

# WELCOME TO THE CHANTICLEER!



## FIRE SAFETY

**Exit Plan.** Use the stairwells, *not* the elevator. Fire alarms and instructions are clearly visible in the hallways on each floor. The Muster Point is directly behind the building (west side).

- **Please sound alarm and call 911 in case of fire. Our building fire alarm does not connect directly to the fire dept.**

**Important!** The Chanticleer is a wood-frame building. All residents must be particularly vigilant regarding fire safety in our building. This includes:

- **Barbeques** – Electric barbeques *only* are permitted!
- **Smoking** – *All* common interior areas of the building (including the parkade) are deemed as “No Smoking.” Outside (including balconies and common areas), remember that balcony planters, flower beds, lawns, walkways, stairs, etc. are not ashtrays! Note: Several major condo fires have been started by cigarettes in balcony planters.
- **Fireplaces** – Use of wood logs is permitted in fireplaces at the Chanticleer. Recommended logs are birch, white poplar and pine (black poplar is not recommended). Any other logs (Dura flame, Self-starting, etc.) are not recommended as they coat the chimney with creosote, a highly flammable material. The Chanticleer Condominium Corporation provides for chimney cleaning throughout the building every three or four years. It is the responsibility of the owner/renter to maintain a clean fireplace. [Fireplace Tips](#), including smoke-free fire lighting are on our website.

## SECURITY

We all play a part in making sure our building is secure. The Chanticleer participates in the [Crime-Free Multi-Housing Program](#), which requires annual recertification and seeks the cooperation of all residents and owners to maintain security.

- Remember to close exterior doors and gates fully when entering or exiting the building or property.
- Never give access to anyone through the gates, doors or with your intercom buzzer who you do not recognize as someone you expect or know. Simply put, never allow strangers into our building, no matter what their “story” might be.
- Do not allow canvassers/salespeople into our building unless they are only coming in specifically to visit you and you can ensure they do not go anywhere else in the building (“No Soliciting” signage is clearly marked at the front entrance).
- If there is a disturbance, contact the Edmonton Police at 780-423-4567 or #377 on your cell.
- A camera is located in the front lobby - TV access to see the lobby is on channel 117 or 217, depending if you have cable or satellite TV (note: some TV systems do not support access).
- The outside front door locks automatically from 9 PM (winter) 10 PM (summer ) through 7 AM. Residents must physically open the front door for guests entering during those hours.
- Follow the Moving in/out policy and procedures (see below)

## **MAIN ENTRANCE KEYS**

The main entrance key is the key required for access through all the exterior entrances into the Chanticleer, as well as the exterior and interior entrances into the parkade. If you require an extra main entrance key, it may be obtained through a written request to Box 41. The Chanticleer Condominium Corporation requires a \$50 deposit for the extra key; the deposit will be fully refunded upon your return of a current issue key.

## **PROPERTY MANAGER**

The Property Manager is responsible for maintaining the building common property. The management company is directed by the Chanticleer Board of Directors and is paid on a contract basis. They manage contractors required to perform regular maintenance, ad-hoc repairs, projects and emergency responses for common property, are available to residents on-call during regular business hours to respond to building problems as well as on stand-by 24x7 to respond to immediate emergency building issues.

**Our Property Management Company, Homestead Property Management, Ted & Shirley Appelman, provides 24/7 building maintenance emergency response.** In the event of an **emergency**, call or text Ted on his **cell phone 780-203-4105** immediately!

- **Building Maintenance Emergencies are: leaking water, broken elevator, lack of heat in winter.**
- **Fire or Personal Safety Issues: call 911**
- **Business Hours: 9:30 AM to 4 PM Monday-Friday. Call, text or email.**
- **Calls outside of these times for emergencies only please!**
- **Email, or Letters to Box 41 can be done at anytime**

## **CONTACT INFORMATION**

- **Cell: 780-203-4105 (call or text)**
- **Email: [ted.hpm@hotmail.com](mailto:ted.hpm@hotmail.com)**
- **Regular mail: Box 41** in the mailroom

## **MOVING**

A move in or out of the building involves everyone: building security if exterior doors are unattended, possible damage to common property, and considerable inconvenience to others when the elevator is out of use. Therefore, the Board has adopted the following policies and procedures to provide clarity, consistency and fairness to all.

**The following procedures and fees apply when moving in or out of the Chanticleer:**

- **Contact the Property Management Company as soon as possible** to book your move and pay the security deposit, see below. Do this before you book a moving company/truck etc. to avoid conflict with another move or event in the building. **780-203-4105** or **[ted.hpm@hotmail.com](mailto:ted.hpm@hotmail.com)**
- A fine of \$200 will be assessed against the Unit for failure to book a move with the management company in advance of a move in or out of the building.
- Moves can only be accommodated between 9 AM and 8 PM.

- **The elevator**, if needed for your move, **must be booked in advance** as well so that the pads will be in place and adequate notice can be given to residents. Out of courtesy to your fellow residents please try to avoid having the elevator out of service to others as little as possible.
- The Chanticleer Condominium Corporation requires, for security purposes, **that all moves be monitored**. The fee for this monitoring service has been set at **\$25 per hour with a minimum of three (3) hours**. This includes use of the elevator, if required. Charges will begin at the time indicated on your booking and will end when the move is completed and the monitor's form is signed.
- **A security deposit of \$200 must be paid in advance** for all moves. The move monitor fee and costs of repair of any damages will be deducted from this deposit. The unused portion will be refunded as soon as possible. **For rental units: the security deposit will be charged to the unit owner.**
- To avoid disputes over damages, please review your moving route with the move monitor on the day of the move and **note any pre-existing damage** to common areas along the way on the form provided. **You are responsible for any damages created during your move.**
- Moves must be made through the front door. **No moves through the courtyard. No heavy vehicles are allowed on the parkade ramp.** Ground floor units should be accessed through the hallways to avoid damage to patio walls and landscaping. Repair of any damage incurred will be charged to the unit owner.
- **Moving pods and trucks** should only be in the loading zone in front of the building for the time required to load and move in one day, not left in the loading zone overnight or for extended periods of time. Please be courteous to those with mobility issues and avoid blocking the access from the loading zone to the sidewalk, especially in winter.

### **MAIL BOXES**

Individual mail boxes for each of the 40 units in the Chanticleer are located on the parkade level at the bottom of the stairs. You will notice that there is also a "Box 41" for submission of communications to the Chanticleer Board of Directors, and a parcel box with an outgoing mail slot. A [mailroom users guide](#) is posted on our website.

### **NOISE**

It is important to respect your neighbours regarding noise levels, especially in common areas such as our hallways. The Chanticleer Bylaws clearly state that residents shall not "make or permit any disturbing noises [...] which will interfere with the rights, comfort or convenience of other occupants." In consideration of this, residents of the Chanticleer are required specifically:

- *Not* to operate appliances (laundry, dishwasher, garburator, etc.) past 10 PM or prior to 7 AM;
- To avoid slamming doors, banging on walls and running through the hallways;
- To keep everyday noise sources at a reasonable volume level, including radios, stereos, televisions, computers, exercise gear and musical instruments;
- To minimize floor noises that travel to the unit below – especially on hardwood/tile; and
- To use your common sense to be a good neighbour!

If you experience an ongoing problem with noise caused by a Chanticleer resident, here are some steps you can take: a) Discuss the issue directly with the resident (optional), b) Report the incident to

the Board for follow-up in writing with the resident, and/or, c) Make a noise complaint to the Edmonton Police who are authorized to issue a fine if warranted.

### **HEATING SYSTEM**

The Chanticleer is heated by water from our boiler travelling through pipes throughout the building. During the summer months, the boiler is turned down to allow the building to cool down. Normal heating for the remainder of the year is maintained by thermostat controls within each unit. If you experience heating issues, please do not tamper with the heating system. Failure/problems with your heating must be reported immediately to the Property Manager as only qualified technicians are allowed to work on the heating system in this building.

### **ELEVATOR BREAKDOWN**

If you notice that the elevator is not responding when you press the button to call for its use, please advise the Property Manager as soon as possible. Should the elevator become inoperable while you are inside, use the emergency telephone located in the elevator. Lift the receiver and a 24-hour answering operator will report your situation immediately. Our elevator maintenance contract provides for 24/7 emergency service defined as "investigation of trouble, passenger assistance [if trapped], minor adjustments and minor repairs." If the elevator requires major repairs, the work will be scheduled during regular business hours and the Property Manager will post notices accordingly in terms of the anticipated timing of the repairs to get the elevator back to working order.

### **BALCONY BASKETS/PLANTERS**

To ensure the safety of residents beneath your unit, all baskets/planters must be erected within the bounds of your personal balcony. Also, please ensure that any water overflow occurs on your personal balcony area only – avoid unpleasant drips onto your neighbours below!

### **COMMUNICATIONS**

The Chanticleer is going paperless whenever practical! Owners and renters can access important Chanticleer information on the Chanticleer Website [www.chanticleercondo.net](http://www.chanticleercondo.net) To get automatic notifications of the latest postings, **become a Follower** of the website to receive email notifications of any new postings, such as notices from the Property Manager or Board.

- We also have an e-newsletter you will receive when you provide your email address and permission for service by email.

For residents who do not have internet access:

- Property Manager Alerts and Board notices will continue to be posted in the elevator and mailroom. Notices and documents will be delivered to these owners/residents by paper.

### **GARBAGE/RECYCLING DISPOSAL**

The dumpster bins designated for Chanticleer garbage and recycle waste disposal are located inside our fenced area in the southwest corner of the property. Please break down all cardboard as small as possible to make room in the bin. You can reach our bins via the courtyard, or by using the stairs at

the south end of the parkade.. Please respect neighbouring buildings by ensuring that you use only the Chanticleer-designated bins and not any of the other the bins in the alley.

Remember that it is your responsibility to look after the disposal of large items (such as old mattresses, furniture and construction materials) separately. Hazardous material can be disposed of at City of Edmonton disposal sites. Leaving such articles anywhere outside the dumpster bins or in the alley is not permitted. The City of Edmonton does not automatically look after disposal of these articles.

### **MOTORIZED VEHICLES**

- Do not force vehicles entering the parkade to back up on the ramp or into the street; vehicles entering the parkade have the right of way (vehicles exiting at the same time must yield).
- Washing vehicles and automotive maintenance/ repairs are not allowed in the parkade.
- Vehicles are not to be left running for an undue length of time.
- Leaked oil causes concrete to erode. Please have a leaking vehicle fixed as soon as possible. If the oil leak is not taken care of in your parking space, the Board will hire someone to clean/repair the oil smear and will charge you accordingly and your car may be towed.
- If some unauthorized vehicle is parked in your stall you can call the Edmonton Police who will send a by-law enforcement officer to tag the unauthorized vehicle. The owner/renter of the stall can then proceed to have the vehicle towed away.
- Renting out your parking stall to anyone who is not living at the Chanticleer is not allowed.
- No items other than motorized vehicles or Board authorized storage cupboards are to be left in a parking stall.

### **STORAGE LOCKERS**

Each unit has a designated locker in the parkade. Remember that under no circumstances should flammable or corrosive materials be stored in your locker!

### **BICYCLES**

For your convenience, bicycle racks are located in the parkade. These racks are assigned by management. A refundable deposit is required to reserve a bicycle rack. Additional racks are added as demand requires. Visitors can lock their bikes to city posts on the boulevard in front of the building. Bikes should never be locked to the front stairs and will be removed by management.

Please use the parkade entrance when entering the building with your bicycles. Do not bring bicycles into the suites, lobby or elevator. Scratches and scrapes on the walls are expensive to repair.

### **CONDOMINIUM FEES**

Owners pay monthly condominium fees, due on the first of each month, preferably through automatic bank transfer. Contact the Property Manager to make arrangements. If paying by cheque: Cheques are to be made payable to the **Chanticleer Condominium Corporation** and forwarded to Box 41 in the mail room. These condo fees are used to maintain and improve the building common property. For example, budgeted items include: utilities, cleaning, snow removal, elevator maintenance, legal fees, auditor fees, insurance fees, waste removal, grounds maintenance, chimney cleaning, general repairs, boiler maintenance, plumbing repairs and managerial fees.

A portion of condo fees also goes into a reserve (savings) fund for major building projects and improvements such as landscaping, post-tension cable replacement, hallway painting, common area rug replacement and parkade membrane replacement. The Board may decide to raise condominium fees if ongoing costs to maintain the building exceed the revenue collected through condo fees.

The Board may decide to levy a special assessment to owners in the event major projects and improvements require additional funding to proceed. Be aware that fees and assessments collected from owners/renters are the *only* source of revenue available to the Condominium Corporation for maintaining and improving the Chanticleer – it's *your* building!

Please note the Condominium Corporation is required, by law, to maintain and repair the building, common areas and grounds. This is not optional. As an owner, you are required to maintain the interior of your unit to comply with health and fire safety standards.

### **INSURANCE**

The condominium building insurance policy covers the common areas of the building and property. **Owners are responsible for carrying coverage on their unit** including coverage for personal possessions, unit improvements and betterments (whether made by you or previous owners/occupiers of your unit), liability for injury or damages suffered by others within your premises, etc.

Owners who rent their units are responsible for continuing to maintain insurance as condominium owners as well as for requiring renters to carry their own coverage for their personal possessions. **Owners should also encourage their renters to have renters insurance.**

It is highly advised that condo owners purchase insurance to cover the condominium corporation's deductible. Current amount can be confirmed with the management company. Be familiar with the Chanticleer bylaws regarding insurance and note that as of January 1, 2020, **under the new condo act owners are responsible for the insurance deductible for any damage originating in their suite whether by negligence or not.** Speak with your insurance company to ensure you have sufficient coverage and please make sure your insurance is up-to-date.

### **EMERGENCY CONTACT SHEET**

We ask that each owner/renter provide key contact information to the Chanticleer Board of Directors for emergency purposes. Should an emergency arise, we will do our best to contact the Unit Owner(s), Renter(s) and/or other Emergency Contact(s) you provide on the "Emergency Contact Sheet" form given to you with this "Welcome to the Chanticleer" material.

- The contact information you provide will be held *in confidence*.
- You will be asked to update this form annually so the information we have on record remains current.

You can also take the initiative to inform the Board of changes at any time by submitting them to Box 41 in the mailroom or by email to the property manager.

**BY-LAWS**

Refer to the [Chanticleer By-Laws](#) for more detailed information. A copy of the By-Laws is available for your reference on the Chanticleer Website under “Information for Residents.”

- It is the responsibility of each owner/renter to understand and uphold the By-Laws of the Chanticleer.

**CONDO LIVING: RIGHTS AND RESPONSIBILITIES**

As a condominium owner you have both rights and responsibilities. [The Canadian Condominium Institute](#) (CCI), provides education and resources for condominium owners, directors and management. As a Chanticleer owner you are a member of the CCI and eligible to attend events either free or at a discounted rate.

The [CCI news magazine](#) is published quarterly. Copies are available on-line. A limited number of print copies can be found in our mailroom. Please read and return for others.

**CURRENT CHANTICLEER VOLUNTEER BOARD OF DIRECTORS**

President.....	Brenda Jackson
Vice-President.....	Pamela Muñoz
Secretary.....	Yassin Osman
Treasurer.....	Maggie Lair
Member-at-Large.....	Chantelle McNichol

Messages, inquiries and letters for the Chanticleer Board should be submitted in writing to Box 41 in the mailroom. You also have the opportunity to post comments online via the Chanticleer website.

Please note that if you expect a response be sure to include your name and contact information. Anonymous letters will be ignored.

**INFORMATION AND NOTICES**

In order to provide timely and cost effective communication the Chanticleer Condominium Corporation request all owners and residents complete and return the attached Authorisation for Service by Email form.

*Last Updated: May 14, 2019*

**EMERGENCY CONTACT(S)**

The following information is for emergency purposes only. In case of emergency, we will do our best to contact the Unit Owner(s), Renter(s) and/or Emergency Contact(s) below. Information provided herein will be held *in confidence*. You will be asked to provide this information annually for the most current information. PLEASE PRINT CLEARLY.

<b>Unit Owner Name 1:</b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		
Mailing Address: <i>(if different from Chanticleer Unit)</i>		
<b>Unit Owner Name 2: <i>(if applicable)</i></b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		
<b>Renter Name 1: <i>(if applicable)</i></b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		
<b>Renter Name 2: <i>(if applicable)</i></b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		
<b>Emergency Contact 1:</b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		
<b>Emergency Contact 2: <i>(if applicable)</i></b>	<i>First</i>	<i>Last</i>
Telephone Numbers:	<i>Home</i>	<i>Work</i>
	<i>Cell</i>	<i>Other</i>
Email Address:		

Return completed form to:

Chanticleer Condominium Corporation No. 8120783  
Box 41, 10160 – 119 Street NW, Edmonton, AB, T5K 1Y9



