, access resident needs, and keep things running in a timely orderly fashion.

I have been pleasantly surprised with the community's diverse demographic; a balanced mix of millennials, baby boomers, and seniors with varying cultural backgrounds. And despite these diversities, everyone shares the same attitude towards their community and common areas. I have been welcomed with open arms, which has helped with my transition into this role.

The three things residents usually ask me for are parking passes, intercom updates, and move in/out bookings. These are things that I can get done in my office. I inspect the property daily for deficiencies or policy violations, while delivering parking passes. When I receive resident inquires that exceed the scope of my role, like in-suite thermostats, zone valves, noise complaints or elevator maintenance, I'm able to properly redirect these inquires to the Community Manager, Catherine MacRae or Assistant Community Manager, Karen Winkelmann.

In my spare time, I enjoy playing basketball, snowboarding, video games and any live sporting event."



## DRYER VENT CLEANING

*External* dryer vents for buildings 60 and 30 will be cleaned this fall.

This will also include the installation of dryer vent covers that meet City of Calgary specifications.

*Buildings 70 and 20 will follow next year, as vents are cleaned on alternating years.*



## CONCRETE & ROADWAY REPAIRS

Abris Construction has repaired the asphalt at the driveway entrance of the main entry by Building 20 and continuing to Building 60.

Abris will also be repairing the concrete stairs at the Club Haus starting **Monday, September 18**. At this time, access to the Club Haus will be limited to the main floor entrance.



## NO SHOPPING CARTS ON RED HAUS PROPERTY

Shopping carts from nearby shops are not permitted on Red Haus property.

Once removed from a store's property, carts are considered stolen. Resulting removal of carts is not only time consuming for our Site Supervisor but a nuisance for store personnel. Please be a courteous neighbor and find alternate means to transport your shopping. Violators will be reported.



## REALTOR SIGNS NOT PERMITTED ON COMMON PROPERTY

For Sale or For Rent signs are NOT permitted on our property, as per Red Haus bylaws. In reaction to a flurry of realtor signs along Royal Oak Way in past months, residents and the Board worked actively to correct what turned out to be a clerical error with City of Calgary Bylaws Services. The City confirmed that the grassed area is (still) Red Haus common property. As such, our bylaws (2.1 d vii) govern the usage of this space. Bylaws do not permit residents to use the common property for advertising, which includes signage on green spaces, balconies and in windows. Thank you.

## GUEST PARKING REMINDER

As per bylaws 1.9c and street signage, guest parking is for *visitors only*.

As such, residents should refrain from using guest parking from 8AM-midnight.

Guest parking from 12AM-8AM requires a permit. Permits are available by request at the Site Office.