

December 1, 2020

Unit Owners of
Kincora Residents Homeowners Association
Calgary, Alberta

Dear Owners:

Re: Management of Kincora Residents Association

Simco Management (Calgary) Inc. is pleased to have been selected as the management company for Kincora Residents Association effective **January 1, 2021**. Your property manager at Simco Management is Verna Penner and you can contact her at (403) 234-0166 ext. 4019, e-mail: KincoraRA@simcomgt.com. Alternatively, you can also contact Stephanie Proctor at (403) 231-0166 ext. 4045.

Simco Management's regular office hours are Monday through Friday from 8:00am to 4:30pm. The main office phone number is 403-234-0166. In the event of an afterhours emergency (such as no heat, water leak, fire, or flood), please call our emergency line at 403-230-4814.

Please find enclosed a Consent Form for you to complete and return to our office.

Payment of the annual Homeowners Association fee can be made by cheque, debit (at our office) or through the Communication Portal.

In order to protect the quality of life and privacy of your volunteer board members, and to enable the Board to focus their time and energy on policy and procedure issues, (versus operational day to day issues), we respectfully request that all inquiries of a non-emergency nature be made in writing and forwarded to our office. If the issue is an operational, or day to day issue, and something that Simco Management can address, we will. If the issue is something that requires a Board policy decision, your letter will be forwarded to the Board and they will address the situation at their next Board meeting.

We would also like to introduce you to our Communication Portal System called Condo Control Central. The portal system is a secure area that will be the primary means for communicating important notices, such as upcoming events and announcements. The system also allows you to submit service requests which will be forwarded directly to your Property Manager and allows your Board of Directors to view all requests. Once your property has been set up with the Communication Portal an email will be sent to you from the system with instructions on how to login. Due to this, it is very important that you return your Consent form with your email address. The system is very user friendly and there is also a free app that can be downloaded so you can access the system from your smart phone or tablet.

We look forward to working with you to ensure that your association is cared for. If you have any questions or comments, please do not hesitate to contact the writer or our office.

Yours truly,
Kincora Residents Association
by its authorized agent,
SIMCO MANAGEMENT (CALGARY) INC.

Verna Penner

Verna Penner
Director of Property Management
Email: KincoraRA@simcomgt.com
Enclosures

**KINCORA RESIDENTS ASSOCIATION
OWNER/RESIDENT CONSENT FORM AND INFORMATION**

Under the new Legislation of Personal Information Protection Act, (PIPA) corporations, businesses and other organizations are required to treat the personal information of people it retains information about with greater care; insuring that the information is both accurate and used only for purposes that are consistent with the legitimate needs of the organization or are disclosed for approved uses.

Kincora Residents Association and its management company (currently Simco Management (Calgary) Inc.) retain the names, municipal addresses, phone numbers, and email addresses of the owners and occupants of all the **Kincora Residents Association** units as this information is required by them to administer the affairs of the Association consistent with the requirements of the Societies Act & or Companies Act and the Articles of Association. (This information will only be made accessible to members of the Board, its Management Company and agents for the purposes of handling the affairs of the Association, unless you instruct us otherwise)

Delivery of Electronic Communications

Communication may be posted on the Kincora Residents Association Portal or delivered to the email address you have provided, or both. In the event that your email address or other information that we need to contact you electronically is changed you must update this information through the Kincora Residents Association Portal. The email address we have for you in our records or made available to you in electronic form at the Kincora Residents Association Portal will be deemed as your current email address. You understand and agree that if you fail to update or change an incorrect email address, we will not be responsible for your failure to receive any communications sent to that address. All communications in electronic format provided to you by **Kincora Residents Association** and its management company (currently Simco Management (Calgary) Inc.) will be considered written communication. You should download, print and retain for your permanent records a copy of this Electronic Consent, and any other communications that you execute, that we provide or that we make available to you electronically.

You may withdraw this Electronic Consent by providing written notice through the Kincora Residents Association Portal Service Request.

To ensure that the information we have on file is accurate we would ask you to complete and sign the following consent form and return same to Simco Management (Calgary) Inc., 2478 91 Avenue SE, Calgary, AB. T2C 5H3, or fax to 403-234-0172 or email to your Property Manager.

KINCORA RESIDENTS ASSOCIATION

Civic Unit #: _____ Legal Description: Plan: _____ Block: _____ Lot: _____

Unit Address: _____ Postal Code: _____

Name of Registered Owner(s) (1) _____

On Title:

(2) _____

Off-site Mailing address (if applicable): _____ Postal Code: _____

Phone No (s): (1) Name: _____ Home: _____ Work: _____ Cell: _____

(2) Name: _____ Home: _____ Work: _____ Cell: _____

E-Mail: (1) _____

E-Mail: (2) _____

I/WE HAVE PROVIDED THIS INFORMATION IN THIS CONSENT FORM TO THE HOMEOWNER'S ASSOCIATION ONLY FOR USE BY ITS BOARD, ITS MANAGEMENT COMPANY AND ITS AGENTS FOR THE PURPOSES OF HANDLING THE AFFAIRS OF THE ASSOCIATION (UNLESS OTHERWISE AGREED TO BY ME/US HEREIN).

Owners Signature: (1) _____ Owners Signature: (2) _____

Date: _____ Date: _____

All Documents received by fax and/or PDF attachment shall be accepted as originals

Office use only - Front Desk: _____ Accounting: _____ Property Manager: _____

**AUTHORIZATION TO DEBIT AN ACCOUNT
UNDER THE PRE-AUTHORIZED PAYMENT PLAN (PAP)**

PAYEE: Kincora Resident's Association or its designated property manager, SIMCO Management (Calgary) Inc., 2478 91st Avenue SE, Calgary, AB T2C 5H3, acting as agent on its behalf

I hereby authorize the payee to draw on my(our) account with my(our) financial institution, for the following purpose:

YEARLY INSTALLMENT ASSESSMENT FOR COMMON EXPENSES

This authorization may be cancelled at any time upon notice to the payee.

I(we) acknowledge that, in order to be reimbursed, a declaration to the effect that an error took place, must be completed and presented to the branch of the institution up to and including 90 calendar days, after the date on which the payment in dispute was posted.

IF YOU ARE A NEW OWNER AND WISH TO GET SET UP ON SIMCO'S PREAUTH SYSTEM AND DO NOT SEND IN A SEPARATE CHEQUE FOR YOUR FIRST MONTH OF FEES, WE WILL WITHDRAW YOUR OUTSTANDING FEES ON THE 15TH OF THE MONTH YOU TAKE POSSESSION, OR THE FIRST OF THE FOLLOWING MONTH, DEPENDING ON WHEN WE RECEIVE THE INFORMATION IN OUR OFFICE.

I(we) understand and accept this pre-authorized debit plan and wish to enroll therein. Furthermore, I(we) agree that any personal information which might be contained in this Payor's Authorization may be disclosed to the Payee's financial institution, to the extent that such disclosure is directly related to and necessary for the proper application of Rule H4 of the Canadian Payments Association.

DISCLOSURE NOTICE: Simco Management (Calgary) Inc. charges a \$50.00 administration fee for every returned item. This fee is subject to change without prior notice.

Name (please print): _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Signature

Date

Signature

Date

BANKING INFORMATION:

Name of Financial Institution: _____

Branch Address: _____

Transit: _____ Inst. _____ Account Number: _____

For the purpose of _____ in the fixed amount of \$ _____

payable monthly beginning _____ (date).

ATTACH VOIDED CHEQUE HERE

THE REALLY SMART WAY TO RUN YOUR CONDO

Simco Management is excited to introduce _____ _____ **Condo Control Central**

STAY IN TOUCH WITH WHAT IS HAPPENING IN YOUR CONDO COMPLEX

Manage your account, pay your fees and access the resources you need for easy condo living all at your fingertips through your computer, tablet or smartphone (free mobile app).

CONDO CONTROL CENTRAL **ALLOWS YOU TO:**

- View Important Announcements, so you are never out of touch with what is happening in your complex.
- Open a Service Request, Applications for Pets or Renovations.
- Access Condo Files and Forms at no additional charges.
- Book and Pay for an Amenity.
- Pay your Condo Fees, Special Assessments, Monetary Sanctions or Chargebacks online.
- Manage Your Account.
- Task tracking for Board members to help keep your meetings organized and efficient.
- And much more!

It's easy to get started, you will receive either by email or regular mail, a letter about Condo Control Central, which will provide you with a temporary password. If you have not received this, please reach out to your Property Manager, and they can have it sent to you.

Once you have your temporary password go to:
<https://condocontrolcentral.com/registration>

- Enter your temporary password provided in the letter.
- Enter your unit number
- Click the Get Started button and then follow the on-screen instructions
(note you do not need to load a photo of yourself)

Once completed, for future login you will go to:
<https://condocontrolcentral.com/securesite/login.aspx?brand=Simco>

ANNOUNCEMENTS

You will receive important announcements for your complex by email. You can view all current and past announcements by clicking on the Announcement button and click on the drop-down menu from Current Announcements.

EVENTS

Under the events calendar, you can view what is happening in your complex ahead of time.

LIBRARY

You may view files in the library and download them at no additional costs. All documents that are required for the sale of a unit is available here except for the following documents: Current Balance Sheet, Document Request Letter, Management Agreement & Estoppel Certificate. These must still be ordered for a fee, through Simco's website at <https://simcomanagement.ca>

SERVICE REQUESTS

You may put in a request for Service, Renovation Approval, Pet Approval or General Question. To do so, click on the Service Request button. Then click on Add New Service Request and complete the form. All requests are automatically assigned to the Property Manager, and all updates are automatically sent to you, the owner. As well Condo Control keeps a history of your request which can only be viewed by yourself, the Board, and Management Company.

Please note that all new Requests will be responded to during regular business hours Monday to Friday, 8:00 am to 4:30 pm. If you have an urgent or emergency request and it is after regular business hours, please call Simco's after-hours emergency line at 403-230-4814.

MY ACCOUNT

All owners have access to their own personal account (owners can't see other owners information), and here you can view and edit your personal information, such as your phone numbers and email address.

MAKE A PAYMENT

This button allows owners to pay condo fees, monetary sanctions, chargebacks or special assessment fees online by credit card. The merchant fee and user fee are charged to the credit card holder. You will be advised of these fees at the time of payment. It is the choice of the user if they wish to use this convenience. Alternatively, you can pay your fees by Pre-authorized Payment or send cheques to Simco's office.

When you are in the system on the left-hand side of the screen is a menu list and at the bottom of the list is a User Guide if you need more help on how to navigate the system.



RESIDENTIAL RENTAL MANAGEMENT

List of Services

(Single Family Homes, Duplex – Six Plex, Townhomes, Condos and Apartments)

The Property Management services provided by Simco Management (Calgary) Inc. can be customized to suit a variety of different needs for today's property owner or Real Estate investor-owner. Our management professionals can oversee all aspects of managing your property:

- Advertising your home's unique aspects
- Simplifying the tenant selection for you
- Monthly collection of rents
- Regular care and maintenance of your property

Comprehensive Management Package:

- Providing rental market evaluations
- Advertising and promotion of your property
- Showing your property to prospective tenants
- Complete the rental application with the prospective tenant
- Complete tenant screening selection including but not limited to:
 - Credit checks
 - Employment references
 - Previous landlord and residency references
- Sign Lease Agreement and Addendums with tenant
- Collection of Security Deposit
- Property Inspection/Condition Agreements (Move-in inspection/Move-out inspections)
- Lease Renewal negotiations with existing tenants
- Monthly rent collection

- Income and expense accounting
- Monthly financial statements and reports
- Security Deposit administration of refunds to past tenants
- Eviction procedures and representation at Residential Tenancies Dispute Resolution Services if required, additional costs may apply.
- Periodic property inspections (scheduled and vacancy)
- Co-ordination of landscaping and snow removal services as required
- Forwarding of bad debt to collections agency
- Provision of NR-4 form for tax returns
- 24-hour emergency on-call assistance for all tenants
- Annual scheduled maintenance of mechanical, smoke detectors and inventory of mechanical and major appliances
- Recruitment and supervision of all on-site staff
- Maintenance Department available for the co-ordination of minor repairs, painting and cleaning services at competitive industry rates

This more comprehensive service package will appeal to those owners that do not wish to handle the day-to-day operations of their property or live outside of the city or country. The start-up costs associated with this package include:

- Monthly management fee is 10% of the gross monthly rent upon tenant occupancy of the property and collection of the monthly rent or a minimum flat fee of \$100.00 (whichever is greater).
- For any Property remaining vacant in between tenancies after your initial tenant has vacated or due to the Owner's request for the sale of the Property that requires continued Management of the Property; a flat fee of \$90.00 will be assessed to the Owner per month until the Property is leased, advised or agreed to by both parties in writing by the Owner.
- \$400.00 start up fee to be paid to Simco Management upon signing the management agreement.
- Once the property has been advertised and a tenant has been selected, screened, lease is signed and the tenant has moved in, a leasing fee of \$750.00 is charged to the owner. The leasing fee will be collected from the monthly rent. Lease fee for properties outside of city limits is \$900 (Airdire, Bearspaw, Okotoks, Cochrane). Please note all web based advertising and credit check cost are included in the leasing fee, any exterior signs or print advertising is additional and the costs to be discussed with the Property Manager
- Renewal Fee of \$250.00 upon successful negotiation of a new lease with an existing tenant upon lease expiration.
- Should the owner want to terminate the management contract, if the property is vacant, but before the end of the contract term, the Owner must provide the Manager with sixty (60) clear day's written notice and will incur a \$500.00 cancellation fee. Should the Owner want to terminate the management contract, if the property is tenant occupied, but before the end of the Management contract term the Owner must provide the Manager with sixty (60) clear day's written notice and then clause 33 (d) of this agreement applies.

