

# ELECTRIC AVENUE RESIDENTS' GUIDE

(Revised – August 29, 2011)

**This is a Strata Building and while we want everyone to enjoy living here, there are some important things to be aware of.**

## MANAGERS

Resident Manager: Roger Haddow  
Assistant Manager: Milena Jakovcic  
**Basic Hours on-duty: Monday – Sunday: 9:00 a.m. to 5:30 p.m. approx.**  
(Changes will be posted on the Office Door – Smithe Lobby.)  
Statutory Holidays: Normally Closed.  
Vacation Duty Hours: Tuesday to Saturday: 9:00 a.m. to 5:30 p.m.  
**Office Phone: 604-801-5559 Facsimile: 604-801-5259**

Property Management: Crosby Property Management Ltd.  
600 – 777 Hornby Street, Vancouver, B.C. V6Z 1S4  
604-683-8900 [www.crosbypm.com](http://www.crosbypm.com)  
Property Manager: Sue Matthews, Senior Property Manager  
Direct Line: 604-689-6928

## ELECTRIC AVENUE ORIENTATION

- The Electric Avenue Residences consists of 456 Suites and 3 levels (P3 – P5) of secured parking. Bosa Properties looks after the drive-aisle, dock, the Retail portion of Paramount Place, including Pay Parking's non-secured levels P1 and P2. Advance Parking controls ticketing and collection of funds for P1 & P2.
- **This is a “Non-smoking Building” outside of personal suites.** There is no smoking permitted in any common area or on any garden or balcony, for example.
- **Visit [www.electricavenue.info](http://www.electricavenue.info) for info about the Electric Avenue and for Council Minutes. Please read all posted notices in the lobbies and mailrooms.**

## AFTER-HOURS EMERGENCIES

- After-hour building emergencies: call Crosby P. M. at 604-683-8900 for the Emergency Number. (Burst pipes, Fires, P2 Gate failure, etc.)

## POSTAL INFORMATION – To receive deliveries, provide your buzzer code to senders.

- The Managers do not accept packages or other items.
- All Suites on floors 2 – 12 are addressed: 933 Hornby St. V6Z 3G4
- All Suites on floors 13 – 23 are addressed: 938 Smithe St. V6Z 3H8

**RENTAL OR SALES INQUIRIES: Do not contact the Resident Manager with Rental or Sales enquiries. This info can be found in local newspapers, directories and misc. online resources.**

**TENANTS: Please address any questions or issues regarding your suite with your landlord. We are not involved with most individual property matters. Also, Owners must submit Form K's to Crosby Property Mgmt. for all tenanted suites.**

## **STRATA COUNCIL MAILBOX – One is located in each mailroom**

- Council has a labelled and slotted mailbox for letters and suggestions from Residents.

## **MOVING / ELEVATORS**

- Elevator must be reserved in advance for moves by calling the Manager with as much notice (min. 48 hours) as possible. Let us know of large deliveries as well. Please consider parking and height limitations when renting a Truck.
- Moving times are limited to the Manager's Hours, By-laws and elevator availability. Move-in fee is \$150.00 with some conditions. Elevator will be locked off when needed and will have to be returned to normal use as soon as possible.

## **PARKING**

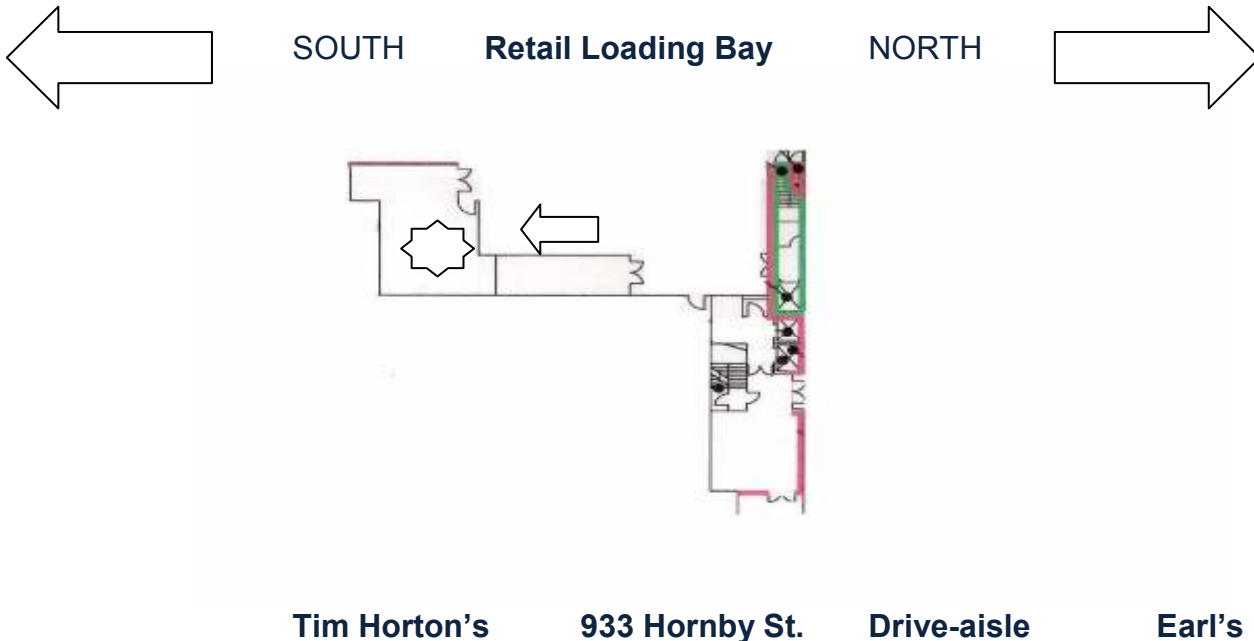
- **Always park in your assigned stall on levels P3 – P5 which are for Residents of Electric Avenue only.** Offending vehicles may be towed away by the stall owner. (Drake Towing: 604-251-3344) The entry to secured area is through our gate on P2.
- Remain near the gate until it closes to discourage Transient Parkers and Intruders. Important Bylaw! Everyone must use their own fob to enter.
- The use of propane-powered vehicles and the storage of propane tanks are prohibited within the parkade.
- Please note that the Parkade stairwells are for exiting only, not for re-entry.
- Do not leave garbage anywhere on a parking level.
- There is no Visitor Parking. Visitors including Residents' contractors may use Pay Parking levels P1 & P2, administered by Advance Parking for Paramount Place.
- The drive-aisle is for quick pickups, drop-offs and scheduled Moving Trucks; there is no parking permitted ever. Unattended vehicles may be ticketed &/or towed at any time.
- **The Loading Bays belong to Paramount Place for the Retail outlets and their deliveries and are neither for Residents nor their Trades.**

## **AMENITY AREA – 2<sup>nd</sup> Floor South Tower**

- **The Amenity Area opens at 5:00 a.m. and is closed at midnight; however, Residents may use the Gym until 1:00 a.m.** Leave valuables inside your Suite. Lockers are meant only for use while in the Gym; locks left on for extended periods will be cut off.
- The Meeting Rooms, Theatre and Lounge must be booked in advance with the Manager. A Resident can call the office to check on availability however an application form and a deposit cheque for \$100.00 are required to book a room. There are limits a room can be booked and it is on a first-come, first-booked basis. Access is via fob from the Managers; your keys will not function there. **Only in-house Owners and Registered Tenants (those with form k's on record) may use the Amenities.** The Lounge is open for casual use unless it is booked. All who use these facilities must make reasonable effort to ensure they are kept clean. The pool table is not to be moved! See website for more info.
- Only Residents of Studios with Storage Lockers on the 2<sup>nd</sup> Floor will be able to access this Storeroom - between the hours of 5:00 am and 11:00 pm. Do not store items of any value within the locker room. Combustible materials are not permitted. All personal items must be kept within the locker. Any items left elsewhere will be removed.

## GARBAGE AND RECYCLING

- There is one Garbage Room for all Residents and Retail. It is located at the southern end of the Loading Bay out the Hornby Street lobby's rear door. **All trash must be taken inside and recyclables sorted out from plastic bags into the appropriate container or compactor.** Do not leave Garbage anywhere else.



- Cardboard is to be flattened; clean recyclable materials only (No Garbage) are to be placed inside the blue recycle bins; the lids to these bins should be kept closed to discourage bugs. All household garbage goes into the compactor. No recyclable items or flammable liquids may be placed inside it. No gas canisters allowed anywhere!
- **Do not leave personal items, furniture or junk in the Garbage Room for any reason.** For removal of large items, contact an agency such as 1-800-RIDOFIT at 1-800-743-6348. Contact charities for pickup of used clothing.
- **Improper disposal of garbage and junk is, per the Bylaws, subject to fines.**

## SECURITY AND FIRE SAFETY INFORMATION

- While we are concerned about any Attempted Break-in, Suspicious Person, Noise, Crime or Medical Emergency, contact the appropriate Emergency Personnel. Call 911.
- When entering or leaving, do not allow strangers to enter the building. Residents must use their fobs – at the gate as well. Per the Bylaw, remain near the gate until it closes.
- Visitors must use the Intercom for entry to the building. If you don't know the person buzzing you, do not let them in. Check the TV Intercom channel. **Note: Residents will be held responsible for the conduct of anyone they let into the building or into a secured area such as the parkade, lobby, etc.**
- Please note that only the elevators on the Hornby side allow access to all floors. The Smithe lobby elevators allow access to parking levels & floors 11 – 23.
- On-site Security's priority is to patrol the Commercial areas of the Building; they don't attend to private residential matters. They will confirm sources of noise for the Manager, ensure Amenity Areas are vacant outside of hours and periodically patrol parking levels and gardens.

- **The Managers do not have and will not accept keys & responsibility for access to your Suite or mailbox.** If you lock yourself out, contact your Landlord or a locksmith.
- For Security reasons, contact the Manager's Office as soon as possible if a Clicker is lost or stolen. There will be a charge for any new or replacement clicker. Tenants must request and receive fobs through their Landlord.
- Only the stairwell doors on Crossover Floors are unlocked in case an alternate evacuation route is needed. These are indicated on Stairwell signage. Residents will not be issued stairwell keys. Do not exit to any Garden or Roof in case of Fire Alarm. Use the stairwells to go to the Building's exterior and stand away from the Lobbies to ensure Emergency Crews can access the building.
- When cooking, please use range hood fans and exhaust fans to air out fumes. Do not leave your Suite doors ajar into the hallway for any reason. With sufficient fumes, e.g., opening your door might set off the building's fire alarm system.
- While Fire Alarms are undesired, they are a part of living in a multi-purpose high-rise complex. Unless you have information concerning a particular Fire Alarm, do not interfere with anyone handling one. Your goal is to leave the building during a fire alarm. The Building will be returned to normal operation as soon as possible. You may re-enter then.
- Smoking is not permitted in common areas or in Limited Common areas, such as: balconies, patios, hallways, Gardens, stairwells, lobbies, parkade, Amenities ...
- **Do not throw cigarette butts, trash, food, etc. from balconies or windows. This is subject to fines! Balcony drains go out the exterior of the building downwards unto other Residents' patios. Wet mop your balconies; do not use chemicals.**

## **MISCELLANEOUS INFORMATION**

- Bikes must be transported using the Alley Entrance (around corner from Garbage Room) to Bike Storage Rooms on P0, not through the lobbies and not by elevator up to the floors. Residents may pick up a Bike room key from the Manager.
- Access to any Garden is via fob only from the hours 7:00 am to 10:00 pm. **The Gardens are closed outside of these hours. Smoking and Pets are not permitted on the Gardens.** The Gardens on 11<sup>th</sup> and 19<sup>th</sup> are for the enjoyment of all Residents. There are no events permitted without permission from Strata Council. No Barbequing.
- Please respect the privacy and noise concerns of fellow Residents. Noise bylaw is in effect from 10:00 pm until 07:00 am Monday - Saturday, 10:00 pm until 10:00 am Sundays and holidays. Call Police to deal with Serious Noise violations. Residents may report noise concerns to the Managers in writing as below.
- This is a pet-friendly building subject of course to individual Landlords rental agreements. However, dogs must be kept on leash while inside common areas and all "dog-walking" must take place outside the Building and off-property. Clean up any and all "accidents" wherever they might occur.
- There is no car-wash area on-site. Please visit local car-washes.
- There is no Guest or Visitors' Suite in the building.
- Complaints about specific neighbours or issues should be made in writing and these letters can be forwarded to Eric Chua at Crosby P.M. directly by Owners. Crosby P. Mgmt. will need this in order to take action on a Suite. In the case of Tenants, the letters can be given to the Manager but Tenants must advise their Landlord of any issue they're experiencing so the Landlord can interact with Crosby on their behalf.
- All Residents should be familiar with the Rules and Bylaws of the building.