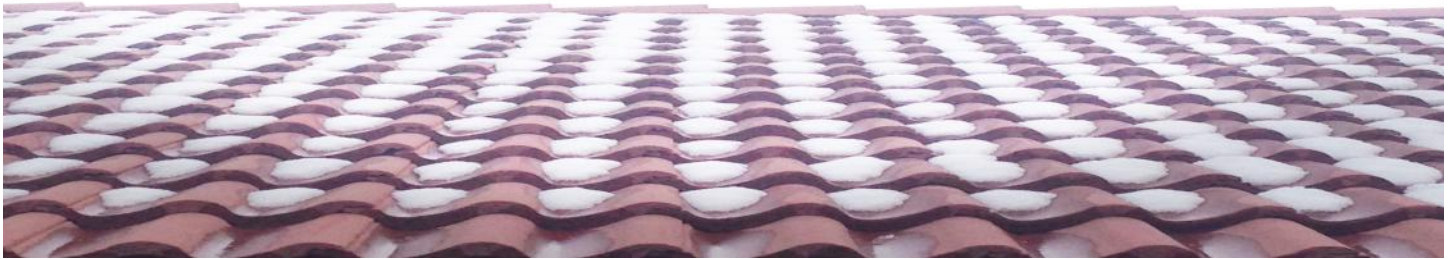




www.redhauscondos.com

ACCESS FINE POLICY, ARREARS POLICY, BOARD MINUTES & BYLAWS



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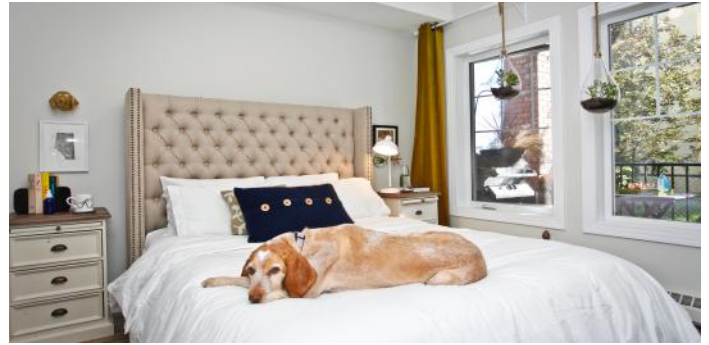
Site Office

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

Mark Fernandez, Site Supervisor
Email: office@redhauscondos.com
Phone: 403 452 8800
24-Hour Line: 403 266 0240

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

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



message from the president...

Winter tidings, Red Haus community!

Its officially warm tea and chunky sweater time as we enter the hustle of the holiday month.

As such, it's a perfect time to highlight a number of Red Haus activities and pressing updates – see pages 3 & 4.

The **2017 Operating Budget** was mailed to all owners in late October indicating a 2.79% increase in condo fees effective December 1st. This increase is largely due to three uncontrollable factors:

1. Increased insurance premiums
2. Increased water & sewer costs
3. Implementation of the Carbon Tax

If you're an owner and did not receive your budget package containing the budget, budget notes and fee schedule for your building, please contact Kelly Varns at kellyv@cerapm.com.

CEra's 2nd Annual Fall Forum is an educational event to support condo board governance. Nazia, Michael and myself attended this to learn about the legal intricacies of condo smoking, Airbnb/VRBO, bylaw enforcement,

and insurance deductible chargebacks. Leading condominium lawyers provided free legal advice, which specifically lent clarity for us around the revising of a number of policies.

We also learned more about the **City of Calgary Organics Program Bylaw** estimated to begin in condominiums November 2017. Composted material will soon be collected in addition to garbage and recycling. As more information is available, we will share and prepare you accordingly.

Our **Annual Fire Inspection** (November 7-10) ran very smoothly as reported by Mark, our Red Haus Site Supervisor. The Fire Inspector described the four-day inspection as the best alarm testing the complex has had in years. Of all 483 units, just 44 units did not arrange access. So bravo to Mark, CEra and to you!

Note your calendars for December 14th – it's our annual **Holiday Open Haus**. Come celebrate a breakout year for Red Haus and CEra's first 12 months at the helm. Our home, investment and community are better for it.

Warmly,
Clare McWilliams | President, Board of Directors



HOLIDAY OPEN HAUS

Share in some holiday cheer and take joy in our community.

Come meet the 2016-17 Board, CEra Property Management and your neighbors. Enjoy festive goodies and eggnog, graciously organized by the Red Haus event committee.

Wednesday, December 14, 2016 | 7-8:30 pm | Club Haus

Condo Culture: How To Deal with Noisy Neighbors

Q: The residents who live upstairs are constantly playing loud music, thumping around late at night, dragging chairs across the room, etc. How can we resolve this issue and get back some peace and quiet in our lives?

A: First things first, log your first complaint in writing to CEra Property Management. Outline the dates and times the noise occurs, this way CEra and the Board will understand the amount of noise you deal with. CEra will respond with a letter of warning on your behalf to both the resident and owner citing your complaint and providing an immediate correction timeline. *Commercial work is not permitted onsite at any time.*

Should the noise come from a loud party or domestic dispute, simply call the police. The police report will further support the grounds of your complaint. See if other neighbors are disturbed by this same resident.

If noise continues, it will be witnessed by CEra or a Board Director, followed by a second complaint letter and a \$250 fine.

The third complaint letter will impose a \$500 fine; the fourth, \$750 fine; and the 5th, \$1,000 fine.

Noise complaints range from heavy stepping, dogs barking, loud music and mechanical devices. Sometimes it's necessary for the Board to consult an engineer about sound transference in the building. Ways to reduce certain noises could be as simple as laying down carpets, moving stereo equipment away from shared walls or limiting noisier activities to 8am – 10pm.

We all have different tolerance levels for noise, which can be challenging. It's the Board's responsibility to enforce the rules to resolve the issue. Be vigilant, be patient, and be ever respectful of your neighbors.



INDOOR HOLIDAY DECOR

As you decorate your home for the holidays, in accordance to Red Haus bylaws, kindly remember the following:

Real Christmas trees are strictly prohibited

They pose a significant fire hazard and costly mess to common property (from sap & needles)

Wreaths are not permitted on entry doors



OUTDOOR HOLIDAY LIGHTS

We will again be adding energy efficient sparkle to the Red Haus green space on December 1st. Holiday lights were introduced and purchased last year.

A seasonal exception to bylaws permitting holiday lights to be strung on patios begins in December and runs to mid-January.

Patio Light Period | DECEMBER 1 – JANUARY 15



MANDATORY PET REGISTRATION

In accordance with Red Haus bylaw, ALL PETS – cats, dogs, reptiles, rodents, fish, birds – are required to be registered with the condo association. In the event of a fire, an animal escapes, improper disposal of pet waste, or an attack, pets must be traceable back to their home for their own safety, the safety of other residents, and for unit owner & resident accountability.

It's estimated that over 300 of all 483 Red Haus units possess pets.

In contrast, there are 74 pets currently registered with CEra Property Management.

Register your pet with the Site Supervisor by December 31, 2016 to avoid impending penalties.



ADVERTISING ON COMMON PROPERTY

Due to a recent flurry of illegal advertising on cork boards, be reminded that commercial or small business ads are *not* permitted on common property, including walls or bulletin boards. This includes business cards. Violators are subject to fines.

Special permission will be granted for parking spot rental ads only, first requiring authorization from the Site Supervisor.



ZONE VALVE SERVICING

To follow up on last issue's feature, *4 Ways to Prepare Your Suite for Colder Days*, first, we applaud your due diligence in checking unit zone valves and having them serviced as needed. Second, though Red Haus' plumbing company of record is Trotter and Morton, residents and/or owners are *not* obligated to use them.

It is also *not* CEra's responsibility to contact plumbers for you. Should they extend you this favor, all related work is charged back to your unit. For all plumbing services, call a licensed plumber.



PARKADE SAFETY

With over 1,000 residents coming & going, our parkade can be a busy place. Taking appropriate precautions is our collective responsibility. Be mindful of the following and report those who do not.

- Every vehicle MUST fob in
- Children are NOT permitted to play (including riding their bikes) in the parkade
- Vehicles should be evenly parked between marker lines
- Speed limit is 10 KM

How are we doing? We're looking for your feedback and content ideas. If you have a property-related story suggestion, a tasty seasonal recipe, an event idea for like-minded neighbors, let us know!

Email us at office@redhauscondos.com with subject line, "ATTN: Editor, Resident Insider."