



Commercial Real Estate Services, Worldwide.

Property Management Division

WELCOME TO YOUR NEW HOME

An information booklet prepared by
Your Property Management Company

NAI GODDARD & SMITH REALTY SERVICES INC.
5718 Glover Road
Langley, BC V3A 4H8
langleyoffice@naicommercial.ca
604-534-7974

STRATA OWNERSHIP

Your new home, together with a proportionate share of the Common Property, has been registered in your name at the Land Registry Office. Your individual apartment is called a strata lot or unit, and is further identified with your own suite number.

Unless specifically stated, the boundaries of each strata lot run from the center of the walls, floors and ceilings. All areas from the boundaries inward are owned and to be maintained by each strata Owner. Balconies, storage, parking and patios are usually designated as Common Property to which the individual Owners have been granted "exclusive use" (Limited Common Property). The Strata Corporation comprised of all Owners, collectively pays for the maintenance, repairs and services outside the unit.

The Strata Property Act of British Columbia, along with any registered Bylaws of your Strata Corporation, describes and legislates how Strata Ownership works.

COMMON PROPERTY

Areas outside the boundaries of individual strata lots are called Common Property and are owned collectively by all Owners in the Corporation. The common Property is administered by the Council through the Strata Property Act, Bylaws of the Strata Corporation, and Rules established by the Owners. Examples of areas included as Common Property are: roads, recreational facilities, storage rooms, underground parking, hallways, lobbies, elevators, roofs, exterior surfaces and landscaped areas.

LIMITED COMMON PROPERTY

This is a form of Common Property where exclusive use has been granted to one or more Owner. In most Strata Corporations balconies and patios are designated as Limited Common Property.

STRATA FEES

Each Owner is assessed a monthly strata fee which is used to pay for the maintenance, and repairs of the Common Property, which are shared proportionately with all other Owners by means of Unit Entitlement.

This monthly strata payment is due on the **FIRST DAY OF EACH MONTH** in advance. Maintenance payments that are not received on or before the first day of the month, places the Strata Owner in arrears.

Owners may make payments through post-dated cheques or through automatic withdrawal by filling out a pre-authorized cheque form (PAC). When PAC is used, fees are automatically withdrawn from the Owner's account on the first day of each month. Should your fees change, NAI Goddard & Smith Realty Services will automatically advise your financial institution and arrange for the once-a-year change, or adjustment where required. Should you decide to pay by post-dated cheques, please ensure your cheques are made payable to the Strata Plan.

BYLAWS & RULES

Unless amended, the Bylaws of your Strata Corporation are the Schedules contained in the Strata Property Act of British Columbia.

Each Strata Corporation may adopt specific Bylaws and Rules & Regulations to suit their individual requirements.

Bylaws and Rules & Regulations are distinguished as follows:

BYLAWS

Created through a Special Resolution at a General Meeting.

Bylaws affect the use of common safety and Property and of the individual strata Lots.

To be in force, the bylaw must be deposited with the registrar of titles.

RULES

Created through Council by majority vote.

Affect the enjoyment, safety and cleanliness of Common Property.

To be in force a simple majority vote at a Council meeting is required.

THE DEVELOPER (IF APPLICABLE)

IF you have purchased from a builder, that builder is responsible for completing the development according to specifications, and who offers either an implied or specific warranty.

Most Developers will make every reasonable effort to ensure that you are satisfied with your unit. If you encounter any problems with the interior of your unit, you should make a list, send the original to the builder, and keep a copy for your own records,. These procedures should be repeated until the problem is resolved. If you encounter problems with the Common Property, please contact NAI GODDARD & SMITH REALTY SERVICES INC.

THE OWNERS

The collective group of Owners in a strata development is called a Strata Corporation. The ultimate responsibility of governing the affairs of the Corporation falls upon the shoulders of the Council and the day-to-day operation is left in the hands of NAI Goddard & Smith Realty Services. There are, however, a number of important duties reserved for the Owners, which includes:

1. Attending the Annual and any Special General Meetings
2. Reviewing and approving the budget for the coming year.
3. Nominating and electing the Council each year.
4. Voting on Bylaws and other items, which require approval by the General Ownership.

THE COUNCIL

The Council is responsible for the maintenance and administration of the Common Property, and enforcement of the Strata Corporation's Bylaws and Rules & Regulations. Members of the Council are elected from and by the Registered Owners at the Annual General Meeting, which is held once each year. The Council must consist of not less than three or more than seven members (except as provided in Section 89 of the Strata Property Act).

Following their elections, the Members of Council normally meet together and elect a President, Vice President, Treasurer and Secretary. Council duties are spelled out in Section 122 of the Strata Property Act.

THE MANAGEMENT COMPANY

The Strata Corporation may be compared to a large business with considerable assets. The Council sets the policies and guidelines within which NAI Goddard & Smith Realty Services administers the day-to-day business.

NAI Goddard & Smith Realty Services provides the resources, manpower, knowledge and expertise that are not usually available within the Strata Corporation.

NAI Goddard & Smith Realty Services is equipped and prepared to provide guidance and support in all matters relating to the successful operation and management of your Strata Corporation. The following is a list of services provided by NAI Goddard & Smith Realty Services.

- **INFORMATION SERVICES** – NAI Goddard & Smith Realty Services will assist the Strata Council in making informed, timely and prudent decisions by researching and documenting matters pertaining to the ongoing operation of the Strata Corporation.
- **ON-SITE SUPERVISION** – NAI Goddard & Smith Realty Services will be in touch with the needs of your community by carrying out regular site inspections.
- **ACCOUNTING AND FINANCIAL STATEMENT PREPARATION** – NAI Goddard & Smith Realty Services is responsible for the monthly preparation of all financial statements, in accordance with the budget and generally accepted accounting procedures.
- **RECORDS MANAGEMENT** – NAI Goddard & Smith Realty Services ensures the records for the Strata Corporation are kept up to date and available for Council's or Owner's review.
- **EMERGENCY SERVICES** – NAI Goddard & Smith Realty Services provides a 24-hour emergency service, 7 days a week, for emergencies such as; leaks, plumbing/electrical problems, or where there is a potential hazardous situation, which could damage the complex. Please call 604-762-1713.

Non-emergency calls, which may be items such as; general inquiries, bylaws, fines, parking, pets, account status, etc. should be directed to the Property Manager at the NAI Goddard & Smith Realty Services office during regular business hours 8:30 am – 4:30 pm. (Monday to Friday) at 534-7974.

NAI Goddard & Smith Realty Services is committed to providing first-class service by a team of competent professionals in order to ensure superior management services for our customers.

NAI GODDARD & SMITH REALTY SERVICES INC.
5718 Glover Road
Langley, BC V3A 4H8
Phone: 534-7974
Fax: 534-3925
langleyoffice@naicommercial.ca

ANSWERS TO MOST COMMONLY ASKED QUESTIONS ON STRATA LIVING

The following is a list of questions and answers that new Owners most commonly ask us. We trust they will be helpful in your own understanding of Strata living.

1. As an Owner of a Strata Lot, what will I own?

You will own your strata lot in fee simple (the same kind of Ownership as you would have with a single family home) and as a tenant-in-common in respect of all the common areas or common facilities of the complex.

2. How do I determine what my monthly strata payment is?

Your percentage of ownership of common Property (known as unit entitlement) multiplied by the monthly budget will give you the amount, which you are required to pay.

3. How is my percentage of Ownership determined?

Your unit entitlement is determined by the surveyor doing construction of the project and is spelled out in the "Schedule of Unit Entitlement" in your Disclosure Statement. Your unit entitlement divided by total unit entitlement gives you your percentage of common property ownership with the project.

4. Who prepares the operating budget?

Normally, management and Council prepare the operating budget prior to the Annual General Meeting and send out the proposed budget with the notice for meeting. At the meeting Owners are required to review, if necessary amend and approve it for the next year. In the case of new projects where a Council hasn't been formed, the management company typically prepares an operating budget based on their expertise, knowledge of other projects and historical costs given to them by the Developer.

5. How does a Strata differ from a single detached home?

Very briefly, the differences are as follows:

- a) Strata Ownership involves an element of group ownership.
- b) To promote a harmonious environment within this close community, rules and bylaws are established which may restrict or encourage a certain kind of community lifestyle.
- c) In some cases, your mortgage company may exercise their right-to-vote at the Strata Corporation's meetings.
- d) Judgments against a Strata Corporation are each Owner's responsibility.
- e) You must pay monthly strata fees to cover common area expenses
- f) Failure to pay monthly strata fees or to comply with a bylaw or rule & regulation may result in a fine being levied against your strata lot.
- g) A lien may be placed on your title for default in strata fees.

6. How are my Property taxes determined?

The assessment authorities determine your value together with your share of the common Property. You are responsible to pay your own taxes, as this is not part of your monthly strata fee.

7. Who controls the Strata Corporation?

The Strata Corporation is made up of all Owners who have, in most cases, one vote. Each year a Strata Council is elected by the Ownership to conduct the Corporation's business in accordance with the Strata Property Act of BC. The Act gives Council powers and duties to enable competent management to achieve harmony in an environment that is inherently communal.

8. What does the Strata Corporation's Insurance Policy cover?

The Strata Property Act spells out that the Strata Corporation must obtain and maintain insurance for the buildings common facilities and any insurable improvements owned by the Strata Corporation to their replacement value against fire and against other perils as are usually the subject of insurance in respect of similar properties. Very often the Strata's policy will also include liability coverage, errors and omissions coverage for Council and management, glass coverage for all units and common Property, flood, earthquake, and boiler and machinery insurance.

9. What kind of insurance should I maintain for my own unit?

A good insurance agent would provide the best answer to this question but you should maintain your own liability insurance, insurance for contents, insurance for furnishings and equipment, and insurance for any improvements made to your unit. It should be noted that all the items supplied by the builder/developer in the unit is covered by the Strata policy.

10. Can any Owner attend a Council meeting?

Most Councils permit any Owner to make suggestions or ask questions at the beginning of Council meetings after which they are requested to leave the meeting while Council continues with routine business. Each Council may, however, set its own policy in this regard.

11. How do I handle accidents, which occur at the project?

It is very important that you call your Property Manager immediately in the event of an accident. The Property Manager will then contact the Insurance Agent who will investigate the accident. Obviously, one would make this call after tending to the immediate needs of the persons involved in the accident itself.

12. What should I do when my neighbour is disturbing me and other units around me?

We would suggest that you contact the Owner directly, asking them in a very tactful way to be more sensitive in this area. If they persist you should contact the Property Manager in writing, who will then enforce the rules & regulations or bylaws of the Strata Corporation in this regard.

13. What should I do in the case of a water leak from the roof or siding or plumbing leak?

You should contact the Property Manager immediately who will dispatch trades to correct the problem.

14. What should I do when non-emergency items relating to common Property arise such as, bylaw violations, or a maintenance problem at the building?

You should put the concern in writing to either Council or management who will investigate the concern and respond accordingly. It is important that concerns are put in writing and patterns are identified whereby increased action may be necessary.

15. Can I change the lock on my door?

Yes, doors and windows are the Property of individual Owners – the Strata Corporation does not have direct responsibility for their maintenance and therefore cannot insist on having a master key for your unit.

16. What should I do about deficiencies that I notice in common areas?

Again, you should note these items and submit them to either a Council member or management in writing.

17. In the case of a new unit, which I have just purchased, how should I resolve my in-suite deficiencies?

Owners themselves are responsible to ensure that deficiencies within their strata lot are corrected by the Developer. Neither management nor Council has any responsibility or jurisdiction to be involved with in-suite deficiencies in any way. Normally, an Owner should write a letter to the builder and/or developer advising them of deficiencies in their suite. If these deficiencies are not dealt with within a reasonable time span, a second letter should be sent to the builder and/or developer to remind them of these outstanding items. This process should be repeated until all deficiencies are dealt with. In most cases, builders and/or developers will attend to deficiencies but there may come a point in time when it becomes prudent to contact your lawyer for advise in resolving the most significant outstanding items.