

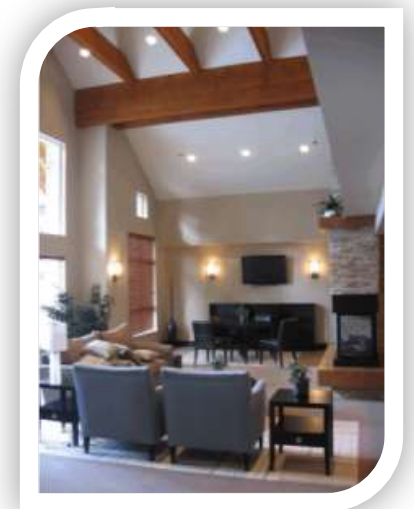
Waterscapes Resident Handbook

We love living here!

Waterscapes Owners Strata KAS 3589



*Managed by
Associated Property
Management 2001
250.712.0025*



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Life at Waterscapes

Did you know....

We love living here...



Waterscapes is a great place to live and play. Located in downtown Kelowna just minutes from more than 60 restaurants, Prospera Place, the Casino, the lakeside boardwalk, the beach, the wine museum, the Kelowna Community Theatre, the Yacht Club and marina, City Park etc. Our amenities include a great summer poolside with loungers, and a year-round barbeque and hot tub. We have three guest suites for your guests and a fantastic gym and billiard room. Check out our Cascade Lounge that is open daily till midnight and available for exclusive use

reservations.

Our complex has four lowrise four story wood frame buildings with 283 units; Herons 1 and 2, and Osprey 1 and 2. The Skye Tower has 188 units including four penthouse suites. There are four townhomes on Sunset Dr. just off the pool area. This is a total of 475 strata lots, one of the largest stratas in Kelowna at present.

Waterscapes is built on an old railway yard and a few features have been



been incorporated into the complex to reflect this history. Check them out at your leisure. The first is a set of train tracks

laid in front of the Sunset Drive water feature. There is a trestle facsimile built over the Sunset Drive garage entrance and finally you will notice the deck behind the Skye Tower resembles a roundhouse with a kid's train play structure.

You can own and live at Waterscapes with the assurance that we take pride in the level of ongoing maintenance. We are committed to

making this complex a great place to live and invite your friends for a visit.



Guest Room Rental Procedures

also available at

www.waterscapescommunity.com/guest-room-bookings

The Waterscapes strata has three guest rooms available for rental by residents. Guest rooms are for guests of current residents of Waterscapes and are not available for owners who have leased out their strata units. Guest rooms are "self-managed" and residents are responsible for the check-in, orientation, parking and check-out of their guests. Each room is equipped with



a keyless entry for easy access and a dead bolt key and fob for use during their stay.

Each room has a queen size bed, a television with basic cable and a DVD player, a chair and a bathroom with a shower. Guest rooms do not have ironing boards or coffee makers. Two guest rooms are in the Herons buildings on the third floor and the third is in the Skye Tower.

Guest Room Rental Rules

- 1. Rental Rates**
 - a. \$60 per night at prime season from May 1 to September 30. **Three nights maximum stay.**
 - b. \$60 per night at off season from October 1 to April 30. **Five nights maximum stay.**
 - c. Maximum 2 bookings per month but we will only confirm one booking; no concurrent bookings.
- 2. No concurrent bookings** - Any outstanding booking must be completed before the next booking is made.
- 3. Reservations** - all guest room bookings must be made on the Waterscapes website at least one business day in advance of check-in.
- 4. Payments** - all payments must be made within 5 days of a booking request.
- 5. Booking Requests** - All booking requests must be made by the resident. Guests are not permitted to book rooms directly.
- 6. Resident Responsibility** - The resident booking the room is responsible for the guest check-in. They must familiarize

themselves with the procedures, help their guest with visitor parking, inform their guests regarding amenity rules, give the guest access to the room and the key, etc.

- 7. Check-in and Building Access** – the guest room may be in a building that you do not have access to with your fob. You can gain access the building by going to the front lobby of the building and using the enterphone before 6:00 P.M. Dial 999 and once you give the room code you will be buzzed into the building.
- 8. Legal Agreement Terms** - The person completing the reservation booking must be of legal age, a resident at Waterscapes Strata KAS 3589 and must agree to the following. You acknowledge that under the Strata Property Act, a tenant or guest in a strata corporation must comply with the bylaws and rules of the strata corporation. If I (we) or a person admitted by me (us) for any reason, contravenes a bylaw or rule, I (we) further acknowledges that I (we) may be subject to penalties, including eviction without notice by the landlord or agent, fines, denial of access to recreational facilities and if the strata corporation incurs costs for remedying a contravention, a payment of those costs (e.g. if security is called). It is your responsibility to possess and understand the current strata bylaws and rules.

Guest Room Rental Steps

- Step 1.** Read the Guest Room booking rules.
- Step 2.** Check availability on the website calendar.
- Step 3.** Submit your application.
- Step 4.** Your application is reviewed by the office.
- Step 5.** You must complete payment before a reservation is confirmed.
- Step 6.** Your confirmation and necessary info are emailed to you.
- Step 7.** Check-in your guest with the keyless entry code.

Residents and Guests Must Comply with the Following

- 1. 3:00 P.M. Check-in** - The guest will not check into the Guest Room until after 3:00 P.M. on the first day of the rental.
- 2. 11:00 Check-out** - All guests will vacate the Guest Room by 11:00 A.M. on the last day of the rental to allow for cleaning.
- 3. Leave the Key** - The Guest Room key will be left in the room on the check-out wall frame when the guest stay is completed.
- 4. Lock the Keyless Entry at Check-out** - The Guest Room will be left locked with the keyless entry mechanism.
- 5. Alcohol Use Amenities** – Please instruct your guest regarding the use of alcohol in the amenity lounge, pool area, billiard room, hot tub area, or common areas at Waterscapes. *Alcohol is permitted in the guest rooms.*

- 6. No Smoking** - There is no smoking allowed in the guest rooms or in any common areas at Waterscapes.
- 7. No Pets** - There are no pets allowed in the guest room.

We are quite confident that your guests will enjoy their stay in Kelowna!

Cascade Lounge Reservations

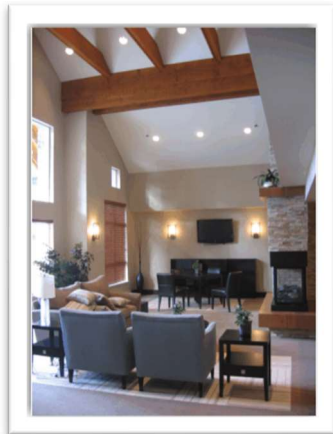
also available at <http://waterscapescommunity.com/cascade-lounge-bookings>

The Waterscapes strata allows residents to reserve the Cascade Lounge for exclusive use for a function at no charge. The reservation is limited to the lounge area and does not include the billiard room or pool area. Alcohol is prohibited except during "exclusive use" bookings



permitted.

and only when the "Reserved for Exclusive Use" sign is on the entry door. Please note, owners who have leased their units are not entitled to this privilege. Marketing functions are not



Cascade Lounge Reservation Steps

- Step 1.** You must submit the online rental agreement form.
- Step 2.** Your application is reviewed the next business day.
- Step 3.** You are emailed a reservation confirmation.

Residents and Guests Must Comply with the Following Rules for Cascade Lounge Reservations

The person completing the web form must be of legal age and a resident of Waterscapes. By checking the "I Agree" button and the "Submit" button you are indicating that you acknowledge that under the Strata Property Act, a tenant or guest in a strata corporation must comply with the bylaws and rules of the strata corporation. If I (we) or a person admitted by me (us) for any reason, contravenes a bylaw or rule, the undersigned further acknowledges that I (we) may be subject to penalties, including eviction without notice by the landlord or agent, fines, denial of access to recreational facilities and if the strata corporation incurs costs for remedying a contravention, a payment or those costs (e.g. if security is called). It

is your responsibility to possess and understand the current strata bylaws and rules.

- 1. Reservation Term** - The term of your exclusive use must be within the hours of operation: 8:30 a.m. to 10 P.M.
- 2. Maximum 6 Hours** - The lounge can be booked for a maximum six (6) hour block only, up to two (2) times a month per unit.
- 3. Residents are Responsible for Guests** – Residents are responsible for the conduct of your guests and their treatment of the facility. All guests must comply with the rules that apply to the use of the facility. This includes applicable bylaws of the Strata Corporation such as not creating a disturbance for other owners (noise).
- 4. Maximum 50 Guests** - Your booking allows for a maximum of fifty (50) guests.
- 5. Advance Booking** - Your booking must be made a least one full business day in advance of your reservation date.
- 6. Guests Must Be Accompanied by the Resident** - Guests of residents using the lounge must at all times be accompanied by the resident.
- 7. Form K Required** - Only residents that have filed a Form K with the strata corporation are permitted to reserve the Amenity room.
- 8. No Smoking** - NO SMOKING or animals are allowed in the lounge, the billiard room, the Cascade Club lobby, the washrooms or the poolside and hot tub area.
- 9. Strata Bookings Take Priority** - Bookings for the Strata Corporation business will take priority over private bookings and are subject to a one week (7 day) booking rule. Emergency Council meetings can be held elsewhere if the Amenity room has a prior booking.
- 10. Alcohol Use** – Visible alcohol is prohibited in the Amenity Lounge and the surrounding amenity areas except during “Exclusive Use” bookings. If your Exclusive Use sign is taped to the front lounge door you may have visible alcohol in the Cascade Lounge. Visible alcoholic beverages are not permitted outside of the Cascade Lounge; absolutely no alcohol in the hallways, the Cascade entrance lobby, the billiard room, the pool area or the amenity washrooms.
- 11. No Pool Use** – guests attending a function in the Cascade Lounge are not permitted to use the pool, hot tubs or barbeque and must give preference to resident use of the billiard room.
- 12. Cleaning Etc.** - Return all furniture to its original location(s). Room must be cleaned and vacated by 10:00 P.M. All garbage and recycling must be taken to the garbage room at the parkade level.
- 13. Report Any Damages Immediately** - Report any damages to the strata manager immediately at 250-712-1088.

WATERSCAPES Amenity Hours

		Open	Closed
Fitness Room	Daily	6:00 A.M.	10:00 P.M.
Cascade Lounge	Daily	8:30 A.M.	Midnight
Billiard Room	Daily	8:30 A.M.	11:00 P.M.
Pool and Hot Tubs <i>Adults Only</i>	Daily	6:00 A.M.	8:30 A.M.
Pool and Hot Tubs <i>General Admission</i>	Sunday to Thursday	8:30 A.M.	10:00 P.M.
Pool and Hot Tubs <i>General Admission</i>	Friday and Saturday	8:30 A.M.	10:30 P.M.

WATERSCAPES Enterphones

also available at

Lobby and Visitor Parking Enterphones

The Enterphone system allows you to buzz your guests into the building lobbies or visitor parking areas.



1. **Setup Your Enterphone** – submit the “Enterphone Change Form” available as a download at www.waterscapescommunity.com. You may scan and email the form or slip the form through the door slot of the Community Director’s office.
2. **Using Your Enterphone** – the enterphone will display your name with a code. When your visitor enters the code at the Enterphone the system will call the phone number you have assigned. Once you receive the call you have 60 seconds to speak to your guest and press “6” to open the door. You do not need a land line in your suite for this system; it will call your cell phone. Long distance numbers will work with our system.
3. **When Ordering for Home Delivery**
Always include your buzz code as part of your address when you are ordering for home delivery. Most drivers will buzz your suitenumber and you will not get your packages.

WATERSCAPES **Moving Procedures**
also available at

www.waterscapescommunity.com/forms.aspx

- 1. Elevator and Lobby Door Keys** - Please call the community director to make arrangement to pickup the keys for the elevator and for the double-doors in the foyer. (250.712.1088). You may pick up the keys a few days in advance. When moving out, there is a deposit charge of \$50 by cheque payable to Strata KAS 3589. There is no deposit necessary for moving in. Once you have completed your move please deposit the keys in the mail slot of the community director's office door located on the second floor of the Cascade Club by the gym. When the keys have been returned we will destroy your deposit cheque.
- 2. Mario's Towing and Parking Pass** - If you are using your own vehicle for moving or an unmarked truck, it is very important that you display the "Mario's Parking Pass" on the dashboard of your moving vehicle. Mario's tows from our 15 minute parking and our fire lanes and they will tow your vehicle if you do not have your pass clearly displayed. The pass will be given to you with the elevator key and must be returned before your deposit will be refunded.
- 3. Move Through the First Floor Lobby** - Please do not move your items through the parking level foyer. The area is very small and there are a number of doors to go through and inevitably a lot of damage happens to the walls and doors. Please move through the first floor lobby area. There is plenty of room to move around and there is a double-door for wide furniture. This will minimize or eliminate any damage to walls etc. and make your move simpler.
- 4. Elevator Instruction**
 - a. Elevator Move Mode - When you have the elevator locked in move mode the door will stay open so you



can safely move your furniture through the door. Please only lock the elevator while you are moving furniture on and off the elevator. If you have the elevator locked for the entire duration of your move it is an inconvenience for other residents.

- b. Remove Elevator Key - Please do not leave the elevator key in the elevator during your entire move.

Remove the key and keep it in your pocket. Lost keys are replaced at a cost of \$15.

- c. Elevator Door Hold - It is very important that you do not manually hold the elevator door open. This will cause the elevator to shut down and it will not be available for your move. If a service call is required to reset the elevator the invoice will be charged to your strata lot.
 - d. Elevator Pads - The building manager will setup the protective blankets in the elevator if you are moving past the first floor. If you are ready to begin your move and the pads are not in place, please contact the resident manager.
- 5. Lobby Double Doors** – Please do not jam anything into the lobby door to keep it open as this will cause damage. You may wish to move your belongings into the lobby, close the exterior doors for security, and then proceed to move items into the elevator.
 - 6. Keep Roadways Clear** - Keep the roadways clear for others. Construction vehicles, bobcats, emergency vehicles and residents must be able to move past your moving trucks at all times.
 - 7. Wall Damage** - Please be very careful not to damage walls etc. They look great and we like it that way. Damage is unpleasant to look at and sometimes takes a while to repair. Please respect our home.
 - 8. Boxes Etc.** - Boxes etc. cannot be left on your balcony/patio for more than 24 hours. No boxes should be left in the hallways.
 - 9. Carpets** - Occasionally, moving will make a mess on the foyer carpets. It would be very much appreciated by the other residents if you could vacuum any debris you have left in the foyer or the hallway carpet so we have a clean home.
 - 10. Move Times** - Move in/out's must not begin before 8:00 A.M. and must be completed before 9:00 P.M.
 - 11. Garbage** - Please do not put unwanted household items in the garbage room after your move. Larger household items like furniture, carpets, pictures, etc. must be taken to the landfill. It is very costly for strata to remove these items and we use video and fob traffic data to track offenders and the removal fees are charged back to the perpetrator.
 - 12. Cardboard** - Feel free to break down your cardboard boxes and put them in the cardboard recycling. Remove all Styrofoam packing materials and place them in the garbage before placing cardboard in the "cardboard only" bins.
 - 13. Take Me I'm Free** – Please don't leave any of your items in the common areas as free give-a ways. Take your valuable but unwanted items to Value Village or Big Brothers as you see fit. When items are left behind they very seldom are claimed by anyone and they end up in the garbage.



WATERSCAPES **Onsite Security**
surveillance, daily patrols and onsite
guards

Waterscapes and Missing Link Security

In a community as large as Waterscapes there is a need for ongoing security. Your car, your locker, your person, your suite and your peace and quiet are guarded with professionalism by Imperial Security Group.

Uniformed Guards – the guards are trained and uniformed.

Daily Patrols - Duties include hallway patrols, locker area scans, common door checks, garage surveillance, property tours, visitor parking logs, resident parking checks, etc.

Bylaw Enforcement - Guards will knock on suite doors and address noisy residents. They submit detailed daily reports to the community director for further action by council when needed.

Surveillance Cameras - We also have a multiple of surveillance cameras operating throughout the complex. The installation of these cameras have cut the incidents of vandalism to a fraction of previous occurrences. They have assisted the strata recoup thousands of dollars from garage door hits and other damages.

Call Security 250.864.8922 – (The number is posted at all the elevator lobbies). If you have a noisy neighbour, or you are concerned about something in the parking garage, etc. please call our onsite security. They carry their cell phone at all times waiting for your call.



WATERSCAPES **Fire Safety**
for your continuous year round protection

Fire Safety at Waterscapes

Today's modern buildings are constructed with a plethora of fire safety and suppression equipment. We have all heard of tragic fire events in older buildings where scores of people are caught by surprise by a fire. In a modern building the fires are usually immediately extinguished with the automatic sprinkler system installed at the time of construction and are most frequently contained to a single suite.

Latest in High Tech Equipment – the fire safety and suppression equipment at Waterscapes is exhaustive. Fire sprinklers, pull stations, fire extinguishers, fire phones on each floor of the tower, in suite smoke detectors, common area smoke alarms, fire equipment closets, alarm monitoring, etc. Each building is monitored for equipment

failure and fire 24/7/365 with immediate response by the alarm company to the community director and the fire department.



Equipment Tampering – please do not disconnect any of your fire safety equipment in your suite. Your smoke detectors and alarm annunciators must remain functional. They guard your life day and night. You risk not only your safety but the safety of others. If you are annoyed by a smoke detector that is continuously going into alarm you can replace it with a less sensitive model. The proper replacement is a photoelectric detector designed for use in problem areas such as kitchens. The model that will click on to the existing base is the BRK 7010A photoelectric available at Wesco Electric 1936 Kent Rd. 250.862.8200.

Please do not disconnect your alarm annunciators. They look like a speaker mounted on the ceiling of your unit. Occasionally a resident will disconnect the annunciator when there is a fire inspection because they are bothered by the ringing. When they are disconnected the lobby monitor will go into supervisory alarm and notifies us of the floor where the annunciator has been disconnected by not the particular suite. We need to bring in an electrician to track the suite. This could cost upward from \$500 for an electrician to detect which suite has disconnected their annunciator and the invoice is charged back to the unit.

Monthly and Yearly Fire Safety Equipment Checks

1. **Monthly Fire Safety Inspections** - Every second Tuesday of the Month between 8:00 A.M. and 5 P.M. These inspections are done by a local contractor, Pacific Western Fire Safety. Every emergency light, fire extinguisher, stairwell sprinkler tamper, lobby monitor stations, and hallway alarm annunciator is inspected. **Monthly inspections DO NOT require suite access.**
2. **Yearly Fire Inspections** – Every First Week of January for Five Days. This annual inspection includes a walk through every suite in the complex. Your alarms and smoke detectors are tested. **Annual fire inspections DO require suite access** and the strata will notify you when they will be conducted. You must make some arrangements to allow the contractor entry into your unit or the strata may gain entry with a locksmith.

In the Event of a Fire Alarm

You must evacuate your suite in the event of a fire alarm. Also, the fire department is very busy during an alarm and does not need

the extra work of locating residents who have decided to remain in their suites.

Please DO NOT CALL the community director for information about the alarm, we are dealing with a number of important calls from the alarm company and the fire department. We are notified by the alarm company immediately when there is any type of alarm.

1. If you discover a fire.

- a. Immediately sound the fire alarm by activating the red alarm pull station.
- b. Call the fire department at 911 and tell them you are reporting a fire. Give them the address of the building.
- c. If you are qualified, attempt to extinguishing the fire using available firefighting equipment.
- d. If you cannot control the fire isolate it by closing doors.
- e. Leave the building by the nearest safe exit.

2. If you hear an alarm

- a. DO NOT CALL the community director.
- b. Leave the building immediately by the nearest safe route.
- c. Walk don't run. Shut all doors behind you as you proceed through corridors and down ramps and stairways in a quiet orderly manner. Do not push. When you have reached the outside of the building move away from the building allowing others behind you to emerge from the exit.
- d. Go to the pre-designated safe assembly area. Do NOT GO BACK into the building for any reason. The fire department will advise you when it is safe to re-enter the building.

When You First Move Into Your Suite

1. Visually check the location of your smoke detectors and fire annunciator.
2. Check your floor for a fire escape plan normally posted by the elevator.
3. Walk the escape route with your family and agree on a designated meeting spot outside the building.
4. Read the section above, "In the Event of a Fire or Alarm".

www.waterscapescommunity.com/forms.aspx

Enjoyable Living Guidelines

Bylaws can feel like a list of DONT's but they are intended to be a safeguard for enjoyable living for residents. Imagine what our parkade would look like if we allowed storage in the stalls or what it would be like to take your dog for a walk if there were other unleashed dogs everywhere. We have bylaws to protect the residents and owners from the few people who might ruin community life for the many.

We have compiled a short list of the most frequently referred to bylaws and rules for your information. The actual full set of bylaws of the strata corporation can be downloaded from our website at <http://waterscapescommunity.com/forms>

- A. Form K's** - must be submitted to the strata office within 14 days of taking possession of a unit.
- B. Garbage**
 - a. Garbage and recycling must be deposited in appropriate bins.
 - b. No dumping of furniture or household items in the garbage room.
 - c. No batteries, flammable materials, paints, hazardous wastes, tires.
- C. Patios and Balconies**
 - a. Allowed items are properly secured shade umbrellas, propane or electric barbeques, potted plants and "summer designed" furniture, patio carpets and an unaltered, CSA approved, fire table no higher than 33 inches accompanied by a 5 lb fire extinguisher.
 - b. No satellite dishes.
 - c. Do not toss cigarette butts from balconies.
 - d. Do not allow water to flow over the edge of your balcony.
 - e. Do not shake or hang rugs, towels or clothing over railings.
 - f. Smoking on patios or balconies must not be a nuisance to neighbours.
 - g. No wind chimes.
 - h. Limited patio lighting is permitted, no more than 4 led fixtures positioned on the patio floor.
- D. Christmas Lights** - are allowed from Dec 1st to Jan 31st only.

- E. Christmas Trees** – live Christmas trees are not permitted in units or on patios.
- F. Alcohol** – there is no open alcohol allowed in the common areas including the pool area, Cascade Lounge, billiard room, hot tubs, lobbies or hallways.
- G. Marijuana** – the growth of marijuana is prohibited everywhere at Waterscapes including in your suite or on your balcony. Small preparation is permitted but must not emit odors or be an insurance risk.
- H. Pool Rules**
 - a. Children must be accompanied by an adult.
 - b. Children that are not toilet trained are not permitted to use the pool unless they are wearing a proper swim diaper.
 - c. No floatation devices allowed except for personal safety floatation.
 - d. Absolutely no alcohol allowed by the pool, hot tubs, barbeque.
 - e. Maximum 6 guests per resident are allowed.
 - f. Read the "Pool Rules" sign posted at the poolside.
- I. Binds** – must be cream or white in color and similar to the original. Drapes are not permitted.
- J. Signage** – No signage of any type is allowed in windows or balconies except election signs.
- K. Noise** – Noise from the strata lot cannot be a nuisance to neighbours at any time of day.
- L. Smoking – Is prohibited in all common areas of the complex including patios, service road, etc.**
- M. Pets**
 - a. Dogs must be properly licensed.
 - b. Maximum two pets per unit.
 - c. No dangerous breed dogs.
 - d. Pets must be on leash on common property.
 - e. Pets must be kept quiet and controlled.
 - f. No exotic pets.
 - g. Cats must be kept in the condo units.
 - h. Dog waste in first floor yards must be picked up immediately.
 - i. Pet waste damage to lawns will be charged to owners.
- N. Moves** - All moves must be reported on the strata website and the move procedures must be followed.
- O. Cigarette Butts** – must not be discarded over balconies or anywhere on common property.
- P. Cascade Club Rules**
 - a. Children under 12 must be accompanied by an adult.
 - b. No smoking.
 - c. No alcohol.
 - d. Maximum 2 guests per resident are allowed.
 - e. No personal music except with head phones.
- Q. Visitor Parking**



- a. Resident vehicles are not permitted to use visitor parking.
- b. Visitor parking is for 5 calendar days per week maximum.
- c. Visitor parking tags must be displayed.
- d. Vehicles in violation of these rules are subject to fines, towing or the use of an immobilizer.

R. Resident Parking Stalls

- a. Vehicles must be registered, insured and fully operable.
- b. Motorcycles must be parked in owners stall only or assigned motorcycle parking spots.
- c. No vehicle washing or repairs allowed in parking stalls.
- d. Vehicles cannot drip oil, gasoline, or any automotive residue.
- e. There is no storage allowed of any type in parking stalls.
- f. Parking stalls can be rented only to other residents of Waterscapes.
- g. Residents must keep their stalls clean.
- h. Residents must park only in the stalls assigned to their strata lot.

S. Bicycles

- a. Bicycle parking at lobby entries is prohibited from 10 P.M. to 6 A.M. daily.
- b. Bicycles stored in the locker areas racks must have a current strata sticker. Email the office to received your dated and numbered sticker.
- c. Bicycles must be locked when stored.
- d. Bicycles cannot be stored on balconies or patios.

T. Storage Lockers

- a. No storage of hazardous or flammable substances.
- b. Use only your assigned locker as posted in each locker area.
- c. It is recommended that you do not keep valuables in your locker.
- d. It is recommended that you keep your locker locked even if it is empty to prevent someone from using your storage space or depositing unwanted items in your locker.

U. Insurance – owners/tenants must have a comprehensive insurance policy in place.

V. Fines

- a. Maximum fines of \$200 for a bylaw violation and \$100 for a rule violation may be imposed and a \$500 for a rental restriction violation.
- b. A fine may be imposed every 7 days.

W. Short-term Rentals

- a. Short-term rentals are prohibited except by those owners who purchased directly from the developer.

The owner must provide a City of Kelowna Business license to the strata each year.

X. Miscellaneous

- a. All building keys, parkade gate openers, etc. remain the property of the Strata Corporation.
- b. Lobby doors must be kept closed at all times.
- c. Strata units are to be used for residential purposes.



Garbage and Recycling

We have a full range of recycling options











Garbage and Recycling

Waterscapes has two garbage rooms with a full recycling program. Currently we are dumping nearly equal amounts of garbage as recycling. Each garbage room

has seven bins that are clearly marked as follows.

1. **3 Garbage Bins** – common household garbage is permitted. No furniture items, no wood, no recyclables, etc.
2. **2 Cardboard Bins** – you can put all your boxes from moving into the cardboard bins however they must be flattened first. Just three or four boxes can fill an entire bin if they are left intact. Also, Styrofoam is not recyclable so please remove any packaging from the cardboard boxes and throw it in the garbage bins.
3. **2 Mixed Recycling Bin** – This is for common household recyclables such as plastics, papers, tin cans etc. Please do not place items in the recyclable bin where an environmental levy is charged such as batteries, tires, etc. NO GLASS is permitted. For a full list of permitted recyclables there is a sign on the side of the recyclable bin. *Please refer to the next page for recycling tips.*
4. **3 Returnable Container Recycling Tote** – There is a smaller tote bin by the door that is for returnable containers with a deposit such as beer cans, milk cartons, water bottles, etc. The strata sorts these returnable and delivers them to the bottle depot.
5. **Furniture, TVs, BBQs Etc.** – dumping these items in the garbage room is not permitted. Our staff do not have the time to haul these items to the dump for the hundreds of people who move in and out of Waterscapes each year.

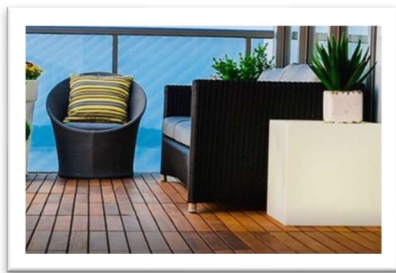
What Can Be Recycled in the General Recycling Bin?		
Tin Cans		<p>All tin cans</p> <ul style="list-style-type: none"> • Empty and rinse • Labels are Okay • No returnable beverage containers (deposit)
Aluminum		<p>Foil and Food Containers</p> <ul style="list-style-type: none"> • Empty and rinse • Labels are Okay • No returnable beverage containers (deposit)
Newspapers		<p>All newspapers and flyers, including all inserts and all ad mail.</p>
Writing Paper		<p>All white, neon and colored paper and envelopes. All computer paper No carbon paper, used tissue or paper towels. Shredded paper in clear bags only</p>
Boxboard		<p>Cereal box-type cardboard Cardboard egg cartons. Flattened boxes</p> <ul style="list-style-type: none"> • Remove liners <p>NO waxed, plastic-coated cartons or foil gift wrap.</p>
Books and Magazines		<p>All magazines and catalogues, books without hard covers NO plastic binders</p>
Plastic Containers		<p>All plastic containers with # 1 – 7 recycling symbols</p> <ul style="list-style-type: none"> • Rinse and flatten <p>NO Styrofoam, no motor oil or chemical containers NO LIDS</p>
NO Glass NO Electronics NO Styrofoam NO Large Un-flattened Boxes		<p>Returnable glass containers should go in the tote bins please. They are returned to The Bottle Depot</p> <p>NO TV's, Computers, Printers NO Cell phones NO batteries NO Styrofoam</p>

Tips for Keeping Your Balcony or Patio Looking Great

The aesthetics of a condo community are dramatically affected by the appearance of the patios and balconies which comprise the majority of the “face” of a condo complex. A properly maintained, furnished and flowered balcony or patio is a central part of enjoying your home but in many cases condo communities are scarred with balconies littered with storage, bicycles, freezers, old appliances, and gym equipment.

Balcony and Patio Cleaning - Balconies patios and decks must be kept clean and tidy but residents **can not cause water to flow over the edge of their decks or balconies** in the process. Don't let any water, including water for flowers, trickle down on your neighbours below. The strata is permitting the use of temporary/ unaffixed products on decks and patios as well as outdoor carpets.

Balcony and Patio Décor – the strata has a list of permitted items for balconies.



- a. Reasonable, unaffixed, freestanding, self-contained planter boxes or similar plant containers, which must not be allowed to leak or overflow, but not including hanging containers, baskets or plants,
- b. Reasonable unaffixed purpose designed patio furniture and accessories,
- c. One safely secured, but unaffixed shade umbrella,
- d. Purpose designed outdoor carpets, and
- e. Propane or electric barbeques, which must be properly stored, used and maintained.
- f. Unaltered CSA approved fire tables not more than 33 inches high accompanied by a 5 pound fire extinguisher.
- g. Limited patio lighting, 4 led unaffixed fixtures positioned on the patio floor.

Pets on Balconies or Patios – pets should be attended to at all times on common or limited common property. Your balcony, deck or patio is considered limited common property. Pets must not be kept or left unattended and/or unsecured on common property, including limited common property.



Earthquake Response

what should you do during an

earthquake

General Earthquake Safety Tips

We have had three earthquake events since the construction of Waterscapes at the writing of this handbook. These earthquakes were noticed by residents of Skye Tower from within their condo units. We are issuing these guidelines to help residents know how to respond during a quake. These safety tips are taken from the Waterscapes Skye Tower Homeowners Binder.

1. Remain calm.
2. If possible, find a doorframe or archway away from glass, windows, and ceiling lights to duck under. Hold onto sturdy furniture if possible.
3. Do NOT exit the building and DO NOT call the community director.
4. Allow at least 60 seconds to pass before moving from your place after the earthquake.
5. If possible, treat injuries for yourself and /or others in your home. In case of emergency, call 911.
6. Inspect all gas, water, and electrical lines. If there are gas leaks you cannot control, immediately evacuate the building using the nearest staircase.
7. If the building is damaged, evacuate it and do NOT re-enter for any reason.
8. Contact your local authority for additional safety instructions.



Garage Door Caution

use extreme caution...



At the printing of this manual we have had 33 garage door collisions. In 30 of those cases the driver ran into the door as it was closing. I.C.B.C. has ruled driver error in every case as the resident did not follow proper safety guidelines for garage doors. Use extreme caution when entering

through a garage door. It is very dangerous to follow another vehicle through an open garage door; it may close in front of your vehicle. Also, when using your fob please remember it is a radio transmitter and if the door does not receive your fob signal it may still close unexpectedly.

We recommend these steps when entering the garage;

1. Wait until the door begins to close.
2. Press the #1 on your fob.
3. The garage door will reverse.
4. You will have 13 seconds before it closes again.



Sprinkler Heads

use extreme caution...



You will find numerous fire sprinkler heads in the common areas and in your condo unit. Please be very cautious with these sprinklers. If the "THIN" red glass stem is bumped it will break and the water will flow. We had an incident in the Skye Tower where it took 10 minutes to shut off the water and we had \$100,000 in damages.



Skye Tower Maintenance Items

Why does the...

There are filters in Skye Tower suites that need maintenance.

Heat Pump Filter



Your condo is heated and cooled with a heat pump located in a closet near your entrance door. The heat pump is a very expensive piece of equipment and a dirty air filter can cause damage. We recommend you use the heat pump for heating and cooling but still maintain the baseboard thermostats at 12 degrees Celsius. The filter for the heat pump is located at the side of the heat pump and easily slides in and out. Nearly all heat pumps in Skye use the filter size 25 X 20 X 1.



Parking Tags

Keeping your parking spot free for you...

We are utilizing two types of parking tags.

Parking tags are issued as needed to residents at no charge simply email office@waterscapescommunity.com for replacements. The community director and we will slip your replacement tag under your suite door.



Resident Stall Tags

Every condo unit is issued a resident parking tag for each parking stall they own. The purpose of the tag is to confirm to security that the car parked in the stall is authorized to use that stall. Tags must be displayed on the dashboard or hung from the mirror.



Visitor Parking Tags

Each condo unit is also issued a visitor parking tag. You may request an additional tag for more than one visitor. The number on the visitor tag IS NOT a parking stall number; it is the strata lot number

associated with your suite. This number helps security identify which unit is associated with the vehicle in visitor parking.

WATERSCAPES Shaw/Telus Installs

On installation day...

The main providers for internet and TV in Kelowna are Telus and Shaw. On the day the installer arrives they will need access to the building and to the telephone/electrical rooms. Both companies have access keys previously provided to them and they do not need any further keys or access provided by onsite staff.



Telus has a lockbox located at the outside entrance doors to the Cascade Lounge. They have a lock fob and key for the electrical rooms.

Shaw has been provided a fob and master key for electrical rooms and the installer should show up on installation day with that fob and key.

WATERSCAPES Bicycle Parking

We have provided bicycle racks ...

Bicycle Parking and Storage Regulations.

We have done a lot of work to provide adequate bicycle parking and storage. **Bicycle parking** is permitted at the lobby entrances between the hours of 6 A.M. and 10 P.M. and only on the racks provided. Please do not lock your bicycle to fencing etc. **Bicycle storage** is permitted in your locker or in your condo **but NOT on your patio or balcony**. We have also installed a bicycle rack in the L-15 locker area that has room for about 170 bicycles. The area is open with fob access from 6 A.M. to 11 P.M. To store or park your bicycle in that area the bicycle must have a current bicycle sticker and it must be locked to the rack. Any bicycle without a current sticker will be removed from the rack and then donated to Pathways after a generous waiting period.

To Get Your Bicycle Parking Permit please email the community director at office@waterscapescommunity.com to request the current yearly sticker. The sticker will be delivered under your suite entry door when they are available. There is no need to come to the office or call regarding stickers.

We are trying to make bicycle ownership easier for you.



Smoke Alarms

Fire Safety and security...

Waterscapes Fire Safety...



Smoke alarms are required for every condo and most will have more than one. They continuously monitor the air within your condo and if there is any smoke present, (they are not sensitive to cigarette smoke), they will go into alarm to warn residents of possible danger.

The smoke alarms are not monitored by the building fire panels so an alarm in your condo will not set off the fire alarms in the building common areas.



Insurance

Know your responsibility...

Owner and Tenant Insurance Needs

This information is provided for you by the strata and is for your general information only. It is the sole responsibility on each owner/tenant to know their particular insurance needs. This information is not to be taken as legal advice.

Points to Consider

1. Our **strata** is responsible to have adequate full replacement value insurance for the common property, common assets, buildings on the strata plan and fixtures.
2. Our **strata** has a water flow damage deductible and each owner should carry their own insurance that will cover that deductible.
3. When an **owner** is purchasing insurance they should provide a copy of the strata's "Insurance Certificate" to the broker. You can download the certificate from our website at <https://www.waterscapescommunity.com/insurance>.
4. It is the responsibility of each **owner** to obtain insurance for their strata lot for content and liability. and improvements to a strata lot.
4. It is the responsibility of each **tenant** to obtain insurance for their content and liability.

5. Each **owner** should review the "Certificate of Insurance" from the Annual General Meeting Notice outlines the insured perils, limits of coverage and applicable deductibles.
6. It is encouraged that each **owner** and **tenant** maintain a secondary living expense fund. The strata's insurance does not cover these costs.

The following PDF files available on our website were provided to us by the strata's insurer BFL Canada insurance Services Inc.

Loss Or Damage In Strata Properties - (Examples of Who Pays)
Deductible Charge Backs in Strata Claims -(Who Pays the Deductible?)
The Importance of Unit Owner's Personal Insurance
The BFL Canada Strata Program Coverage (Typical Strata Coverages)



Parkade Cleaning

Yearly late in March we need...

Removing Your Vehicle from the Parking Garage

For one day each year at the end of March the strata needs everyone to remove their vehicle from their assigned parking stall so we can clean the stall. If the vehicle is not removed it is much more difficult to clean the neighbouring stalls properly and your stall will remain dirty. We give a couple of weeks notice and expect that even those who live outside of Kelowna will make arrangement to have their vehicles moved.



We clean parking stalls over a 2 day period and there is actually enough room in the half that we are not cleaning to facilitate parking for all vehicles during the clean.

Please note that the strata has a bylaw in place that requires that your stall is vacated on the day of the parkade clean and the strata can issue fines of up to \$200 for non-compliance.

WATERSCAPES **Thermostats**
Minimum 12 degrees ...



Skye Tower has a Programmable Thermostat...

There are two sources of heat for condos in the Skye Tower, heat pumps which are controlled with the thermostat seen on the left and also auxiliary baseboard heaters that are controlled with a wall thermostat.

There is a strata bylaw that states all baseboard heaters must be set to a minimum of 12 degrees. If there is a power outage while the heat pump is running it will not come back on when the power is restored. If you are away for an extended time in the winter, you risk frozen plumbing if your auxiliary baseboard heaters are not set to a minimum of 12 degrees.

Please note: the thermostat is powered by two AAA batteries. If the batteries are low the heat pump will not operate. We recommend you keep two AAA batteries in supply.

WATERSCAPES **Humidity Control**
Safeguard your investment ...

Excessive humidity can cause damage...

Humidity control in Waterscapes condos is extremely important. Excess humidity can lead to moisture collecting on window sills and behind wall board and under carpets. That moisture can cause mold and excessive damage and expensive repairs. It is recommended that the main washroom fan be programmed with these devices to run at least 8 hours per day in four two hour intervals.



There are two different models of fan controllers at Waterscapes. The Skye Tower utilizes an electronic timer as seen in the top graphic and the 4 story lowrise buildings have a mechanical timer as seen below. Generally, the controller is located in the front entry closet about 5

feet off the floor. This device automatically activates the bathroom fan at preset times. The timers were originally set to activate the bathroom fan at four different times during the day. As this device uses the bathroom fan exclusively, you may want to leave the bathroom door open to enable the system to work at peak efficiency. The manual switch in the bathroom also controls the same fan. The de-humidistat control will override the manual fan switch.

There is a manual for programming both devices on our website under printable forms...

<http://www.waterscapescommunity.com/forms.aspx>



WATERSCAPES Annual Suite Access

fire inspections and vent cleaning...

The Strata needs to access your suite...

There are times when the strata needs access to your suite. We conduct an annual fire inspection according to the fire code and we are required to inspect every suite. In the Skye Tower we need suite access for the annual dryer vent cleaning. We provide proper notice as stipulated in the Strata Act. If you are not on our email list we suggest you drop us a note to be included. Normally we schedule these at the same time each year as follows;

Annual Fire Inspection – Second full week of January from Tuesday to Thursday.

Annual Dryer Vent Cleaning Skye Tower – normally scheduled for the second full week of September.

Annual Dryer Vent Cleaning for Herons and Osprey Buildings – there is no need for suite access for these as we can clean them from outside your suite.

There are 4 options for providing access.

- 1. Provide a Key - You may provide a key for your condo in advance of the inspection.**
 - a. The key must be in a sealed envelope marked with the unit number and building of the resident. For security and administrative reasons keys cannot be handed to employees.
 - b. Do not include fobs or key rings; only the single door key please.
 - c. The key must be put through the door slot at the Community Director's office beside the gym by 8:00 P.M. the night before your inspection.

- d. The key will be used to access your unit for the inspection and then the door will be re-locked and the key slipped back under the door. We cannot hold keys for returning residents.
- e. We will not be maintaining possession of unit keys for future use.
- f. If the key will not pass under the door we will destroy the key.

2. Email Us the Keyless Code - You may email us a keyless entry code.

- a. We will also receive entry codes for keyless entry doors to allow access for the inspection. We are asking that the code be changed as soon as possible after we have accessed your unit. If you have a keyless entry you may email the code to office@waterscapescommunity.com. Please include your name, unit number and building as well as your phone number with the code. We will reply indicating that we have received the code via email.
- b. We will use the code on the inspection date and then we will relock your unit.
- c. If you are interested in installing a keyless entry system the specific model approved by strata is listed on the home page of our website.
<http://www.waterscapescommunity.com>.

3. Be Home - You may decide to be present at the time of inspection.

We will be knocking on the doors of those who have not issued us a key or code to verify that someone will be home at the inspection time. *Please carefully check the "Door Knocking" schedule as provided. You will need to be home for the scheduled door knocking period even if it is not within your inspection schedule.*

4. Locksmith – A final undesirable option is access with a locksmith

If we have no other option we will need to unlock and relock your door with a locksmith. Unfortunately, the fees will be charged back to your unit and occasionally your locks may need to be rekeyed. The fees range between \$30 and \$90.

WATERSCAPES **Security Fobs**
Safety and security...

Waterscapes Security Fobs.



Each condo unit at Waterscapes has been issued two security fobs that are uniquely identified to their suite number. We also have two types of fobs available, one is also a garage door opener and the other is strictly a proximity fob for the door

passes.

These fobs serve a two-fold purpose.

1. Both types are proximity fobs for use at the entrance door readers. This will grant you access to your building as well as most locker and amenity areas during open hours.
2. The second type is also a garage door opener. When entering the garage, at any door, simply press the number one button on the face of the fob to open the garage door. We recommend that you repeatedly press the button as you pass through the door to ensure the garage door receiver has received your signal. Once your fob signal is received the door will stay open for approximately 20 seconds and then automatically close.

Problems

1. Battery Replacements - If the fob fails to open the garage door, check to see if the red light at the top of the fob is illuminating as you depress the button. If it fails to illuminate you need to replace the battery. For battery replacements in your fobs we recommend Interstate All Battery Center at 311 Banks Rd. 250- 860-3444
2. Access Denied - If the fob fails to grant you access to a secured door check to see if the fob is activating the reader. The reader should beep and turn green when access is granted. If the reader is displaying red then your fob is either not recognized by the system or you are trying to enter an area where you do not have access at the present time.

Fob Purchases and Replacement

Additional or replacement fobs can be purchased from the Community Director at a cost of \$70 per garage door fob and \$15 for the proximity fob.



Pets

Can I use the patio or lawn...

Many residents have chosen to live at Waterscapes because of our pet friendly bylaws.



Grassy areas in ground floor units are often thought of as "private property" however those areas are designated as "common" strata property. Only your ground floor patio is limited for your access and use. This is quite a bit different than having a house with your own yard. Unsightly dog droppings in a

condo yard affect our complex appearance and your neighbour's enjoyment of their home. The strata has landscapers and maintenance people who enter ground floor yards who appreciate "dropping free" spaces.

The lawn in ground floor yards is treated similar to any other lawn found around the complex. Residents cannot allow their pets to defecate on common lawns and they must pick up droppings immediately. Condo yards cannot be used as dog runs or dog pens. The yards are part of the beauty of the complex and they need to be kept dropping and urine mark free and beautiful.

The strata will repair urine marks at our discretion and charge the repairs back to the owners. The strata will issue bylaw letters and possible fines for residents who do not comply.



Maintenance

where do I get ...

We have compiled a list on our website for you to get replacement items. You will also find a "Maintenance Request" form to report problems in the common areas.

<https://www.waterscapescommunity.com/maintenance-requests>



WATERSCAPES Interior Suite Colors

where can I get paint...

Sherwin Williams on Cooper Rd. will mix these colors for you.

Interior suite paint colour were originally supplied by General Paints but they were bought out by Sherwin Williams. Sherwin Williams can come close to matching the original colors but not close enough for patching a few spots. You may have to paint an entire wall or area with the new colors.

Sherwin Williams on Cooper Rd. will mix these colors for you.

Scheme One – Shoreline – Dark Cabinets
For Herons 1 & 2, Osprey 1 & 2, and Skye Tower Units (Except Penthouse and Townhomes)

Throughout (Except Bathrooms)	OC-7 Creamy White	P8	5502001 Hi-Hide Egg Shell
Bathroom Walls	HC-45 Shaker Beige	P10	5502001 Hi-Hide Egg Shell
Trim, Baseboards, Doors	CW030W Apple Peel	P6	5001001 Breeze Semi-Gloss

Scheme Two – Creekside – Light Cabinets
For Herons 1 & 2, Osprey 1 & 2, and Skye Tower Units (Except Penthouse and Townhomes)

Throughout (Except Bathrooms)	8682W Estate Greige	P9	5502001 Hi-Hide Egg Shell
Bathroom Walls	8683W Tinderbox	P11	5502001 Hi-Hide Egg Shell
Trim, Baseboards, Doors	CW066W Picket White	P7	5001001 Breeze Semi-Gloss

These are the questions we get asked on a regular basis

1. Can I get another parking spot?
Answer - Yes but it is difficult. Strata does not own any parking stalls; they are owned by individual condo owners. Try our website page where owners will list their stalls for rent at www.waterscapescommunity.com/parking-ads
2. Why can't I park one of my vehicles in visitor; there seems to be a lot of room?
Answer - There are perhaps over 100 residents who have two vehicles and only one parking stall. Visitor parking would be full every night with resident vehicles if it was allowed.
3. Why does the bathroom fan run all the time?
Answer - One bathroom fan is programmed to run 8 hour a day at 4 two hour intervals. It is to clear household pollutants and moisture from your home. You can reprogram them to run at times that are convenient for you. The manual can be found on our website.
4. Why did I get towed from the service road between the buildings?
Answer - the roadway between the buildings at Waterscapes is a City of Kelowna fire lane. Mario's Towing has a contract with the city to tow vehicles from fire lanes without notice. Be careful, the fee is about \$200. They also tow from the loading zones.
5. What do I do if someone else has their stuff in my locker?
Answer - call the community director. We will cut the lock and take pictures of the items and then it is up to you to move them to storage or to legally dispose of those items. If there is something in the locker that identifies the resident, we will notify them.
6. When is the pool closing/opening?
Answer - the pool and the large square hot tub usually open the near the beginning of May and close the last day of September. The round hot tub and barbeque are open year-round.
7. Can my roommate also be listed on the enterphone?
Answer - yes, we will program more than one entry code per suite on the lobby entrances but not on the garage entrances where there is simply not enough room for two codes per suite. We can program long distance numbers for the enterphone system.

Waterscapes Site Plan

