

CASTLEBROOK VILLAGE

OWNERS MANUAL

Important Information you need to know about living in a Condominium Complex.

THIS MANUAL IS INTENDED TO BE A SOURCE OF REFERENCE FOR UNIT OWNERS AND TENANTS. IT IS NOT INTENDED TO BE A REPLACEMENT OF NOR A SUBSTITUTE FOR THE OFFICIAL DOCUMENTS FOR CCC#408. WHERE THERE IS ANY DIFFERENCE BETWEEN THIS MANUAL AND THE OFFICIAL DOCUMENTS OF CCC#408, THE LATER SHALL BE DEEMED TO BE THE GOVERNING DOCUMENTS.

**A Great Place to Live!!
With your help, it will be the best place to live!!**

Dear Resident(s):

Welcome to your new home. During the coming years, you will get to enjoy the many benefits of "Castlebrook Village". Here are a few amenities in our area:

- Proximity to schools with excellent School Bus Service
- Ottawa Satellite City Center is just a block away
- Ottawa Library is located in the Ottawa Satellite City Center
- Centrepointe Theater is adjacent to the Library
- Restaurants, banking facilities, and medical services are all within close proximity
- Bus stops on Centrepointe Drive, which take you over to the Baseline Bus Terminal and then downtown.
- Centrepointe Park with children's play areas, softball diamonds and soccer fields, not to mention ducks and geese in the pond.
- Walking and Bicycle Paths.
- Congenial neighbors.
- And, last, but not least, a caring and committed Board of Directors for YOUR Condominium Corporation.

It is a great place to live, to raise children and to enjoy your retirement years. We hope that you will enjoy the neighborhood, the surroundings and the many wonderful amenities in the area. Please feel free to introduce yourselves to us, and attend the Annual General Meetings. We, the Board of Directors, invite you to provide comments and suggestions, and positive reinforcement of the work being done at any time. After all, the Board of Directors and Property Manager are here to serve all of you and to ensure that Castlebrook Village remains a great place to live.

Sincerely,

YOUR BOARD OF DIRECTORS,

On behalf of your

FELLOW UNIT OWNERS OF CCC #408

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PROPERTY MANAGEMENT & BOARD OF DIRECTORS

CONDOMINIUM PROPERTY MANAGER

Mr. Scott Smith

Condominium Management Group
200-335 Catherine Street
Ottawa, Ontario, K1R 5T4

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BOARD OF DIRECTORS

The Board of Directors consists of five positions:

President
Vice-President
Treasurer
Secretary
Member-at-Large

As the Board of Directors change on a regular basis, for an up-to-date listing, please contact the Property Manager.

Note: Please be advised that the mail dropped off at the site office is not collected on a daily bases. Mail is presented at board meetings that are held once a month. Therefore, mail dropped off at 10F Castlebrook may not be seen by the board for a possible 30 days in a worse case scenario.

CHANGES & ALTERATIONS

It is a fact of condominium life that the value of each unit is a function not only of the condition of that particular unit, but also the condominium as a whole. In this respect, all of us share in the responsibility of maximizing our investments by ensuring that changes to the units or common elements are undertaken in a safe way and that the appearance of our property reflects care and attention. As you will notice in the summary below and the rules and regulations, which follow, certain actions require written consent of the Board of Directors. The Board of Directors uses the following guidelines, where appropriate, in dealing with proposed changes or alterations to a unit or common element:

- For changes to the exterior of the unit the CCC #408, bylaws will apply and all requests must be approved by the Board prior to any changes being made.
- The Board of Directors will also distinguish between changes to exclusive use area(s) and those to other common elements, as described in the Condominium bylaws.
- Owners will be permitted to decorate their own exterior exclusive use areas. Decorations may include placement of a barbeque, potted plants, and patio furniture. This does not include decks, storm doors, windows, shutters or painting the exterior of the units, doors, door frames, or windows.
- Owners wishing to alter their exterior exclusive use areas in a manner other than that contemplated in the preceding paragraph **must** submit a written request to the Board of Directors, via the Property Manager, accompanied by a complete plan of the proposed changes including the design and specifications where appropriate.
- Changes to the inside of any unit that might affect load bearing walls, the electrical, heating or plumbing systems, fireplaces or anything else that may have an impact on the safety, structure or any insurance obtained by the Board of Directors on behalf of the Corporation, are subject to prior **written consent** of the Board of Directors. This includes adding a natural gas fireplace, a baseboard heater or heat lamps, or recessed lighting or a finished bathroom in the basement.

If there is any doubt, it is better to err on the side of caution and submit a request to the Board of Directors before making any changes.

- Changes to exterior common elements other than those described in the above paragraphs **must** have the express written consent of the Board of Directors.

Without the Board of Director's approval, any changes and/or alterations made to the exterior of a unit, which do not comply with the Condominium's guidelines, are subject to removal and/or change, at the owner's expense.

Requests for the Board of Director's approval should be submitted in writing to the Property Manager. Owners are requested to supply sufficient information such as designs, plans, specifications, sales brochures, color samples and other appropriate technical information to allow the Board of Directors to assess whether the changes conform to all of the applicable codes and regulations.

RULES & REGULATIONS

General

- Any breach of any rule or regulation by an Owner (or Occupant) that causes any loss, cost or damage to the Corporation shall be payable by the Owner (or Occupant) to the Corporation.
- No Owner (or Occupant) shall do or allow anything to be done in the unit that would in any way increase the risk of fire;
- Conflict with the laws relating to fire, or with the regulations of the Fire Department;
- Conflict with any of the rules and ordinances of the Board of Health; or
- Conflict with any statute or Municipal By-law.
- The repair or any damages resulting from any changes to the common elements made by an Owner (or Occupant) is the sole responsibility of the unit Owner (or Occupant), both present and future.
- All future maintenance and any changes to the common elements made by an Owner (or Occupant), with or without approval of the Board of Directors for the change(s), will be the sole responsibility of the Owner (or Occupant), both present and future.
- Any addition made to the exterior of the unit by the owner, must be removed by the owner to facilitate repairs to the common elements carried out by the Corporation. Failure to observe this rule will result in the Corporation billing the Owner directly for such costs as may be incurred by the Corporation to correct these situations.
- Any losses, cost or damages incurred by the Corporation by reason of a breach of any rule or regulation by a unit shall result in the Corporation billing such Owner.

Air Conditioners

- Board of Directors' approval required prior to installation. Contact the Property Manager to determine requirements.
- Water cooled air-conditioning units are **PROHIBITED**.
- Air-conditioning units must be installed at the rear of the Condominium Unit.
- The unit must be of a low noise variety.

Fences, Decks & Sheds

- Fences are to be left painted the colour approved by the Board of Directors. Painting and Staining is **STRICTLY PROHIBITED**.
- Sheds or decks are **STRICTLY PROHIBITED**.

Patios

- A patio may not exceed the shorter length of the privacy fence and requires the prior approval of the Board of Directors.
- If the patio does not commence at the fence, there must be at least a three-foot space between the fence and the patio for lawn mower access.
- The patio must be grey in colour or exposed aggregate. Discolored stones may be painted neutral grey or beige. Prior approval must be obtained by the Board of Directors.

Owners may enlarge their backyard patios at their own expense and responsibility and is subject to the following guidelines.

- Board of Directors' approval required prior to installation.
- Two sizes of the slabs are available, either 24 by 24 inches, or 24 by 30 inches. The only allowable colour is grey in either a diamond or a waffle pattern. The slabs must be equal to the quality and thickness of the original slabs.
- Future maintenance and care of the additional patio slabs is the owner's responsibility.

Note: Currently our only known supplier of the prescribed quality and pattern of slab is **Central Precast** located at **25 Bongard Avenue. Tel: (613)225-9510.**

Fire Safety

- Chimney cleaning is the responsibility of the home owner. Chimneys should be cleaned no less than **every two years**, depending on the use of the fireplace.
- Flammable liquids for starting fires are **PROHIBITED**.
- Embers must be disposed of only after they are cold and must be placed in a metal container.
- Coal, wood or any other combustible material shall not be kept in the interior of the unit other than for the use in a fireplace.

Garbage

Most of our units have garbage pickup at the end of their driveways. However, for some of the units garbage pads have been positioned throughout the development. As a courtesy to other homeowners, please follow the instructions for leaving out your garbage. Several things to keep in mind are:

- Garbage and Blue/Black boxes must be placed on the curb no earlier than 7:00 p.m. the evening prior to pickup or by 7:00 a.m. the day of pickup. Remember that the day shifts to one (1) day later for holidays.
- If you will be away, arrange with a neighbor to put your garbage out.
- Remove your empty Blue or Black Box from the pads or the front of your units as soon as you can on the day of garbage collection.
- Do not use bags that are too large and therefore too heavy as the garbage men will not take them.
- Put your Blue and Black Boxes out on the proper days as the garbage people will not remove Black Box material on Blue Box days and vice versa.

Please Note: For specific details pertaining to garbage collection, please review the annual collection calendar for Zone 3 distributed by the City of Ottawa. For recyclables, please see the Take It Back! directory, which is also distributed by the City of Ottawa.

Holiday Decorations

- Decorations are certainly encouraged, but must be removed after each holiday. December 1st until mid-January would seem to be an ample display time. Of course, we will be sensitive to weather conditions.
- Christmas lights **must be** attached by clips. Nails and screws are **PROHIBITED**.
- Decorative Wreaths, bows and other seasonal ornaments **must not** be attached by means of screws or nails.

Landscaping

Tasteful landscaping beautifies our development and your Board of Directors encourages you to landscape within the following guidelines:

- Owner's planted flowers and/or shrubs may be planted along the foundation, but:
 - > **Must not** extend more than three (3) feet out from the foundation.
 - > **Must be** of the slow growing varieties and not to exceed three (3) feet in height at full maturity or be pruned to the height,
 - > No planting in the tree beds, and
 - > No planting down walkways or driveways.
- Gardens **must** begin against the foundation or the fence.
- Vines and flowers **must not** exceed the height of the fence.
- Vines **must not** crawl on the fences, brick or aluminum sided walls.
- Freestanding trellis' can only be used in the rear yard exclusive use areas or along the sidewall of the end units, but must not extend above the top of the fence.
- Arbors are not allowed.
- Planting of trees will only be permitted with the prior approval of the Board of Directors.
- Destroying or altering the landscaping work on the common elements including grass, trees, shrubs, hedges, flowers, flower beds, lock stones and curbing is strictly **PROHIBITED**
- Tasteful ceramic/plastic statues and/or garden ornaments not exceeding two (2) feet in height are permitted but can be ordered to be removed by the Board of Directors if deemed offensive. Other kinds of ornamentation normally require pre-approval by the Board of Directors and can be removed if such approval has not been obtained.

Borders for Planting Beds

A policy has been developed to help those who wish to improve the look of front or rear planting beds and borders around trees. The policy is either to have no border at all or a border of split and stack brick. Any other bordering material should be removed, as it is not supported by the guidelines.

The colour choices of split and stack brick are limited to either grey or salmon. Owners of adjoining units must agree on the same colour of brick to be approved. The height of the border must not exceed that of the parging of the unit. (This is the line where the brick of the house begins above the grey foundation.) On freestanding units, the height shall not exceed 12 inches with the possible exception to allow for sloping landscape. The top row of brick must be capped and bonded. The maximum diameter of freestanding borders around trees is to be considered on a case-by-case base with four feet being the suggested guideline. Split and Stack brick is available from **Central Precast**, located at **25 Bongard Avenue. Tel: (613)225-9510.**

Motor Vehicle Related

- Repairs, lubrication and oil changes **may only be made in the interior of the garage.**
- Commercial vehicles, motor homes, campers, trailers, boats, canoes, flatbed or other trucks over 3/4 ton are not permitted to be parked in the development except for deliveries or pickups.
- The speed limit within the development is 20 kilometers per hour. Should you be seen as exceeding the speed limit on a regular basis, the Board of Directors will send you written

notification that you should cease and desist this action, as it is a safety precaution for children, adults, and pets.

Noise

- Instrumental music, loud stereos or televisions can disturb your neighbors. Sounds and vibrations from floor or wall mounted speakers, particularly on or near common/shared walls, can carry easily.
- Repairs or renovations should be made between the hours of 8:30 a.m. and 8:00 p.m.
- Informing neighbors in advance of parties or hammering would be common courtesy.

Outside The Unit

- Hanging pots may be installed but upon removal, the common elements **MUST BE** brought back to their original condition by the Unit Owner. If installed, they **must be** removed by the end of the growing season.
- Storage of bicycles outside the unit is **PROHIBITED**.
- Clotheslines are **PROHIBITED** and the drying of clothes outside the unit is not allowed.
- Mops brooms, dusters and rugs should not be shaken or beaten from the windows or doors.
- Neither television nor ham radio antenna, aerials or towers are permitted, following Board of Directors approval.
- Advertisement signs of any kind are strictly **PROHIBITED** without the prior approval of the Board of Directors excepting only to signs stating the Unit is For Sale and the Real Estate Agent's signs that are properly placed on the front lawn of the Unit.
- Yard Sales are **PROHIBITED**.
- Painting or staining of the privacy fence, doors, doorframes, windows, or window frames is strictly **PROHIBITED**.
- The installation of any type of fencing is **PROHIBITED** since access is required for the maintenance of the common elements.

Parking

- Parking is always at a premium in a condominium development such as ours. As a result, instances will occur when homeowners and their visitors will encounter parking difficulties. For your convenience and as a courtesy to other homeowners and their visitors, the following should be kept in mind:
- **Individual Driveways:** These are for the **exclusive** use of the unit Owners and their guest(s). To remove unauthorized vehicles, please call By-Law Services.
- **Reserved Parking:** Generally, there is no reserved parking. From time to time, there may be a space available for rent. Please contact the Property Manager.
- **Visitors Parking:** The Visitor Parking spaces are marked and are for the exclusive use of guests of the Owners of our condominium development. These spaces are not to be used for second or third car parking. Any Owner, after being warned, may find that his/her vehicle has been ticketed and/or towed at the Owners Expense.

Should your visitors be staying over one to three nights, please call Carleton Parking Management at 613-725-6621 to register the visitor vehicle.

Guest parking for over three nights requires that you contact the Property Manager for approval.

Any visitor parking requests, which are approved by the Board of Directors, for a stay of over seven days, will be charged the regular monthly parking fee of \$40.00. Please contact the Property Manager to make arrangements.

Fire Routes

- All of our streets are designated as fire routes and consequently there is to be **absolutely no on-street parking**. Violators may be ticketed and towed by By-Law Enforcement personnel.

Pets

- Pet Owners are expected to "STOOP & SCOOP", and to sanitarily dispose of the scooped material.
- The owner of any pet disturbing or being a danger to fellow homeowners will receive written notice to control such pet; otherwise, the owner will be requested to remove the pet from the premises.
- Pets constantly making noise outside of the units and disturbing others will not be tolerated.

Satellite Dishes/Antennae

- Installation of small dishes or antennae require prior approval of the Board of Directors and **must**
 - > Meet **CRTC** regulations
 - > **Must not** exceed 18 inches in diameter
 - > **Must not** be attached to the roof, fencing or the side of the Unit
 - > **Must be** mounted on the chimney **above the roofline** by a professional installation company.
 - > **Failure to comply will result in removal at owner's expense.**

Snow Removal

- All vehicles **must** be moved from the parking areas and from driveways following snowfalls of five (5) centimeters (2-2.5 inches). If possible, please move them when you hear the snow removal equipment outside. It is an inconvenience of only about half an hour. If you are away during the day, please consider leaving a set of car keys with a trusted neighbor so that efficient snow removal may be done the first time.
- Because of our limited visitor parking, it is imperative that vehicles be moved from the visitor parking spaces as these are sometimes needed to pile the snow until the trucks and front-end loaders arrive to remove the snow.
- Not moving your vehicle means that the space beside yours cannot be properly cleaned and you may be plowed in. Your Condominium Corporation has the right to have your vehicle towed, at your expense, to ensure proper snow removal. Our combined cooperation and common sense can certainly reduce these complaints and avoid the extra cost of the contractor having to return.

GENERAL CONDOMINIUM INFORMATION

Insurance

- Unit Owners (or tenants) **must not** use or alter the unit in any way that may increase the rate of fire insurance or cancellation of any insurance policy obtained by the Corporation.
- If an increase of the Corporation's insurance premiums is caused by a unit owner (or tenant), the owner of such unit shall be liable for the increase.
- When an insurance claim is made (and accepted) against the Corporation's master policy by an Owner for loss or damage to non-common elements or exclusive use areas, the claiming Owner is responsible for the deductible portion of each claim.
- Unit Owners are responsible for obtaining their own condominium insurance to cover any additions or alterations made in their personal space, their household contents and their personal liability. Tenants are responsible to obtain whatever insurance they feel to be appropriate. *
- The Unit Owner shall obtain whatever extra insurance may be deemed necessary by the Corporation against any liability from the addition of personal elements to the common areas. For example, a central air conditioning unit or other elements approved by the Board of Directors, but not viewed as the responsibility of the Corporation.
- If a resident leaves a window(s) open in winter causing a pipe(s) to burst and possibly damaging adjacent units, the resident can be held liable for the resultant damages. The same applies to a window(s) left open in a rainstorm or an overflowing bathtub.

* **NOTE:** Most Insurance companies today are familiar with the peculiarities of Condominium owner's needs and can recommend and provide appropriate coverage. Remember that, **as an Owner, you are responsible** for any improvements, additions and alterations made not only by you but also by any previous Owner(s), e.g.; wallpaper, chandeliers, additional or upgraded floor coverings, etc.

Rent or Lease of Your Unit

- Owners renting or leasing their units remain responsible for all of the obligations along with their tenants. All tenants must enter an agreement with the Owner whereby the tenant agrees to be bound by the Declaration, By-Laws, Rules and Regulations of the Corporation. A copy of this agreement **must** be filed with the Corporation. **PLEASE ENSURE THAT YOUR TENANTS ARE FULLY AWARE OF THE RULES AND REGULATIONS AND CONDOMINIUM BY-LAWS AND DECLARATION AS YOU ARE FULL RESPONSIBLE FOR ALL OF THEIR ACTIONS.**

Utilities and Taxes

- Gas, Hydro, Telephone, TV Cable, and Satellite are the responsibility of each Owner.
- Taxes assessed on each unit are the responsibility of the Owner of the unit.

Water

- Water is paid through your condominium fees. Therefore, to keep the condominium fees lower, please use your common sense in reducing the amount of water used in or around your personal unit. Excessive use of water, i.e.; washing your car on a daily basis, or leaving your hose running overnight or for extended periods are examples of water wastage.

COMMENT: IF WE ALL SAVE A LITTLE WATER, WE WILL ALL SAVE A LOT OF MONEY!!

DEFINITION OF TERMS

Annual General Meeting

- Carleton Condominium Corporation #408 (CCC#408) owners meet once a year for an Annual General Meeting (AGM). At least twenty five percent (25%) of the owners **must** be present in person or represented by proxy in order to have an officially constituted meeting.
- AGM's normally last approximately two (2) hours and are held once a year.
- Each owner will receive a package of material mailed through Canada Post, given 15 days prior to the AGM. The package will contain the date, place and time of the meeting, the agenda, a copy of the audited financial statements, and the minutes of the last AGM (if they had not already been distributed).
- The President will present a verbal report of the prior year's activities and invite owner participation in a general discussion as well as entertaining questions from the floor.
- Most importantly, vacancies on the Board of Directors will be filled by a majority vote after nominations have been closed.
- The Property Manager, a representative of the Auditor and other invitees may be present by invitation by the Board of Directors.

Board of Directors

- There are five members of the Board of Directors. Prospective Directors are nominated at the Annual General Meeting of the Corporation (CCC#408). Vacancies on the Board of Directors, which occur between Annual General Meetings, may be filled by appointment by the Board of Directors to hold office until the next Annual General Meeting.
- The Board of Directors is elected by the Owners at the Annual General Meeting.
- Three Board members constitute a quorum.
- The Board of Directors attempts to stagger the terms of the Directors, in order to provide continuity.
- The Board of Directors elects one of its members to be President.

Budget

- Early in the year, the Board of Directors develops a budget for the Corporation, which includes the anticipated expenditures for the upcoming year (May 1 to April 30) including the contribution to the Reserve Fund.
- Owners will be notified of any resulting increase or decrease in their Condominium Fees usually in March/April (the audited financial statements supporting changes will be presented at the AGM).
- From time to time, the Corporation might be faced with unexpected expenses, which were not anticipated in the Budget. In such cases, it could be necessary to levy a Special Assessment on all owners to cover the expense.
- Such action would only be taking in the absence of any reasonable alternative.

By-Laws

- The Board of Directors may pass By-Laws, which are not contrary to the Condominium Act of Ontario or to the Condominium Declaration.
- A By-Law is not effective until it is confirmed by the Owners who own not less than 51% of the units at a meeting duly called for this purpose.

Committees

- The Board of Directors may appoint, from time to time, a committee(s) to assist in the performance of its duties or to perform a special review and report to the Board of Directors. At the time of formation, the Board of Directors would solicit volunteer unit owners to act on the committee. Normally, a Board member will serve on the committee to act as liaison with the Board of Directors.
- The duties of the committee(s) will be specified at the time when they are established.

Common Elements

- This term includes all parts of the Corporation's property that are outside the interiors of the individual units. Specifically, our numbered side streets, parking areas, lawns and everything outside of the backside surface of the unit's exterior drywall, including windows, front doors, garage doors, and patio doors. For units with garages, it also includes everything outside of the area of the garage floor slabs.

Common Expenses

- Common charges are those that are levied on all unit owners proportionate to their interest in the property. Condominium fees cover maintenance to the exterior of the units and all common areas.
- Also covered by these charges are snow removal, insurance for common elements and the buildings, legal, audit and property management services. An allocation to the Corporation's reserve fund is also included in these charges. The reserve fund is designed to cover large expenditures related to maintaining the safety, appearance and investment value of our property.
- Such things as major repairs to and replacement of roofs and roadways would be considered as appropriate reserve fund expenditures.

Declaration

- The Declaration is one of the legal documents that govern our Corporation. Other legal documents include bylaws and regulations.
- Amongst other things, it sets out the ratios that apply to each unit for payment of their Condominium Fees.
- It is a statement describing both the Corporation and owner's share of responsibility and generally prescribes the way the Corporation is to be managed and the share of common expenses to be borne by each unit owner.
- Each owner should have received a copy of the Declaration as part of the purchase documentation from his or her lawyer.

Exclusive Use Common Elements

- These elements are owned by the Corporation but are reserved for the exclusive use of one unit owner, such as the patio, driveway, etc.

Ontario Condominium Act

- This provincial government statute sets out, in considerable detail, the conditions under which all Condominium Corporations in Ontario are required to operate. It establishes the legal basis to which the Corporation and its Board of Directors and Owners must adhere.
- The Board of Directors is informed of any revisions to the Act by its Property Manager and any resulting changes to our Rules and Regulations are then passed on to the Owners.

Owner

- The term "owner" shall include the Owner or any other person(s) occupying the unit with the Owner's approval. The Ontario Condominium Act specifies that a tenant's responsibility is the same as that of an Owner.

Property Management

- The Board of Directors retains the services of a professional Property Management firm to act on its behalf and to carry out the day-to-day affairs of our Condominium Corporation.
- The Property Manager assumes responsibility for all necessary duties which are vital to our condominium well being. Any complaints or requests concerning maintenance should be directed to the Property Manager.

Reserve Fund

- Under the Condominium Act, each Condominium Corporation **must** set up a Reserve Fund for projected major repairs that would affect the common elements years down the road, so that Special Assessments do not happen every time, for example, the roofs need replacement, etc.
- The Act stipulates that a portion of the annual budget **must** be set aside for this purpose, and thus, the Reserve Fund was born and is maintained.
- To determine the proper level of Reserve Fund contributions, the Board of Directors has a Reserve Fund Study conducted every three years or so. The study examines the condition of the common elements and makes recommendations on the contribution level required to meet the schedule of anticipated repairs.

Other Rules and Regulations

- The Board of Directors is obligated to make rules to promote safety, security, value for the welfare of the owners and their property and for preventing unreasonable interference with the use and enjoyment of the common elements and of other units.
- Any rule(s) made shall be effective thirty (30) days after notice has been given to each owner. Before expiration of the thirty (30) day period, owners representing not less than 15% of the units may request a special meeting of all of the owners to consider the rules.
- Rules and Regulations are governed and limited by Ontario's Condominium Act.

Special Assessment

- The Corporation may also assess any levy against the owners as a special assessment to cover any common expenses, which exceed those estimated in the budget statement in such amounts and at such times as may be deemed necessary by the Board of Directors.

Unit

- Each unit is owned outright by the owner who is fully responsible for all repairs and upkeep including keeping drains clean, repairs to faucets and other plumbing fixtures and repairs to electrical outlets and switches, heating cooling and HRV units.