



Ascent Real Estate Management – Strata services

Who we are and what we do

WHO WE ARE

MISSION STATEMENT

- To provide exceptional property management services to our valued clients.
- To continually respect and earn the trust of our clients, suppliers, and contractors.
- To lead the industry in knowledge and innovation.
- To anticipate our clients' needs and to ensure the long-term viability of their real estate investments.

To create a positive working environment for our staff.

OUR COMMITMENT TO OUR CLIENTS

- Promoting financial stability for the Strata Corporation.
- Providing competent counsel to Strata Councils to ensure they do not place themselves in a position of liability.
- Ensuring that the Strata Corporation remains visually appealing to current and prospective owners through proactive maintenance and repair programs.
- Facilitating communication within the Strata Corporation to ensure an informed and satisfied ownership

Management <=> council
Management <=> owners
Strata Council <=> owners

WHAT WE DO

The services provided to our clients are summarized below:

FINANCIAL—Accounts Receivable

- Collect monthly strata fees and special levies from all strata lot owners and deposit them to the Strata Corporation's trust account.
- Collect overdue accounts: forward Reminder letters to owners who are in arrears in current month's assessment; fines on overdue accounts; Demand letters to owners who are in arrears for more than two subsequent months; delivery of a registrable form of lien to the Strata Council when the overdue account exceeds 90 days. Upon direction of the Strata Council, the management company will arrange for the registration of the lien, follow up on the registration, report to the Strata Council on the status of the account, and prepare any release documents on behalf of the Strata Corporation. Further legal action is followed at the direction of Council.
- Upon direction of the Strata Council, place fines and penalties.

FINANCIAL – Accounts Payable

- Write cheques from the Strata Corporation's Trust account to pay all charges incurred for the maintenance and operation of the Strata Corporation. All invoices are coded to appropriate expense accounts in accordance with the approved budget. Non-recurring invoices are presented to Council for approval before payment is made.
- Maintain records of all receipts and expenditures for the Strata Corporation.
- Submit a monthly financial statement to the Strata Council showing all categorized receipts and disbursements as well as the trust account balance. Provide the Treasurer with copies of all invoices paid during the month.
- For each fiscal year of operation, prepare a recommended working budget draft for the Strata Council showing receipts and expenditures, including contingency and reserve accounts for capital replacements and repairs.

ADMINISTRATIVE

- Maintain all records of the Strata Corporation as required by the Strata Property Act.
- File returns and reports for all employees of the Strata Corporation as required under the Employment Insurance Act, the Federal Income Tax Act, Canada Pension Plan, and Workers' Compensation Act.
- In advance of any Strata Council or General Ownership Meeting, distribute to either

the Strata Council or the Owners a detailed agenda with pertinent supporting documentation.

- Attend to and distribute detailed minutes of the meetings of the Strata Corporation so that all owners are aware of the operations of their complex.
- Receive and deliver to the Strata Council all correspondence from individual strata lot owners, and respond to ownership communication according to instructions received from the Strata Council.
- Prepare introductory materials for each new owner or tenant and deliver to the Welcome Committee, (if applicable), for distribution or to the owner or tenant directly.
- Act as liaison for the Strata Council in dealing with the actions of individual owners who are in any way infringing upon the regulations or bylaws of the Strata Corporation, so that members of the Strata Council are not placed in personally embarrassing situations.
- Assist individual Owners in resolving common property problems as they pertain to the Strata Corporation's bylaws, rules and regulations.
- Obtain, analyze and prepare recommendations on quotations for required insurance and act as the Strata Council's representative in negotiating any insurance settlements.
- Cooperate with all strata lot owners in investigating and reporting all accidents or damage claims covered by the insurance policy in force for the Strata Corporation, and regularly review the insurance in effect in order that the most comprehensive and economical coverage is maintained.
- Negotiate contracts on behalf of the Strata Council for all services required for the common property, subject to the approval of the Strata Council.
- Hire, supervise and pay all employees of the Strata Corporation (salaries, taxes and other expenses are operating expenses of the Strata Corporation).

OPERATIONS

- Upon direction of the Strata Council, arrange for repairs and maintenance of the common property, including cleaning, painting, decorating, landscape maintenance and repairs, subject to the direction of the Strata Council and at the expense of the Strata Corporation.
- Provide an after-hours call service for attendance to building emergencies.
- Assist council in the planning and implementation of capital expenses and large repairs, (additional administration costs may apply).

Welcome to your new home!

The following is a summary of information that you will require during your residency at "Allwood Place".

Your **STRATA AGENT** is: Ann Benoit

Your **STRATA PLAN** number is: EPS 3823

STRATA FEES

The monthly strata fee payment is due on or before the first day of each month.

If you wish to enrol in the automatic debit system (pre-authorized payment) complete the attached application and return it with a voided cheque to our office.

If you are paying by cheque, please ensure that your cheque is made payable to:

"Strata Plan EPS 3823", (please clearly identify your unit and strata lot number on your cheque), the same applies when forwarding to our office a series of post-dated cheques however, please make the post-dated cheques payable on the first of each month commencing March 1, 2017.

INSURANCE

Your strata corporation is insured with BFL Insurance, complete with liability, earthquake, fire and flood coverage. Please feel free to contact them at (604) 669-9600 to discuss concerns you may have regarding insurance. **You should ensure that you obtain adequate coverage for your personal possessions and home contents, as well as liability insurance to provide coverage against claims by others.** These types of insurance can generally be obtained in a "Condominium Homeowners Package" policy. If you presently have some form of coverage we suggest that you have your agent contact the strata corporations insurance agent to ensure that there are no gaps, deficiencies or overlaps between the two policies. (Please see attachment titled Personal Insurance Requirements for more information)

GENERAL INFORMATION

Please complete the attached Owner Information Sheet and return it to our office. **We request that you update your contact information as soon as possible in case of a building emergency.**

If you have purchased your unit for use as a rental property, and if the Strata Corporation permits such use of the unit (refer to Bylaws), then you are required to fill out a Form K "Notice of Tenant's Responsibilities", as required under Section 146 of the Strata Property Act of B.C., and return it to Ascent Real Estate Management Corporation. A new Form K is required for each change of tenancy.

PROPERTY MANAGEMENT SERVICES

Our business hours are Monday to Friday, 8:30 a.m. to 4:30 p.m. and you can contact us at **(604) 431-1800** between those hours. After hours the 24-hour **emergency** number is **(604) 293-2459**. We request that you have your Strata Plan and Strata Lot number handy when calling as this will assist us in processing your call efficiently. An after-hours emergency is fire, flood, or threat to the building security or an equipment breakdown.

We hope you enjoy living in your new home and wish to assure you that we are here to assist you.



ASCENT REAL ESTATE MANAGEMENT CORPORATION
OWNER INFORMATION SHEET

IN ORDER TO MAINTAIN COMPLETE AND UP-TO-DATE INFORMATION, WE ASK THAT YOU
 PLEASE FILL IN THE FOLLOWING AND RETURN IT TO OUR ADDRESS INDICATED BELOW.
 PLEASE NOTE THAT ALL INFORMATION IS KEPT CONFIDENTIAL.

Strata Plan # _____ Unit # _____ Parking Stall(s) # _____
 Building Address _____ Storage Locker # _____

<u>Name of REGISTERED OWNER #1</u>		
Phone (home) _____	Phone (work) _____	Phone (mobile) _____
<u>Name of REGISTERED OWNER #2</u>		
Phone (home) _____	Phone (work) _____	Phone (mobile) _____

Owner's Email Address: _____

Are you: (please check one) Resident Owner? Absentee (Non-Resident) Owner?

If you are a Resident Owner, please give names of other residents in your Unit (for emergency purposes):

Name _____	Relationship: (child / relative / parent / roommate)
Name _____	Relationship: (child / relative / parent / roommate)
Name _____	Relationship: (child / relative / parent / roommate)

If you are an Absentee Owner, please give your full address, including Postal Code/Zip Code

If you are an Absentee Owner and lease or rent your unit, please give your tenant information:

Name #1 _____	Phone (home) _____	Phone (work) _____	Phone (mobile) _____
Name #2 _____	Phone (home) _____	Phone (work) _____	Phone (mobile) _____

**NOTE: IF YOU ARE NOT RESIDING IN THE BUILDING AND LEASING OR RENTING YOUR UNIT TO A TENANT,
 THE STRATA PROPERTY ACT OF BC STATES YOU MUST SUBMIT A "FORM K"**

Pets residing in the Building (specify cat/dog/etc & name(s): _____

Vehicles which are parked at the Building:

Make _____	Model _____	Colour _____	Year _____	Plate # _____
Make _____	Model _____	Colour _____	Year _____	Plate # _____

Who has your UNIT KEY in case of Building Emergency? (Please DO NOT PUT OWNER/OCCUPANTS/TENANTS)

Name _____

Phone (home) _____ Phone (work) _____ Phone (mobile) _____

Who to contact in Building Emergency? (NOT MEDICAL) (Please DO NOT PUT OWNER/OCCUPANTS/TENANTS)

Name _____

Phone (home) _____ Phone (work) _____ Phone (mobile) _____

PLEASE RETURN THIS FORM (AND ATTACHED DOCUMENTS IF APPLICABLE) TO:
ASCENT REAL ESTATE MANAGEMENT CORPORATION
 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818



ASCENT REAL ESTATE MANAGEMENT CORPORATION

2176 Willingdon Avenue, Burnaby, BC V5C 5Z9

Phone: (604) 431-1800

Fax: (604) 431-1818

Email: ascent@ascentpm.com

Website: www.ascentpm.com

PRE-AUTHORIZED PAYMENT PLAN AUTHORIZATION

1. I/We hereby authorize Ascent Real Estate Management Corporation (*Ascent*) on behalf of our Strata Corporation to debit my/our account on the date due, an amount equal to the undersigned's strata lots shares of the total contributes budgeted for the monthly strata fee owing to the Strata Corporation pursuant to the *Strata Property Act* and/or authorized by strata council. The amount of strata fee may be increased or decreased as required to reflect my/our strata lot's share as established by the Strata Corporation from time to time.
2. The account that *Ascent* is authorized to draw upon is indicated on a sample cheque marked "VOID" which is placed on the bottom of this page.
3. I/We undertake to inform *Ascent* immediately, in writing, of any change in the account or other information provided in this authorization. If the account is transferred to another financial institution this authorization becomes null and void on the date of the transfer, and it will be necessary to provide a new authorization to *Ascent*.
4. This authorization may be cancelled at any time upon 30 days written notice to *Ascent*.
5. I/We acknowledge that delivery of this authorization to *Ascent* constitutes delivery by me/us to the above financial institution.
6. I/We warrant that all persons whose signatures are required to sign on the account have signed this agreement below.
7. All pre-authorized payments must be made on the first day of each month. If the pre-authorized application is received in our office later than the 18th of the month, you are required to submit a cheque to pay for the current month plus the following month.

STRATA PLAN # _____ STRATA LOT# _____

UNIT # _____ ADDRESS _____

CITY _____

SURNAME _____ FIRST NAME _____

AUTHORIZED SIGNATURE _____

PLACE "VOID" CHEQUE HERE