



New Owner's Welcome Package

LMS 1443 - Saltspring



Dear New Owner(s) of **Strata Plan LMS 1443,**

Please take a moment to review this welcome package.

Important Information:

Please complete the pre-authorized debit form (provided in this package) and send back to Quay Pacific Property Management Ltd. along with a VOID cheque or banking information by the 20th of the month to setup your online strata fee payments. Quay Pacific will accept these documents by mail to our office or email sent to: info@quaypacific.com

Thank-you!



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See attached;

STRATA'S INSURANCE/OWNER'S INSURANCE 4

Includes information as to which items are covered by the Strata Corporation's insurance, and what the Owner's insurance should cover.

STRATA FEE SCHEDULE 5

Monthly strata fees are used to pay for the operation of the Strata Corporation. These fees are due and payable on or before the first of each month. Please note that monthly invoices will not be sent. Each Owner is responsible for making sure that the strata fee owing for his/her strata lot unit is paid on time, as per building bylaws.

PRE-AUTHORIZED DEBIT PLAN (PAD) AUTHORIZATION6/7

Your monthly strata fees will be debited off of your account the 1st of every month. Please complete the form, attach a "Void" cheque OR banking information, and return to Quay Pacific Property Management Ltd. by the 20th.

GARBAGE AND RECYCLING 8

See attached;

VACATION TIME 9

See attached;

Owner Information and Emergency Contact Form..... 10

We request that all Owners complete the Emergency Form and return it to Quay Pacific Property Management Ltd. - The form is for the purpose of contacting you or your relatives in the event of an emergency.

FORM K..... 11

See attached; (as per, the Strata Property Act).

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See attached;

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Quick numbers & contacts

Quay Pacific Property Management 24/7 Office Phone: **(604) 371-2208**

Quay Pacific Property Management Fax line: **(604) 525-1299**

Property Manager: Danny Samson

Property Manager email: manager.saltspring@quaypacific.com

Website: www.quaypacific.com

Form/Document Orders: Visit us online to create and submit all orders.
Never ordered forms or documents before from Quay Pacific? Please free to call
Reception for your password or if you have any questions.

Quay Pacific Property Management Emergency Procedures:

If you are calling to report a building emergency after regular office hours, on weekends or holidays please call Quay Pacific's 24 hour phone number at: **(604) 371-2208**. Please follow the prompts and you will be transferred to the afterhours answering service. You will need to provide your name, number, and details with respect to the emergency.

Regular office hours please call **(604) 371-2208** and report to reception.

Here are some examples/situations of building emergencies: Fires, broken water pipes, stuck elevators, no hot water, and nonfunctional garage door.

Break and enter and/or vandalism to your automobile or suite should be reported to the Police Department, ICBC and then to Quay Pacific Property Management Ltd. ASAP.



Strata insurance/Owner's insurance

Owners must have their own in-suite insurance coverage as per building bylaws. Please note if modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection.

What to Ask?

In order to help ensure that you are covered, please feel free to ask your insurance Broker/provider the following questions:

- 1. Am I covered if the Strata Corporation charges my Strata Lot with a chargeback amount below or the amount of the current insurance deductible?**
- 2. I have made upgrades to my suite. What additional coverage do I need? (In suite betterments coverage).**
- 3. I have tenants living in my suite. What coverage do I need? (Loss of rent & liability).**



Strata fee schedule

Strata fees are due on the first (1st) of every month. Monthly invoices are not sent by the management company. A copy of the strata fee schedule is enclosed for your reference.

PRE-AUTHORIZED DEBIT PLAN (PAD)

The PRE-AUTHORIZED DEBIT PLAN (PAD) has been implemented to assist you with your monthly strata fee payments. Attached to this welcome package is the PAD form for you to fill out.

Please complete the enclosed PAD form and include a VOID cheque or print out of your banking information. (This is the account which you would like to pay your monthly Strata fees from).

Please return the below completed form to Quay Pacific Property Management Ltd. along with your VOID cheque/banking information by the 20th of the previous month.

Example: If the pre-authorized payments are to begin on July 1st, Quay Pacific requires the forms no later than June 20th.

Mail to 535 Front Street, New Westminster, B.C., V3L 1A4

OR

E-mail to info@quaypacific.com

**QUAY PACIFIC PROPERTY MANAGEMENT LTD.
PRE-AUTHORIZED DEBIT (P.A.D.) AGREEMENT**

PAYOR INFORMATION (Please Print Clearly):

Name: _____

Strata Plan: _____ Property Address: _____

☐ **Option A:**

If you have a VOID cheque, please attach it here

☐ **Option B:** If you do not have a VOID cheque, please request a Direct Deposit Form from your financial institution and attach it to this Agreement.

☐ **Option C:** If you do not have a VOID cheque or a Direct Deposit Form, please contact your financial institution and fill out the following information

| Institution No. | | | Branch Transit No. | | | | Account No. | | | | | | | | | | | | |
|-----------------|--|--|--------------------|--|--|--|-------------|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |

Financial Institution Name: _____

Branch Address: _____

PAYEE INFORMATION:

Quay Pacific Property Management Ltd. ("QPPM")

535 Front Street, New Westminster, BC V3L 1A4

Phone: 604-521-0876 Fax: 604-525-1299 Email: AR@quaypacific.com

PAYMENT TYPE (choose one only):

☐ Personal

☐ Business Use

A "VOID CHEQUE" or "Direct Deposit Form" must be attached with this agreement if Option C is not completed. This form must be completed and received by the Payee **at least fifteen (15) days before the first Pre-Authorized Debit (P.A.D.)** to be effected. You may submit the P.A.D. Form via email to **AR@quaypacific.com**.

For any dishonored P.A.D. for any reason such as, but not limited to "NSF", "stop payment" or "account closed", there will be a \$25.00 administration charge and this will be automatically added on to the next P.A.D. withdrawal amount. QPPM reserves the right to cancel this P.A.D. agreement at any time by written notice to the account holder(s)'s mailing address.

I/We hereby authorize Quay Pacific Property Management Ltd. and the financial institution designated to debit my/our account indicated above for the monthly **Strata Fees \$** _____ and **Parking Fees \$** _____ (if applicable) and **Locker Fees \$** _____ (if applicable) on the 1st day of every month with effect from _____. Further, I/We understand and authorize the automatic adjustment of the monthly amount to be drawn according to the unit entitlement of the approved Annual Operating Budget.

I/We waive any and all requirements for pre-notification of debiting, including, without limitation, pre-notification of any changes in the amount of the P.A.D. due to a change in any applicable tax rate, top-up, or adjustment.

This authority is to remain in effect until Quay Pacific Property Management Ltd. has received written notification from me/us of its change or termination. This notification must be received **at least ten (10) business days before the next debit is scheduled** at the address provided above. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a P.A.D. Agreement at my/our financial institution or by visiting www.cdnpay.ca.

I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/We have the right to receive reimbursement for any P.A.D. that is not authorized or is not consistent with this P.A.D. Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca

Payor Signature: _____

Date: _____

Payor Signature: _____

Date: _____

Note: If only one signature is required for the Account, then only one Payor need sign. However, if two or more signatures are required, then both or all Payors must sign.



Garbage and Recycling

Garbage: Please ensure to only throw out bagged household garbage in the building garbage bins (no furniture items or electronics please).

Recyclables: Please ensure bottles, cans, and plastic items are placed in the proper recycling bins.

Cardboard: Please ensure cardboard boxes are flattened and placed in the appropriate bin. If necessary, please double bag your garbage.





Vacation Time

If you are going away on a vacation and/or your suite will not be occupied for a period of time, please ensure that it gets inspected on a regular basis by a friend or family member.

It is also suggested that the following steps be followed:

- 1) Leave an emergency contact phone number with Quay Pacific.
- 2) Turn off all water supply lines in your suite (if they are in your suite).
- 3) It is advisable that you have your suite checked at least once a week.



Owner Information Form

Strata Plan LMS1443, Saltspring

c/o Quay Pacific Property Management Ltd. 535 Front St., New Westminster, BC V3L 1A4

Please ensure prompt notice of any change or update to information on this form and return to our office as soon as possible. Thank you.

UNIT#: _____ - 6745 Station Hill Court, Burnaby BC, V3N 4Z4

Registered Owner(s):

Name: _____
Home Phone: _____
Daytime Phone: _____
Cell Phone: _____
Email Address: _____
Insurer: _____

Name: _____
Home Phone: _____
Daytime Phone: _____
Cell Phone: _____
Email Address: _____
Insurer Phone: _____

ADDRESS (If different than above):

Other Adult Occupant(s):

Name: _____ Name: _____

Emergency Contact Person:

Name: _____ Home: _____ Cell: _____

The following information is required for each vehicle & pet (if applicable) associated with the unit:

| | | |
|---------------------|---------------|----------------|
| Vehicle Make: _____ | Colour: _____ | Plate #: _____ |
| Vehicle Make: _____ | Colour: _____ | Plate #: _____ |
| Pet Breed: _____ | Colour: _____ | Size: _____ |
| Pet Breed: _____ | Colour: _____ | Size: _____ |

Parking Stall#: _____ Storage/Locker #: _____ Garage Remote Serial # _____

Does this unit have any Occupant(s) with disabilities? ☐ Yes ☐ No

Is this unit rented? ☐ Yes ☐ No (Please ensure that a Form K is submitted if the unit is a rental.)

NON-RESIDENT OWNERS

If you rent your Strata Lot you are required under Section 146 of the Strata Property Act to complete a Form K, Notice of Tenant's Responsibilities, and return it to the Management Company. Non-compliant Owners are subject to penalties for neglecting to provide Form K. Please contact our office should you require a Form K or visit our website at www.quaypacific.com to download a Form K.

Tenant Name: _____ Tenant Name: _____

Home Phone: _____ Cell Phone: _____

Please state name displayed on the ENTERPHONE (if applicable): _____

I hereby authorize Strata Plan LMS1443 to collect, use and disclose my personal information set out above for the purpose of identifying and communicating with me, processing payments, responding to emergencies, ensuring the orderly management of Strata Plan LMS1443 and complying with legal requirements.

Signature: _____ Date: _____

FORM K

Strata Property Act FORM K NOTICE OF TENANT'S RESPONSIBILITIES (Section 146)

Real Estate Management
Sales & Investments

535 Front Street
New Westminster, B.C.
Canada, V3L1A4
Tel: 604.521.0876
Fax: 604.525.1299
www.quaypacific.com



Re: Strata Lot _____ (strata lot number as shown on strata plan) of
Strata Plan **LMS 1443** _____ (the registration number of the strata plan)
Street Address of Strata Lot _____
Name(s) of tenant(s) _____
Tenant's phone number _____
Tenant's e-mail address _____
Tenancy commencing _____

IMPORTANT NOTICE TO TENANTS:

1. Under the *Strata Property Act*, a tenant in a strata corporation must comply with the bylaws and rules of the strata corporation that are in force from time to time (current bylaws and rules attached).
2. The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant must comply with the changed bylaws and rules.
3. If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

Date Signed _____ (YYYY/MM/DD)

Signature of Landlord, or Agent of Landlord

Address of Landlord, or agent of Landlord:

Signature of Tenant

Signature of Tenant

* Please complete and return as soon as possible to:
Mail to 535 Front Street, New Westminster, B.C., V3L 1A4
OR E-mail to info@quaypacific.com



Contact Information for maintenance

**I HEREBY AUTHORIZE THE STRATA CORPORATION AND ITS AGENT, QUAY
PACIFIC PROPERTY MANAGEMENT AND its AGENTS, TO RELEASE MY
CONTACT INFORMATION TO THE STRATA'S SERVICE COMPANIES IN ORDER
TO PROVIDE MAINTENANCE AND EMERGENCY REPAIRS TO MY STRATA LOT.**

DATED: _____

SIGNATURE: _____

PRINT SIGNATORIES NAME: _____

Unit: _____

LMS 1443

*** Please complete and return as soon as possible to:
Mail to 535 Front Street, New Westminster, B.C., V3L 1A4
OR E-mail to info@quaypacific.com**



Authorization to receive correspondence

**I HEREBY AUTHORIZE THE STRATA CORPORATION AND ITS AGENT, QUAY
PACIFIC PROPERTY MANAGEMENT AND its AGENTS, TO SEND ME THE
MINUTES OF STRATA COUNCIL MEETINGS, NOTICES AND MINUTES OF
GENERAL MEETINGS AND CORRESPONDENCE BY E-MAIL AND ACCEPT SUCH
AS LEGAL DELIVERY.**

DATED: _____

SIGNATURE: _____

PRINT SIGNATORIES NAME: _____

PRINT EMAIL ADDRESS: _____

Unit: _____

LMS 1443

*** Please complete and return as soon as possible to:
Mail to 535 Front Street, New Westminster, B.C., V3L 1A4
OR E-mail to info@quaypacific.com**



Property Management Services And Fees

Management Options:

Option A: Full Residential Services: Quay Pacific will handle it all so you don't have to worry!

Option B: Tenant Placement Services Only: Quay Pacific will find you a tenant only.

A. Rental Management Services: - Full Ongoing Management By Quay Pacific

- Evaluation of properties, rental income potential
- Free online advertising on 2-3 different websites
- Tenant screening due diligence, seek out workplace references, and process credit checks
- Show the property to prospective tenants
- Sign tenancy agreement on the owner's behalf with the tenants
- Collect monthly rent, damage deposits and complete move in/move out property inspections
- Rent collection by cash, cheque, pre-authorized debit & credit card payments
- Owner(s) receive monthly income statement
- Arranging, monitor & remit payment for repairs
- Maintain a 24/7 answering service
- No internal coping fees for rental documents
- You don't pay any fees until we find you a tenant!

B. Rental Management Services: - Tenant Placement Only

- Evaluation of properties, rental income potential
- Free online advertising on 2-3 different websites
- Tenant screening due diligence, seek out workplace references, and process credit checks
- Show the property to prospective tenants
- Sign tenancy agreement on the owner's behalf with the tenants
- Collect damage deposit and 12 post-dated cheques

Call us for additional information and rates, thank-you!