

Lakeshore Towers Penticton



Welcome Package

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WELCOME TO THE STRATA COMMUNITY

Welcome to Lakeshore Towers a vibrant community of residents of all ages who live in an active downtown area on beautiful Lake Okanagan.

Lakeshore Towers includes three towers, upscale amenities throughout the complex, spacious grounds and parking facilities. The three towers with a total of **225** condominium units are all part of the same strata corporation (strata).

If you are a seasoned condo owner you know about being part of a community. Unlike living in a single-family home, in a condo you are only responsible for the space between the walls of your unit. Condo owners do not own patio or parking spaces. They have exclusive right to use this type of “limited common property” that is regulated and maintained by the strata. Established by the strata under rules, hallways, amenity rooms, lobbies, outdoor spaces, pools and fitness rooms are “common property” that residents have a right to use.

Your strata council is your representation in making decisions about the entire complex, even to a certain extent about what goes on within the walls of all condos. The needs and desires of the majority supersede those of a minority who might engage in objectionable or damaging activities. Throughout the complex community members adhere to practices that contribute to a positive, secure, safe and friendly community. When residents care about and maintain standards in our common property, property values remain high, strata fees remain reasonable and everyone enjoys the advantages of the amenities.

All strata corporations are subject to provincial legislation, and a basic set of Bylaws are provided by the province. When you purchased your condo, you accepted the most current set of bylaws and rules.

As a Lakeshore Towers owner, you are part of the strata and the decision-making process. Owners are encouraged to attend the Annual General Meeting to contribute to the best interests of all owners.

Important Information

Website

www.lakeshorestrata.ca
(password - lakeshore)

Management

1600 75 Martin St.
V2A 9C8
(2nd floor 75 Martin St.)

Office 778 476-5800
After Hours Urgent
250 809-9006
admin@lakeshoretowers.ca

Security

250 462-9564

Maintenance

maintenace@lakeshoretowers.ca

Strata Council

council@lakeshoretowers.ca

STRATA MANAGEMENT



Lakeshore Towers is self-managed by an in-house management company. The onsite strata manager office is located in the 75 Martin St. tower, second floor in the Wine Room.

Our strata manager and staff will assist you with any administrative requirements. They will set up automatic withdrawal for strata fees, access strata documents, provide key fobs (for purchase), visitor parking permits and bike tags.

The office is open regularly, with posted hours that vary seasonally. However, in emergency situations the strata manager is on call 24 hours a day.

YOUR CONDO INSURANCE POLICY

You are responsible to insure only what is between the walls of your condo including contents.

The whole complex is insured by the strata corporation.

Each owner must carry condo insurance with deductible coverage for water damage that may occur within your condo. Also, any damage to other unit's that is as a result of water from your unit.

SAFETY AND SECURITY

Lakeshore Towers is secured by key fob access, secure entrances and security parkade gates. The strata has its own security officers who walk the complex every night.

Security cameras are in place at all entrances and in public areas.

With all of this in place, residents themselves are a very important part of security.

- Avoid letting unknown persons in as you enter the building. This is not rude, it is responsible.
- Everyone who lives here has a fob of their own.
- As you enter the parkade, wait for the first gate to close before driving through the second. It only takes a few seconds.
- Close any door left ajar.
- Report suspicious activities to security
- Buzz in only known guests via intercom.

Become familiar with posted fire regulations and fire drill procedures for your floor/tower. If someone in your unit needs help to exit the building please register this important information in the strata office so that firefighters have knowledge of this requirement.

According to strata regulations the strata manager requires a key or entry code to your condo for use in an emergency. Please provide this to the strata manager when you move into the complex into the complex.

VISITORS INTERCOM

Visitors may buzz you by outdoor intercom. After confirming they are your visitors, "buzz them in" by pressing **9** on your phone's keypad. This will work with any active phone line including cell phones and land lines. You are responsible for actions of your visitors while they are on the premises.

PARKING

Speed limit in the parkade is 10 km per hour. Only insured and registered vehicles owned by residents may be parked in your space/s.

- Tires or other items must be stored elsewhere.
- Your vehicle must be parked in a way that does not interfere with use of others.
- The parkade is regularly swept and power washed. You will be notified in advance so you may remove your vehicle.
- Use powdered detergent on oil spills to avoid permanent stains.

As you exit the parkade and approach the doors, they open automatically.

MOVING AND LARGE DELIVERIES

All moves (in and out) are to be booked with the strata manager with at least 48 hours' notice.

Protective blankets are placed in the elevator and the elevator will be locked for moving. There is a one time move in – move out charge of \$100.

- Moves must take place between 9am and 9pm.
- You are responsible for any damage that occurs during your move.
- An entry door left propped open must be attended for security. It is to remain closed when movers are elsewhere in the building.
- Furniture or other large deliveries require protective elevator blankets so schedule these with strata management.

STORAGE ROOMS

Each unit has a specific numbered storage locker indicated on your purchase agreement. Storage rooms are in various locations. Place possessions so that they do not interfere with the sprinkler system. Flammable liquids or gas is strictly prohibited

GARBAGE AND RECYCLING

Each tower has a garbage room adjacent to the lower parking level.

Garbage and recycling bins are marked. There is an area for donation of beverage cans and bottles if you do not wish to take them to a recycle facility. The City of Penticton guidelines for recycled items are published at the back of this booklet.

VISITOR PARKING

The area directly in front of entrances is a loading zone for 15 minutes or less. Bike racks at entrances are also for temporary use.

Visitor parking spaces are located directly below all 3 buildings.

Visitor parking may be used by guests at any time, however, for overnight stays a parking permit must be displayed in their vehicle. No charge parking permits may be picked up from the strata manager. After hours parking permits are obtained from our security officer.

- Parking permits indicate a particular time
- period of no more than 7 days.
- Visitor parking is not to be used as alternative parking for residents.
- The strata has 8 additional neighbourhood street parking permits that may be used by visitors. These are borrowed from the strata office.



BICYCLE ROOMS

There are bicycle storage rooms/cages in various locations in and near parkades. You may use any space.



Please register your bike/s with the strata office. You will be given tag/s to mark your bike/s. If you rarely use your bike, it is courteous to place it in a less accessible area so others who ride often can get to their bikes.

Abandoned or untagged bikes are culled annually. Notice is given to residents to claim and tag their bikes.

PETS

Lakeshore Towers allows pets.

- reasonable number of fish or other small aquarium animals;
- reasonable number of small caged mammals;
- up to two caged birds;
- one dog or one cat.

Pets must be leashed at all times, either carried or walked directly from your unit to an exit and escorted immediately from common areas.

Pets are not permitted in any common areas, including areas around entrances and landscaped/grassed areas adjacent to the complex. Please be a responsible pet owner. Respect city parks and residential neighbours. Always pick up after your pet.

For further guidelines on pets please see the website.

RENTING YOUR CONDO

Short term rentals of less than three months are not allowed at Lakeshore Towers. The strata takes steps to enforce this policy with fines for infractions.

Long term rentals must be registered with the strata office, a form completed and submitted. If you rent your unit you pass all rights to usage to your renter. Non-resident landlords do not retain right to use amenities and guest rooms.

COUNCIL

Our strata council is elected each year at the Annual General Meeting (AGM). By strata law, council numbers 3 to 7 members. The strata council meets monthly. A small honorarium recognizes their commitment, time and volunteer service to the community. A president, vice president, secretary and treasurer are elected by council at their first meeting after the AGM.

Council may be contacted in writing or email council@lakeshoretowers.ca or via letter.

Council holds Town Hall Meetings from time to time to answer questions and to gain perspectives of residents on various issues.

Strata council minutes are delivered by email and are available on the website.

You are encouraged to participate by serving on council or on one of several committees that support council's work and do projects in the complex.

MAINTENANCE AND REPAIRS

Lakeshore Towers has full time staff to take care of cleaning and maintenance. These activities are managed by the on-site strata manager.

If you see a maintenance issue anywhere in the complex, please submit it on the form under the administration tab at www.lakeshoretowers.ca or via email maintenance@lakeshoretowers.ca.



COMMUNICATION

The Strata Manager posts important current notices and information in the elevators and online. Management also sends out important notices to owners via a secure email system. Owners can also visit our website www.lakeshoretowers.ca for anything important to ownership such as minutes

Residents can also post information on bulletin boards located in mail rooms.

RULES AND BYLAWS

The most recent, updated and comprehensive set of strata rules and bylaws may be downloaded under the Administration tab at www.lakeshorestrata.ca Rules and bylaws are regularly amended by strata council to proactively set expectations for common good. These help to make a pleasant, safe, fair and well-organized environment for all.

AMENITY ROOMS

There are three amenity rooms for the use of all Lakeshore residents, The West Wing, The Wine and the Incola Room. Each has a microwave, fridge, dishwasher and TV. Food must be prepared elsewhere; cooking is not permitted in amenity rooms.

Residents have donated books, DVDs and games in the West Wing and Incola Rooms. Books are for loan to all residents. Feel free to add to the shelves.

Please treat amenity rooms with care and consideration as you would in your own home. Encourage your guests to do the same. Leave the room tidy, dispose of garbage, take bottles to garbage room, put dishes in the dishwasher and turn it on.

There is no charge for casual use of amenity rooms but if you or your guests damage or leave the room in poor order, a cleaning charge will arise.

Amenity Room rentals may be booked online under the Room Rental tab at www.lakeshorestrata.ca or in person at the strata management office. There is a charge for exclusive use of the room. Amenity rooms may be booked for the entire day, until 11pm.

BBQs

Barbeques are located outside the small gym on the front patio. These are for resident use. Please clean up after using the area so it is ready for the next person. Equipment for cleaning the BBQ is provided. If the garbage is full, kindly take it to a garbage room. If you have used a patio umbrella at one of the outdoor tables, please close it before leaving.

GUEST SUITES



There are two guest suites available for rental by residents. One, on the 4th Floor in the 160 Lakeshore tower has two queen beds and a patio. The other with one queen bed is on the 3rd Floor of the 100 Lakeshore building.

Photos and descriptions are available at www.lakeshorestrata.com. Rooms are ready for check in at 5:00pm and check out on the final day is 11:00am.

Procedures for rentals include an annual lottery in January for popular summer months. Other rental requests may be made online, by email or phone. Guest Room calendars are located under Room Rentals at www.lakeshorestrata.com.

- A nominal rental and cleaning fee is charged.
- You are responsible for damages that occur.
- Policies for cancelling guest room reservations and fees depend on the timing of cancellations.
- Guest suites may be rented for short periods of time up to 6 nights as permitted in strata bylaws.
- A maximum of 1 booking of each suite may be made in any one month.

For complete information about guest suite rentals please refer to the Administration/Bylaws and Rules tab at www.lakeshorestrata.com or contact the strata office staff for clarification.

GYMS

The main gym located just off the 160 Lakeshore lobby is, fully equipped with weights, treadmills and various equipment.

A smaller “spin bike” gym is in the concourse between 160 Lakeshore and 100 Lakeshore. It has bikes and space for Pilates, yoga, and floor exercise. Both gyms are open 24 hours a day.

Inside the change rooms are two dry saunas. This gym is open from 5 am to 11 pm. Gyms are for use of residents 16 years and older.

- Be courteous.
- Guests staying in the complex are welcome to use the gyms.
- Shirts and (clean) shoes must be worn.
- Glassware, alcohol, food, gum or toothpicks are not permitted.
- Wipe down mats and equipment after use with provided towels and spray.

- Return weights to their places.
- Turn off TV as you leave.
- Both gyms are monitored by security cameras.
- At times residents indicate CO-ED usage of the sauna by a sign on the change room door.

CAR WASH BAY

A car wash bay is located in the lower parking level of 100 Lakeshore. A car wash hose attachments and vacuum are provided. As a courtesy use the large floor squeegee to remove water from the surrounding area. Properly store all equipment used.

POOL AND HOT TUB



The pool deck is open 6am to 11 pm. The hot tub is open year-round, the heated pool is open seasonally. Facilities are used at your own risk. A lifeguard is not on duty. Children under 16 years of age must be accompanied by an adult. Please read and adhere to posted pool rules.

To enter use your fob to open the gate. To exit, push the lower green button beside the gate with your foot, then open the gate. The gate must remain securely closed, not propped open.

- Regular diapers are not permitted; little ones must wear special swimming type diapers.
- Glass and food of any kind is not allowed on pool deck. Use a plastic container for your beverage.
- Only children's float aides are permitted, other floatation devices are not.
- Use headphones for music.

PUTTING GREEN AND 4TH FLOOR GARDEN

A small outdoor putting green, water feature, garden and patio is located on the 4th Floor between the 160 Lakeshore and 75 Martin buildings.

LOST AND FOUND

Lost items are brought to the strata management office. You may claim them there.

HALLWAYS

Hallways are common spaces and are regulated by the strata. Fire regulations mandate that door mats and footwear are kept within your condo.

Seasonal wreaths are acceptable on doors, but large decorative items belong in your space. Art or furniture is not to be placed in hallways. Design inconsistencies do not contribute to the stylish look we bought and that future buyers also desire.

DRYER VENTS

Clogged dryer vents pose a fire and water damage hazard. The strata manager will organize regular free of charge vent cleaning. You will be notified in advance.

WATER

Water is metered to the complex but it is not “free.” Each resident pays for water in strata fees, so use water carefully.

Prevent water damage incidents. Look for signs of leakage. When away have someone check your condo. Repair leaks promptly. The strata community is not responsible to repair leaks within your condo. If you are going to be away for an extended period, turn off the hot and cold-water supply located behind two access hatches in your closet or laundry room.

ELECTRICAL

Each unit has a meter to measure individual usage. Common property outlets are for strata use. The cost of power used in common areas is included in strata fees.

RENOVATIONS AND MAINTENANCE

Renovations are governed by strata bylaws. Thoroughly read strata Bylaws and Rules before contemplating renovation and make advance request for strata permission and approval.

WINDOW WASHING

A professional service regularly washes the exterior of windows throughout the complex. This includes all windows that may not be reached by residents.

WINDOW COVERINGS

Window coverings contribute to a clean, consistent street-side image for residents and future buyers. New window coverings must be consistent in color and design with those in the complex and must be approved by the strata prior to purchase. Outside colour must be consistent with the other owners windows.



PATIOS/BALCONIES

Your patio or balcony is limited common property regulated by the strata. It is a no smoking area.

- Balcony washing that results in discharge of fluids or debris is not permitted.
- Satellite dishes, outdoor blinds, awnings are not permitted. Bicycles, stacked boxes, laundry and other items visible from the street are not to be placed on balconies or patios.
- Be courteous and aware of noise and music coming from your patio. Take your guests or party indoors during quiet hours.
- Balcony improvements must have written strata approval. Improvements may not be visible from ground level and may not modify current drainage. Drilling holes in outside surfaces or hanging items that damage the building envelope will result in repairs at your cost.
- Each unit has an outlet for natural gas BBQs. All other appliances, patio heaters, fire tables etc. are NOT permitted.



HEATING AND COOLING

	100 Lakeshore	160 Lakeshore & 75 Martin
Heating and Cooling	<p>Natural gas furnaces for heat. Forced air distribution.</p> <p>Natural gas is individually metered.</p> <p>Cooling A/C provided by a cooling plenum in each furnace. Chilled water is supplied by the strata.</p> <p>Hot water is provided by individual electric hot water heaters</p>	<p>Individual electric heat pumps. Ambient fluid provided to each unit by the strata. Forced air distribution.</p> <p>Natural gas is provided for stoves and balcony barbeque outlet by the strata.</p> <p>Hot water is supplied by the strata.</p>
Fireplaces	Natural gas fireplaces.	Optional Electric

Accepted Plastic Products



- ✓ Plastic jugs, bottles and caps
- ✓ Plastic jars & lids
- ✓ Plastic spray bottles
- ✓ Clamshell packaging
- ✓ Food tubs & containers
- ✓ Plastic cleaning & hygiene bottles
- ✓ Plastic berry & salad containers
- ✓ Plastic garden pots & trays

Accepted Paper Products



- ✓ Coffee cups & lids
- ✓ Soup & sauce cartons
- ✓ Cardboard & boxboard
- ✓ Paper food bags
pet food, sugar and flower bags
- ✓ News paper & flyers
- ✓ Cardboard tubes
- ✓ Paper egg trays
- ✓ Magazines & phonebooks
- ✓ Paper drink holders
- ✓ Envelopes & loose leaf paper
- ✓ Greeting cards
no batteries

Accepted Metal Containers



- ✓ Aluminum foils & trays
- ✓ Aluminum cans & lids
- ✓ Soup cans
- ✓ Empty aerosol cans
for cooking & cosmetics
- ✓ Tin cans & lids



What Stays Out Of Recycling



Soft and stretchy Plastic Bags and Overwrap, Foam Containers and Packaging (eg. Styrofoam®), Glass Jars and Bottles.

Bring to J&C Bottle Depot at 200 Rosetown Avenue or Campbell Mountain Sanitary Landfill Recycle Station.



Crinkly, non-stretchy cellophane wrappers and bags, e.g. for cereal, salad, tea, candy, chips, floral arrangements, etc.

Place into the garbage.



Mirror/Window Glass, Drinking Glasses, Ceramics, Non-packaging Plastics, Hardcover Books, Clothing and other Textiles.

Please donate if reusable or place in garbage.



Batteries, Electronics, Light Bulbs, and Paint Cans (including aerosol paints).

Bring to J&C Bottle Depot or Campbell Mountain Landfill.



Household hazardous waste (pesticides and flammable materials).

Bring to Campbell Mountain Landfill.



None of the above is accepted in recycling.

