



my red **roof**
RESIDENT INSIDER

ISSUE I: December 2015 & January 2016



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Site Office Hours

Interim Office Hours

Monday-Friday 1-5pm

Full-time hours resume December 14, 2015

Christmas Day closed

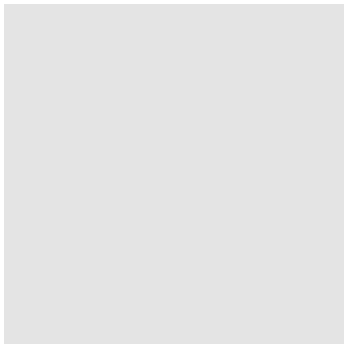
New Year's Day closed

Christmas Eve & New Year's Eve 9am-1pm

NEW Email: office@redhauscondos.com

Office Phone (24 hours): 403. 266. 0240.

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



good tidings from the president...

Season's Greetings everyone,

Welcome to the first issue of MY RED ROOF Resident Insider, your Board-driven bimonthly resident newsletter.

As many of you are aware, Red Haus has seen some big changes over the past month. On December 1, C-Era Property Management took over from Rancho Realty in caring for our every growing community. On December 14, we welcome Juan Champos as our new full-time site supervisor. Your Board of Directors has been working very hard, ensuring that this transition takes place as smoothly as possible. We appreciate your continued patience while we work out some of the minor bugs. Rest assured, resident and owner needs have been our first and foremost priority throughout this process. We are extremely excited to be working with C-Era, and hope that you too will share in our enthusiasm.

The holiday season is a wonderful time; it brings out the kindness in everyone. If you read the news lately, it's sometimes hard to find the good news in the world. The magic of the holiday season always seems to push negativity away and give everyone a much needed reprieve from whatever weight may be on their shoulders. I'd encourage everyone to offer those smiles to your fellow residents and neighbors; we have much to be grateful for after all.

Speaking of holiday cheer, I would like to thank our Vice President, Sherry Miller and her team of volunteers who hosted our most successful social gathering to date last week. Our *Holiday Open Haus*, held on December 7th drew almost 60 guests. It was a fun opportunity for residents to meet the

Board, our new property manager, and to share holiday cheer.

So I'd like to share my new wife's favorite mulled wine recipe. It's an absolute winter favorite, and great way to warm up after a busy day of winter activities outside!

INGREDIENTS:

- 1 (750 ml) bottle red wine
- 1 orange, sliced
- 1/4 cup brandy (optional)
- 1/4 cup honey or sugar
- 8 whole cloves
- 2 cinnamon sticks
- 2 star anise

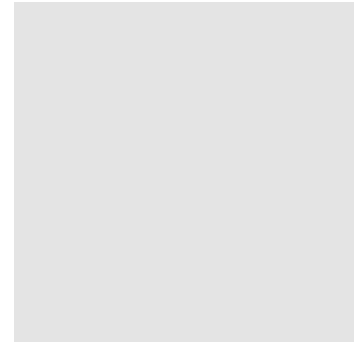
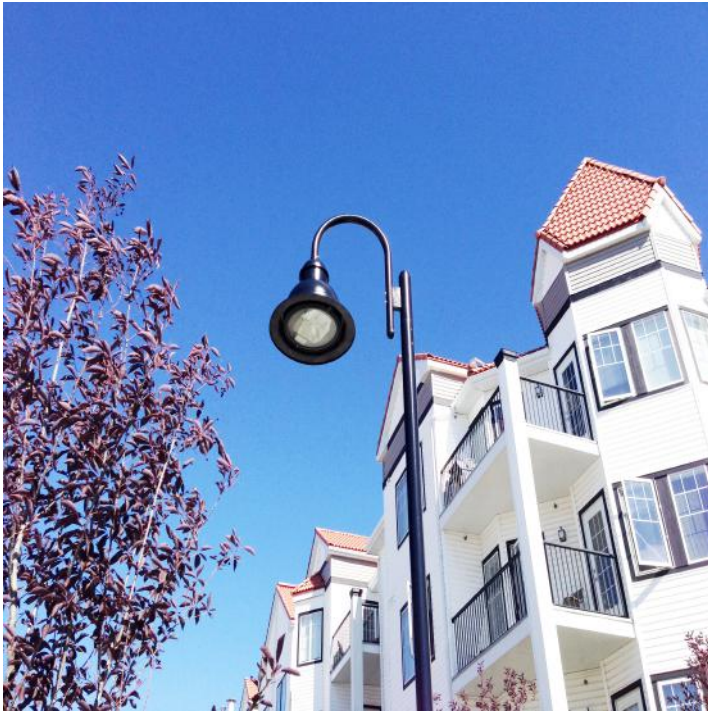
DIRECTIONS:

Combine all ingredients in a non-aluminum saucepan, and bring to a simmer over medium-high heat. Reduce heat to medium-low, and let simmer for at least 15 minutes. Strain, and serve warm. (You can also place the oranges, cloves, cinnamon, and star anise in cheesecloth. Then simply strain and pull out the bundle when ready.)

As we move into a new year, we look forward to improving our communication with you – this new-and-improved newsletter is just the beginning.

Merry Christmas & Happy New Year,

-Alex Penner | President, Board of Directors



royal oak car thefts increase 300% in 2015

Calgary has seen a gradual increase in the crime rate in the last few years. However, as reported in the news and as we hear from friends and families from all around the city, property crime had increased about 43% in 2015.

Under our beloved red roof, we too have experienced an increase in break-ins and thefts from storage areas and parkade over the past year. The Calgary Police Service website shows that in Royal Oak, residential break-and-enters saw an increase from 20 reports in 2014 to 33 reports in 2015; car theft saw an increase from 5 reports in 2014 to 16 reports in 2015, an increase over 300% compared to Calgary's average car theft rate increase of 88%.

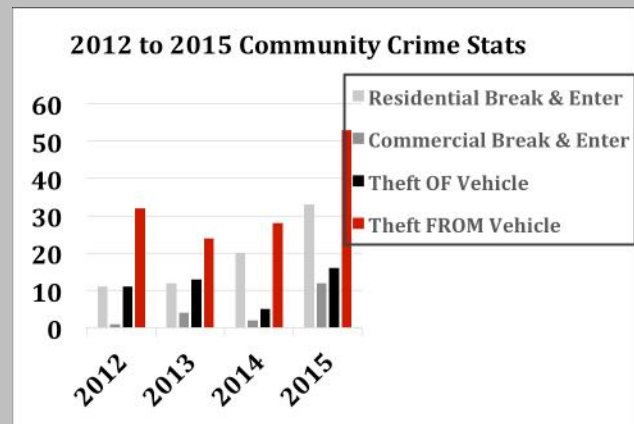
While most of us attribute the increase in crime solely to Alberta's economic downturn and resulting job losses, Doug King, a criminologist with Mount Total University says statistics alone never tell the whole story. King says the jump has nothing to do with the economy or layoffs because law-abiding citizens don't suddenly start breaking the law, no matter their circumstances.

The good news is that due to focused police efforts, increased arrests have led to a drop in theft reports in September.

Though this trend is encouraging, the Board would like to remind all residents to remain vigilant and report all

suspicious behavior to the police and our property manager. Do not lock valuable items in storage lockers and vehicles or leave phones or fobs in vehicles.

-Nazia Saghir | Treasurer, Board of Directors



Sources:

<http://www.cbc.ca/news/canada/calgary/property-crimes-on-the-rise-in-calgary-1.3145716>

<http://www.metronews.ca/news/calgary/2015/07/08/property-crimes-up-43-in-calgary-so-far-in-2015.html>

http://rrroca.org/en/wp-content/uploads/2015/10/RRROCA_November15.pdf

seasonal reminders...

No matter the season, it is the responsibility of all residents and owners to be familiar with Red Haus bylaws. In January 2016, the Board of Directors with C-Era Property Management will be conducting a thorough review of current policies and related fines (which support our bylaws). Clarifying our policies will not only better inform residents, but work to enhance the harmony in communal living. These revisions will be communicated by email, memo and on our new resident website (coming soon). Have ideas? We'd like to hear them. Email office@redhauscondos.com "ATTN Board: Policies & Fines."



HOLIDAY DÉCOR. Christmas wreaths and other decorations may be enjoyed from the inside of your home, but are not permitted on the outside of your front door, facing the hallway. Also, wet boots and shoes are also not to be left in hallways.

CHRISTMAS TREES. As per condo bylaws, real trees are NOT permitted due to the fire hazard they present to your unit and surrounding units. Pine needles and sap also damage hallway carpets. *Fire damage resulting from resident negligence is subject to a fine up to \$10,000.*

CHRISTMAS LIGHTS. Patio lights bring joy to you and your neighbors during the holiday season. Kindly note that patio lights are to be taken down by January 15, 2015.

The Board has added a little sparkle this year too, lighting entrances with energy efficient bulbs!



PARKADE. Parking stalls are for the storage of your vehicle only. Tire or oil changes may not be performed in the parkade. It is the responsibility of the resident to keep your stall free of garbage, debris or spillage. Report all suspicious behavior to C-Era Property Management.

Please also take particular care that you are parking your vehicle in the center of your stall.

LOCKERS. Ensure items of value are stored out of sight and that quality padlocks are used to protect your belongings.

EMERGENCY EXITS. Emergency exits are NOT intended for daily use, but reserved for emergencies only. Of particular abuse, is the main floor emergency exit facing Royal Oak Way of building 20. Kindly use main entrances. Violators will be fined.



ANIMAL REGISTRATION. All animals must be registered with C-Era Property Management. A new animal policy is currently being considered based on feedback collected at July's Pet Town Hall. *Previous registration with Rancho Realty is now invalid and requires re-registration.* Forms are available from the site office at office@redhauscondos.com or 403. 266. 0240.

NEW DOG WASTE STATION. A third waste station (between buildings 20 & 30) has been added. Bags are provided for when you forget your own. Always pick up after your dog & discourage barking.

DOGS BARKING. Barking dogs are of particular concern, so please take appropriate measures to ensure barking does not cause a disturbance to other residents. Here are some tips: take your dog with you when you go out; crate your dog in a bedroom when you are away; play ambient music to dull background noise in your absence; and purchase a bark collar.



NEW WEBSITE: COMING JANUARY 2016. To improve the convenience and ease of timely communication, the Board is building a Red Haus website, a reliable new information hub for residents. You will have real-time access to property maintenance updates, policies and fines, Club Haus rental bookings and much more.

If you have feedback or story ideas for this issue (or future issues), please share them with us!

Are you creative? Have a flare for writing articles, photography or design work? Enjoy deadlines? Then we welcome you to join our editorial team.

Email office@redhauscondos.com "ATTN Clare McWilliams: Newsletter & Website."