

# WELCOME TO GREEN ON QUEENSBURY



**STRATA PLAN EPS 6151**

**The Owners of Green on Queensbury  
Strata Plan EPS 6151  
707, 733 & 747 3<sup>rd</sup> Street East, North Vancouver, BC V7L 1G8**

**RE: WELCOME TO YOUR NEW HOME & NEED TO KNOW INFORMATION**

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Dear Owners,

We are pleased to advise that Associa British Columbia Inc. has been appointed as Strata Agent for Green on Queensbury. We welcome you to your new home and look forward to working with the Strata Council and owners in the start up and ongoing success of the Strata Corporation.

**What do you need to know to settle into your beautiful new home?**

We prepared this easy to follow “Welcome Package” which contains information on the following:

- Submitting the “Owner Information Form”
- Submitting the “Form K” (mandatory form for Landlords and Tenants)
  - *Please return all completed forms as quickly as possible*
- How to pay my Strata Fees (Pre-authorized payment plan or on-line banking)
- Obtaining rental services through our Rental Division for investors and owners

Please take a few minutes to review your Welcome Package as the answers to most of your questions will be contained here. Your Home Owner’s Manual and sales documents will also contain useful information of your home.

The Associa Client Service Centre will assist in any accounting related, TownSq, or other general inquiries you may have about your Strata Corporation. Please do not hesitate to contact the Client Service Centre toll free by telephone at 1-877-591-6060 or by email at [abc.service@associa.ca](mailto:abc.service@associa.ca)

You are in the best hands with Associa BC. In its 29-year history Associa BC has grown to become British Columbia’s most progressive strata management company. Your Community Manager will work with your elected Strata Council in the management of the common property of your Strata Corporation keeping the highest standard in mind.

In addition to the foregoing, Associa BC provides emergency services to the Strata Corporation 24/7. It’s important to distinguish between a personal emergency and a strata emergency.

For emergencies requiring the police, fire department or ambulance, call 911 without delay. If the building is suffering damage due to events such as a water leak, a broken window or a broken garage door call the 24-hour Associa BC emergency service. Personal emergencies, such as locking yourself out of your home, are not strata emergencies and should be dealt with on your own. If in doubt, call the Associa BC emergency service and we will direct you accordingly. The number is 1-877-591-6060.

The building (with the exception of your personal possessions) is insured through a leader in strata corporation insurance in the Lower Mainland. A summary of the insurance policy will be

included with your notice of Annual General Meeting and posted on our TownSq website for your convenience.

We strongly recommend you purchase contents and liability coverage to protect your personal possessions and to protect against legal actions resulting from accidents occurring within your suite.

As per the Strata Property Act, the first Annual General Meeting will be held once 50% + 1 strata lots have been conveyed to the new owners. At least two weeks prior to the meeting, we will advise you in writing of the date and provide a meeting agenda.

Welcome to Associa BC! We look forward to meeting you at the Annual General Meeting and invite you to visit our website at [www.AssociaBC.ca](http://www.AssociaBC.ca).

Yours Truly,  
ASSOCIA BRITISH COLUMBIA INC.

The logo features a stylized, cursive 'E' followed by the name 'Westerveld' in a bold, sans-serif font.

Elizabeth Westerveld  
Director of Quality Assurance/New Client Team  
Associate Broker, Licensed Community Manager

#### STRATA FEES

Your first full month of strata fees is generally due on the 1st of the month following the month in which you take ownership. For example, if you take ownership on **December 21<sup>st</sup>** your strata fees start **January 1<sup>st</sup>**. A schedule of strata fees applicable to your strata lot is enclosed in your Welcome Package. Please refer to the enclosed document titled *Paying Your Strata Fees. What are the Options?*

#### GOVERNANCE OF YOUR STRATA CORPORATION

Your Strata Corporation is governed by the Strata Property Act of British Columbia. The Act sets out a Schedule of Standard Bylaws which is a generic set of bylaws applicable to every new Strata Corporation in B.C. In addition to the Standard Bylaws, there are supplementary bylaws listed in your Disclosure Statement as **Exhibit F / Schedule A**. We have attached a copy of the bylaws for you.



**EPS 6151**  
**Green On Queensbury**

**Associa British Columbia's Contact Information:**

**SURREY OFFICE:**

604-591-6060

**24-HOUR EMERGENCY SERVICE**

1-877-591-6060

**CLIENT SERVICE CENTRE**

Email: [abc.service@associa.ca](mailto:abc.service@associa.ca)

Direct: 604-591-6060

Toll Free: 1-877-591-6060

**Please forward all forms and correspondence to:**

Associa British Columbia Inc.

13468 77th Avenue

Surrey, B.C. V3W 6Y3

**MOVE-IN AND ENTERPHONE SET-UP CONTACT**

Your Property Manager will assist you in setting up your enterphone information

For move in - contact [greenonq@fivestarbc.ca](mailto:greenonq@fivestarbc.ca) | 604-726-7185

**QUALEX-LANDMARK CUSTOMER SERVICE**

*(General Inquiries and in-suite warranty deficiencies)*

*[green@qualex.ca](mailto:green@qualex.ca)*



## Welcome to Green on Queensbury Strata Plan EPS 6151

Here is a quick summary of what you need to know:

❖ **Paying Your Strata Fees:**

Strata fees start on the 1st of the month following the month in which you take ownership. Please review your Welcome Package for details and payment options.

❖ **Emergency Contact Number**

Call 911 for fire, police or ambulance.

Call the Associa BC 24-hour emergency number at 1-877-591-6060 for building emergencies such as a water leak or a broken window.

❖ **Security**

Call 911 if you see any suspicious activities and be sure to close all doors behind you including the garage door. Do not let anyone you do not know into any buildings. Remember that thieves target new developments as they are easy to get into.

❖ **Rentals, if applicable**

If you rent your suite to a tenant, you must provide the management company with a Form K (Tenants Rights and Responsibilities). A Form K is attached with this package for your convenience.

❖ **Deficiencies**

In-suite warranty deficiencies should be filed via a Service Request.

***Steps for filing a service request:***

1. Go to [www.marcon.ca](http://www.marcon.ca)
2. Click on HOMEOWNER tab
3. Click Register
4. Enter your information
5. Select Building and unit number

Once you have successfully logged in you are at the WELCOME page where you can Click SERVICE REQUEST to submit a request or MANUALS to view your warranty documents.

**OWNER INFORMATION FORM**

**BUILDING NAME – GREEN ON QUEENSBURY**

**STRATA PLAN – EPS 6151**

UNIT NUMBER: \_\_\_\_\_

STRATA LOT: \_\_\_\_\_

**OWNER INFORMATION:**

Owner(s) Name: \_\_\_\_\_

Owner(s) Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell #: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION:**

Contact's Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell #: \_\_\_\_\_

Do you live in the unit?    YES    NO

Do you rent out the unit?    YES    NO    If Yes, is there an agent in place?    YES    NO

Agent/Company name: \_\_\_\_\_ Phone # \_\_\_\_\_

S

\_\_\_\_\_  
\_\_\_\_\_

**NON-RESIDENT OWNERS:**

If you rent your strata lot under the Bylaws of the Strata Corporation, 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. If you require a Form K, please download one from our website at [www.AssociaBC.ca](http://www.AssociaBC.ca).

I hereby authorize **Strata Plan EPS 6151** to collect, use and disclose my personal information set out above for purposes of identifying and communicating with me, processing payments, responding to emergencies, ensuring the orderly management of **Strata Plan EPS 6151**, and complying with legal requirements.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name (Please Print) \_\_\_\_\_

**Please Return to:**

Associa British Columbia, Inc.  
13468 77<sup>th</sup> Avenue, Surrey, B.C., V3W 6Y3  
Email: [abc.admin@associa.ca](mailto:abc.admin@associa.ca)

**PLEASE COMPLETE AND RETURN TO ASSOCIA**

# PAYING YOUR STRATA FEES WHAT ARE THE OPTIONS?

## 1. PERSONALLY APPROVED PAYMENTS – PAP

By signing up for Personally Approved Payments you are authorizing your bank to transfer a specific amount of money to the strata corporation's bank on the 1<sup>st</sup> of each month. Once in place the monthly transfer will occur automatically and if your strata fees change, your monthly deduction will automatically change as well.

Follow these steps to set up Personally Approved Payments:

1. Complete the enclosed Pre-Authorized Payment Service Agreement and return it, along with a **VOID** cheque, to our office. You may mail or email the information to us. Our contact information is at the bottom of the form.
2. Remember to let us know if you make any changes to your banking arrangements.

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## 2. ONLINE BANKING

**Online banking gives you complete control** over your strata fee payments and the assurance that your strata fees will be paid on time every month. You can eliminate stamps, envelopes and paperwork – it's the green way to pay! And there is no need to inform us if you change banks or bank accounts – you choose which account to pay from.

Complete instructions have been included in a separate document to ensure the confidentiality and privacy of each Owner.

Your **strata fees are due on the 1<sup>st</sup> of each month** and it will take 1 to 3 business days for your payment to reach us. As your strata most probably assesses late penalties on payments received after the 1<sup>st</sup>, we suggest you set the payment date around the 26<sup>th</sup> of each month for payment the following month. For added convenience we highly recommend you set your strata fee up as a recurring payment.

**Please note, if you are setting up your online banking, you are not required to complete and return the attached Pre-Authorized Payment Service Agreement.**

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*Any questions or problems? Just give our Client Service Center a call, toll free from anywhere at 1-877-591-6060.*







# Rental Services

## Are You An Investor Owner?

At Associa BC, we clearly understand the issues faced by investor owners and we have built our services around addressing those issues. With a group of professionals licensed and dedicated to managing rental properties and your strata community, you can count on us to know where to begin, how to manage tenancies and how to fulfill your requirements as an investor.

We provide just the right amount of communication so that you are not bogged down by the daily details of managing your investment, yet feel confident your investment is working to achieve your long term goals. You will see value in our standards and procedures, in how we control expenses while looking out for the future and how we stay one step ahead of competition. We provide clear monthly financial reports so you can track the hard numbers of your investment.

### **The Associa Advantage means:**

- Professionally managed rental suites to the benefit of both investor owners and the strata community.
- Support to investor owners having limited or no experience as landlords, or those tired of managing their own investments.
- Properly screening tenants to have desirable residents in the strata community.

Our professional team at Associa BC is your one-stop resource for all your property management needs. We are committed to providing friendly and knowledgeable services to investors and owners.

For further inquiries regarding our individual suite management service, please contact our Rental Division at 604-591-6060.

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

Re: Strata Plan **EPS 6151** Strata Lot # \_\_\_\_\_ Unit # \_\_\_\_\_

Name(s) of Registered Owner(s) \_\_\_\_\_

Street Address of Strata Lot \_\_\_\_\_

Name(s) of Tenant(s) \_\_\_\_\_

Tenancy Commencing Date: \_\_\_\_\_

Tenancy Ending (if applicable) \_\_\_\_\_

Tenant Phone # \_\_\_\_\_ Tenant Email \_\_\_\_\_

Assigned Parking Stall # \_\_\_\_\_

Vehicle Make & Model \_\_\_\_\_ License Plate # \_\_\_\_\_

**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 (Owner to provide current bylaws and rules).
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: \_\_\_\_\_

Please send all Correspondence to:  
(This includes notices of Annual and Special General Meetings)

\_\_\_\_\_  
Signature of Landlord or Agent of Landlord

Owner/Landlord  Agent

Address: \_\_\_\_\_

\_\_\_\_\_  
Signature of Tenant

Contact Phone# \_\_\_\_\_

\_\_\_\_\_  
Signature of Tenant

Email \_\_\_\_\_

**Return to:**  
Associa British Columbia, Inc.  
13468 77<sup>th</sup> Ave, Surrey, B.C., V3W 6Y3  
Email: [abc.admin@associa.ca](mailto:abc.admin@associa.ca)

**PLEASE COMPLETE AND RETURN TO ASSOCIA**

We're excited to inform you about TownSQ - an all in one mobile app designed to help you connect, collaborate and stay up to date any time on any device.

Meet your neighbours, manage your account and access the resources you need for better community living.

FREE exclusively to Associa communities, register now to:

- Easily communicate with your Community Manager
- Get up to date community news and events
- Request and review status of service inquiries
- Participate in community polls
- Reserve common areas and amenities
- Obtain copies of important documents, such as, Council Minutes, Insurance Information, Bylaws, Rules, etc.
- And so much more

\*\*\*Disclaimer: Your privacy is important to us. You have control on how much information you wish to share such as your unit address, phone number and email. The information you wish to leave on will be visible to others in your community. You have the option to change these settings when you register and set up your account (top right-hand corner click on your name to edit your profile - go to Privacy - green toggle to the right means on). In accordance with the Personal Information Protection Act (PIPA), visibility of your phone number and email has been turned off by default. Your unit address has not been turned off.

Ready to join TownSQ? Simply follow the 3 steps below:

1. Using your desktop or laptop with Google Chrome, go to <https://app.townsq.io/associa/signup>
2. To register put in your account ID and unit postal code.

As most Owners will not have received their account number upon the receipt of this package, please contact Associa's Client Service Centre at 604-591-6060 to obtain this information.

3. Once registered, download the app to start experiencing community your way on all your devices!

Note: If you have more than one account you will be able to link them and have only one login.

ONCE REGISTERED Login following this link: <https://app.townsq.io/login>

YOU WILL INSTANTLY BE ABLE TO CUSTOMIZE YOUR COMMUNICATION SETTINGS TO START RECEIVING NOTIFICATIONS — WHEN AND HOW YOU WANT!

If you have any questions regarding TownSQ registration and log in.

please call: 604-591-6060 or toll free 1-877-591-6060 Monday to Friday, 8:30-4:00 pm

email: [abc.info@associa.ca](mailto:abc.info@associa.ca)

Due to the number of new Owners moving into your building at the same time, the call volume will be very high, we appreciate your patience while we assist your community.

From all of us at Associa British Columbia, we look forward to serving your needs.



## Strata Plan EPS 6151 Green on Queensbury

### Important Contact Information for Green on Queensbury:

**Developer Name & Address:**

Qualex-Landmark  
Suite 1910 – 400 Burrard Street, Vancouver BC V6C 3A6

**Developer Contact:**

Sandy Banns  
Manager of Homeowner Care  
Phone: 604.683.5152  
Email: [green@qualex.ca](mailto:green@qualex.ca)

**Customer Service:**

*(General Inquiries and in-suite warranty deficiencies)*  
[green@qualex.ca](mailto:green@qualex.ca)