



Agents for the Owners

8th Floor – 1125 Howe Street
Vancouver, British Columbia V6Z 2K8
Phone: 604.684.4508
www.ranchovan.com

ARTESIA

M E T R O T O W N

WELCOME TO ALL OWNERS!

Welcome to your new home at **ARTESIA**. Getting started in your new home is exciting and to assist you with your new location, Rancho Management Services (B.C.) Ltd. has produced the attached package.

Rancho Management Services (B.C.) Ltd. provides daily operational management for **ARTESIA**, while Qualex-Landmark™ will remain your point of contact for services related to the common area and strata lot warranty period.

This package outlines various aspects of Strata-living, as well as information on **ARTESIA**. You may wish to retain this package, as a reference tool from time to time.

We sincerely hope that you will enjoy your new home. If we can be of any assistance, please do not hesitate to call.

Yours truly,

RANCHO MANAGEMENT SERVICES (B.C.) LTD.

Agents for the Owners

Per:

A handwritten signature in black ink, appearing to read 'Kw Ng', is written over the 'Per:' line.

KaWing Ng
Strata Agent
Direct Line: (604) 331-4284
Email: kawing.ng@ranchogroup.com

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PACKAGE CONTENTS

- **DEVELOPMENT INFORMATION** (Page 4)
Civic information about the property.
- **QUICK NUMBERS** (Page 5)
Telephone numbers for your easy reference.
- **STRATA'S INSURANCE/OWNER'S INSURANCE** (Pages 6-7)
Includes information as to which items are covered by the Strata Corporation's insurance, and what the Owner's insurance should cover.
- **STRATA FEE SCHEDULE** (Page 8)
Monthly strata fees are used to pay for the operation of the Strata Corporation. These fees are due and payable on or before the first of each month. Please note that monthly invoices will not be sent. Each Owner is responsible for making sure that the strata fee owing for his/her strata lot unit is paid on time.
- **STRATA WEBSITE** (Page 9)
Please note that this internet service will only be available on the date your first Annual General Meeting notice is sent out. The web page is located at www.ranchovan.com under the Strata Members section.
- **RANCHO BENEFITS PROGRAM** (Page 10)
- **MOVING-IN PROCEDURE** (Page 11)

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PACKAGE CONTENTS – CONT'D

- **GARBAGE & RECYCLING** (Page 12)
- **BUILDING EMERGENCY PROCEDURES** (Page 13)
- **VACATION TIME** (Page 14)
- **PRE-AUTHORIZED DEBIT PARTICIPATION AUTHORIZATION FORM (PAD) FORM** (Page 15)
Your monthly strata fees will be debited off your account every 1st of the month. Please complete the form, attach a “Void” cheque, and return to Rancho Management.
- **EMERGENCY FORM** (Page 16)
We request that all Owners complete the Emergency Form and return same to Rancho Management Services (B.C.) Ltd - The form is for the purpose of contacting you or your relatives in the event of an emergency.
- **FORM K** (Page 17)
Owners who are renting their suite are required by The Strata Property Act to forward a Form K- Tenant’s Undertaking, executed by both the Owner(s) and tenant(s), to the property management company. This form is also required for all future tenants. Basically, it states that the tenant(s) have read, understood, and agree to comply with the bylaws of the Strata Corporation.
- **RSERVICE TENANT REGISTRATION FORM** (Page 18)
We request that Owners get their tenant(s) to fill out the attached form to sign up for RService, wherein tenants are able to book elevators and any amenities online.
- **RENTAL SERVICES BY RANCHO MANAGEMENT** (Page 19)
Rancho offers a special rate for rental management. Please see attached brochure for details.



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DEVELOPMENT INFORMATION

Civic Address:

ARTESIA
5685 Halley Avenue,
Burnaby, BC

Legal:

PID: ____-____-____

Strata Lot ____

New Westminster District

Strata Plan EPS11556

**Make sure you include your suite number*

To obtain warranty repairs during the warranty period, please refer to your Homeowners Manual provided by the Developer, or contact homeownercare@qualex.ca.

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QUICK NUMBERS

The Strata management company for ARTESIA is Rancho Management Services (B.C.) Ltd. Rancho is an independently-operated firm, which was assigned to manage the strata corporation based on its expertise, knowledge, resources and professionalism in handling large condominium developments. The management company is directed by the Strata Council and provides an array of services. The following are a few examples:

- Maintaining all records and building information;
- Keeping complete financial records, such as: monthly financial statements, payables, a list of owners' accounts, and banking information for the operation of the Strata Corporation;
- Attending Strata Council meetings, Annual Meetings and General Meetings, giving a full recording of minutes for distribution to all owners;
- Negotiating with and providing trades-people for work in and around the building;
- Providing experience and guidance in decision-making for the Strata Council, based on years of condominium management;
- Managing all the common areas; and,
- Responding to all emergencies (i.e. fire, flood, etc.).

Location: 8th Floor– 1125 Howe Street
Vancouver, BC V6Z 2K8

Contact: KaWing Ng, Strata Agent
Email: kawing.ng@ranchogroup.com
Direct Line: (604) 331-4284

Head Office Phone: (604) 684-4508 (24 hours)
Fax: (604) 684-1956
Hours: 8:30 a.m. - 5:00 p.m. (Plus 24-hour answering service)

Non-Emergency: 604-646-9999
Emergency: 911

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STRATA'S INSURANCE / OWNER'S INSURANCE

The Strata Corporation's insurance covers the common property, common assets, buildings shown on the strata plan and fixtures built or installed on a strata lot, assuming that the fixtures are built or installed by the owner/developer as part of the original construction on the strata lot (please refer to section 149 of the Strata Property Act for greater detail.)

Owners should have their own in-suite insurance coverage for their personal items. If modifications or improvements are made to a strata lot, improvements and betterments coverage should be obtained from the owner's insurance company to provide adequate protection.

For example, hardwood floors installed by the Vendor, are covered by the Strata's insurance. Hardwood floors installed by an owner, after the time of purchase, are not covered by the Strata's insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the Strata's insurance policy.

In order to ensure that you are covered, ask your insurance provider the following questions:

1. Am I covered if the Strata Corporation charges my Strata Lot an amount below the insurance deductible?
2. I have made upgrades to my suite. What additional coverage do I need? (betterment coverage)
3. I have tenants living in my suite. What coverage do I need? (loss of rent & liability)

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STRATA'S INSURANCE / OWNER'S INSURANCE –
CONT'D

The following is a list of insurance providers. Please feel free to contact them for quotes:

BFL Canada	604-669-9600	jocampo@bflcanada.ca
Acera (formerly Capri CMW)	604-294-3301	gordon.li@acera.ca
HUB International	604-269-1827	mayank.anand@hubinternational.com
InsureBC (Ambleside) Insurance Services	778-606-3033	ambleside@insurebc.ca
Johnston Meier Insurance Agencies Group	604-736-4574	Evelyn.Chin@jmins.com westbroadway@jmins.com
TXL Insurance Agency	604-875-6122	info@txl-insurance.com
The Cooperators	1-800-265-2662	client_service_support@cooperators.ca
Alpine Insurance	604-533-0654	bhupi@alpineins.ca
Jack Chow Insurance	604-669-7777	sylvia@jackchow.com
Square One Insurance	1-855-331-6933	customer.support@squareoneinsurance.com
BCAA	1-888-268-2222	https://www.bcaa.com/contact-us

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STRATA FEE SCHEDULE

Strata fees are due on the first of every month. Monthly invoices are not sent by the management company. A copy of the strata fee schedule will be sent to you attached to the Annual General Meeting minutes.

The PRE-AUTHORIZED DEBIT (PAD) Plan has been implemented by Rancho for paying your strata fees. Attached at the end of this welcome package is the PAP form for you to fill out. Please complete the enclosed form and include a VOID cheque along with one cheque for the next month. This cheque will be used as your first strata fee payment. After the first cheque is used, the Pre-Authorized Payment Program will commence the following month.

STRATA FEES ARE ESSENTIAL TO COVER THE CORPORATION'S OPERATING EXPENSES. WE DO NOT ISSUE INVOICES FOR THESE FEES—THIS NOTICE IS THE ONLY REMINDER YOU WILL RECEIVE. EACH YEAR, A NEW BUDGET IS APPROVED BY THE STRATA CORPORATION, AND FEES MAY BE ADJUSTED AT THAT TIME.

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STRATA WEBSITE

Separate from the Qualex-Landmark™ Homeowner Portal, Rancho offers a convenient way for Owners to access Strata-related documents (such as minutes, bylaws, memo, insurance certificate, etc.) through myRanchoStrata at www.ranchovan.com. Rancho also allows for Residents of ARTESIA (owner-occupants and tenants only) to book elevators and amenities online, as well as receive email notification for packages through RService at www.rservice.ca.

Owners are encouraged to register at myRanchoStrata by visiting our website at www.ranchovan.com after the completion date. Once registered and approved, Owners will receive an email from Rancho with their log-in information. Owner-occupants may use the same log-in for Rservice. Please note that Investor-owners do not get access to Rservice.

Tenants, on the other hand, can sign up for RService by filling out the RService Tenant Registration Form attached to this Welcome Package. Please note that Tenants must be registered on the Form K on file in order to be registered.



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RANCHO BENEFITS PROGRAM

As a benefit of living in a Rancho-managed building, Rancho has launched the Rancho Benefits Program. With the Rancho Benefits Program, Owners and Tenants of a Rancho-managed strata may now enjoy discounts and special deals.

To start taking advantage of these offers, please visit our website at www.ranchovan.com and sign up for myRanchoStrata or RService! If you have any questions about this program, please do not hesitate to email ranchobenefits@ranchogroup.com.

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MOVING IN PROCEDURE

If you or your tenants are moving into **ARTESIA**, please contact Rancho's office to prebook your appointment. Elevator bookings are required for all move-ins.

Please have tenants file a Form K with the Strata Corporation within two (2) weeks of moving in.

For moving information and to submit a Form K, please contact Alexandra Wai:

- Direct Line: 604-331-4224
- Email: awai@ranchogroup.com

Resident(s) who show up without an appointment will be fined accordingly.

THANK YOU FOR YOUR COOPERATION!

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GARBAGE AND RECYCLING

Moving into a new home means lots of garbage and empty cardboard boxes once all settled in. Please ensure to discard off your garbage and cardboard boxes appropriately by disposing them in the appropriate bins and by crushing your boxes before placing them in the cardboard bins. Schedule for garbage pick-up will be announced shortly.

Rancho also wants to emphasize that all garbage be always bagged before Disposal. If necessary, please double bag your garbage.

Also, Residents at **ARTESIA** are asked to please ensure that the following procedures be practiced in the building:

- 1) Use a separate container to collect your food scraps. Please do not use plastic bags.
- 2) When disposing of your food scraps, please ensure to dispose them into the proper bin in your building.
- 3) For approved products for disposal, please visit <http://www.burnaby.ca/City-Services/Garbage---Recycling/Organics-and-Clean-Wood-Disposal-Bans/Multi-Family-Food-Scraps-Recycling.html>

THANK YOU FOR YOUR COOPERATION!



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BUILDING EMERGENCY PROCEDURES

In the event of a building emergency, please contact Rancho's 24-Hour Answering Service at:

604-684-4508

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VACATION TIME

If you are going away on a vacation and/or your suite will not be occupied for a period of more than one month, please ensure that it gets inspected on a regular basis for any gas leaks, pipe leaks, and/or break-ins.

It is also suggested that the following steps be followed:

- Email an emergency contact phone number with the Property Manager
- Turn off all water supply lines in your suite
- It is advisable that you have your suite checked at least once a week.

THANK YOU FOR YOUR COOPERATION!

Pre-Authorized Debit (PAD) Plan – Strata

FAX: (604) 684-1956

EMAIL: AR@ranchogroup.com

ATTACH VOID
CHEQUE HERE

STRATA PLAN: _____

STRATA LOT NO.: _____

UNIT NO.: _____

1. I/We hereby authorize Rancho Management Services (B.C.) Ltd. on behalf of our Strata Corporation to begin deductions effective _____ as per my/our instructions for the following: recurring monthly strata fee(s)/authorized charges (parking, etc) and one-time retroactive strata fee(s) adjustments as voted upon and passed by the general membership of the Strata Corporation from time to time. In addition to the monthly strata fee(s), authorized one-time or sporadic debits, any fines, gas consumption, chargebacks, penalties, and special levy fee(s) up to a maximum of \$1,000.00 as assessed according to the Strata Corporation Bylaws and Rules and Regulations. These above mentioned fee(s)/charges will be debited to my/our specified account on the 1st day of every month.
2. I/We undertake to inform Rancho Management Services (B.C.) Ltd. of any change in the account or address information provided in this authorization before the fifteenth day of the month.
3. I/We acknowledge that delivery of the authorization to Rancho Management Services (B.C.) Ltd. constitutes delivery by me/us to the financial institution below.
4. This authority is to remain in effect until Rancho Management Services (B.C.) Ltd. has received written notification from me/us of its change or termination. This notification must be received within 15 days before the next debit is scheduled at the address provided below. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca.
5. Rancho Management Services (B.C.) Ltd. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.
6. I/We have certain recourse rights if any debt does not comply with this agreement. For example, I/We have the right to receive reimbursement for any PAD that is not authorized or is not consistent with the terms of this PAD Agreement. To obtain more information on my/our recourse rights, I/We may contact my/our financial institution or visit www.cdnpay.ca.

Type of Service: Personal _____ Business _____

Name _____

Property Address _____

Phone # _____

Name of Financial Institution _____

Address of Financial Institution _____

Financial Institution Number _____

Branch Transit Number _____

Account Number _____

A Specimen cheque has been marked **"VOID"** and attached to this authorization. If your account does not provide cheques, please have your bank verify this information with a **bank stamp** after filling out the information above to ensure the account is coded correctly and will allow pre-authorized debit.

When the form is complete, mail, fax, or email to:

Rancho Management Services (B.C.) Ltd. – 8th Floor – 1125 Howe Street, Vancouver, British Columbia, V6Z 2K8

Phone – 604 – 684 – 4508 Fax – 604 – 684 – 1956 Email: ar@ranchogroup.com

Attention: Accounts Receivable

Date: _____ Signature: _____ Signature: _____

PLEASE NOTE THAT THIS FORM MUST BE RECEIVED BY RANCHO NO LATER THAN THE 20TH OF THE MONTH PRIOR TO THE MONTH THE PAD IS TO COMMENCE. (I.e. To be on the Pre-Authorized Debit Plan for the month of June, the form must be in our office prior to the 20th of May. Forms received after the 20th of the current month (i.e. May) will be processed but your first payment will not come out of your account until July 1st), as this system is set up in conjunction with the bank, and processing time is required, **PAD enrolment cannot be applied retroactively. Please also enclose a cheque for payment of any balance owing prior to PAD commencement.**

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EMERGENCY INFORMATION FORM
RANCHO MANAGEMENT SERVICES (B.C.) LTD.

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The following information is confidential and for the purpose of contacting you or your relatives in the event of an emergency. This information is held in the strictest of confidence and will not be released to anyone without your permission.

Strata Corporation: **EPS11556 - ARTESIA**

Unit #: _____ Strata Lot #: _____

Registered Owner (s) full name (s)

Telephone Number: (h) _____ (b)) _____ other) _____ (cell/pager - please specify)

Non resident owner address and phone number (if unit is rented to a tenant or you are an absentee Landlord):

Name, Address and Telephone number of a local contact or relative in the event of an emergency in your suite:

If your contact or relative is not available, will you allow access to your suite via the Management Company? (please circle appropriate): YES or NO

Access code for security system (optional) _____

*** Please complete and return as soon as possible to:**

8th Floor-1125 Howe Street
Vancouver, BC
V6Z 2K8

Strata Property Act

FORM K

NOTICE OF TENANT'S RESPONSIBILITIES

(Section 146)

Re: Strata Plan [the registration number of the strata plan] _____ or [legal description of development] _____

Strata Address of Strata Lot:

Name (s) of tenant (s):

Phone Number(s):

Email Address (es):

Tenancy commencing:

[month, day, year]

IMPORTANT NOTICE TO TENANTS:

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

Date: _____ (mm/dd/yy)

Print name and Signature of Landlord,
or Agent of Landlord

Address of landlord, or agent of landlord

Phone Number(s): _____

Signature of Tenant

Signature of Tenant

This Form K is not used to change the address of the Owner/Landlord/Agent of Landlord. Owner/Landlord/Agent of Landlord MUST update their mailing address (if different from property address) on myRanchoStrata.

RService Tenant Registration Form

Strata Plan EPS11556 - ARTESIA

RService allows Residents to book the elevator and other amenities online. Building staff will create an account for you based on the information provided below. As such, please ensure that all information is correct and written legibly. Each Tenant must be registered separately.

Note: This form is for registering Tenants only to RService. Owners/Landlords can request a password at www.ranchovan.com. The Tenant's name must be on the Form K on record in order to be registered on RService.

Tenant's full name: _____

Unit: _____ Building: _____

Phone number: _____

Primary email address: _____

Alternate email address (must be for same Tenant): _____

Tenancy commencement: _____ (yy/mm/dd)

I hereby agree to abide by the bylaws and rules of the Strata Corporation.

Signature of Tenant (required for registration): _____

For Building Staff Use Only

Double check that the Resident is a Tenant and not an Owner ☐

Tenant name on Form K? Yes ☐ No ☐

Account created on: _____

Account created by: _____

Date user deleted: _____



is proud to provide exceptional property management services with over 35 years experience and fully licensed and bonded property managers.



For a limited time, Rancho Management Services (B.C.) Ltd. will offer a special rate of \$85.00* per unit per month on property management services which include:

- leasing of suites or tenant placement
- advertising**
- tenant screening and credit checks**
- rent collection
- 24-hour emergency service
- regular inspections
- monthly statements and direct deposit
- Mandarin and Cantonese speaking
Rental Property Managers

* Rate is based on a Resident of Canada status.

The intent of this communication is for informational purposes only and is not intended to be a solicitation.

** At owner's expense

Contact Alex Anderson

604.331.4298

aanderson@ranchogroup.com

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