



August 8, 2008

TO ALL OWNERS OF STRATA PLAN NW 58 "SIMON FRASER VILLAGE"

We are pleased to introduce **Bayside Property Services Ltd.** as the newly-appointed Management Agents, effective September 1st, 2008. Our company has been concentrating on the management of Strata Corporations for over thirty years and has established a reputation for providing the best possible service to our clients.

The following is a summary of some important information:

Your **STRATA MANAGER** is:

Sandra Idema
Direct Line: 604.629.8760
E-mail: sidema@baysideproperty.com

Your **STRATA PLAN** is: NW 58

Your **MONTHLY MAINTENANCE FEE** is due on or before the first day of each month.

Two payment options are available:

1. Pre-authorized payment. If you wish to enroll in the pre-authorized payment plan, please complete the enclosed form and return it, along with a voided cheque, to our office at your earliest convenience. **Please note that pre-authorized payment does not automatically transfer from the previous management company.**
2. A series of post-dated cheques. If you are paying by cheque, please ensure that your cheque is made payable to **Strata Plan NW 58**. **(Please clearly identify your unit number on your cheque if it is not already imprinted.)**

Please note that your previous management company (Ascent Real Estate Management) will forward to Bayside any post-dated cheques in their possession.

Property Management Services:

In our experience, establishing good communication between Council, the Owners and ourselves is very important in creating a harmonious living environment and we urge you to call us at Bayside Property Services should you have any questions, comments, suggestions or complaints. While we may often have to refer such matters to the Strata Council, we will always ensure that your communications receive prompt attention.



Our office hours are 9:00 AM to 5:00 PM, Monday to Friday and you can contact us at **604.432.7774** between those hours. We request that you have your Strata Plan and Unit number handy when calling as this will assist us in helping you.

After office hours, we have an answering service for emergency situations. We therefore suggest that you add our telephone number (604.432.7774) to your emergency reference list.

General Information:

If you are planning to renovate your unit, please review the bylaws and check with your Strata Council or Bayside to determine what approvals may be required BEFORE COMMENCING ANY WORK.

An Owner Emergency Contact Information Sheet is also enclosed. **We request that you complete this form and return it to our office as soon as possible. It is very important that we have this information on file in case of an emergency.**

Our main function as your Management Agent is to assist your Strata Council in creating and maintaining a smooth-running development that will provide an enjoyable home for all residents at "Simon Fraser Village". With the cooperation of you and your neighbours, we are confident that this objective may be achieved.

Yours sincerely,
BAYSIDE PROPERTY SERVICES LTD.

Lynda E. Creamer
President
LEC/jn

Encl: Pre-Authorized Payment Form
Emergency Contact Form
Personal Information Consent Form

Privacy Policy

Our Commitment

Bayside Property Services Ltd. is committed to protecting personal information.

Why We Collect Personal Information

We collect personal information for the following purposes:

- To ensure the orderly management of the rental and strata properties we manage
- To identify and communicate with our tenants and strata property owners
- To process payments of strata property owners and tenants
- To determine eligibility for a tenancy
- To assess credit worthiness of tenants
- To respond to emergencies
- To comply with legal requirements
- To manage our relationship with our employees/contractors and suppliers

Except where authorized or required by law, we will not collect, use or disclose personal information unless you have provided us with your consent.

You may withdraw your consent to our collection, use or disclosure of your personal information on reasonable notice. However, any withdrawal is subject to contractual and legal restrictions.

Protecting Your Information

We are committed to ensuring the security of your personal information and in that regard we will review and upgrade our security systems on a regular basis. Access to your personal information will be limited to selected employees within our organization. Where information must be provided to others, that information will be limited to that which is specifically required for a particular task.

We will do our best to ensure that your information is accurate and up-to-date. It is important that you contact us with changes to your information.

Bayside Property Services Ltd. will only retain your personal information as long as is necessary, including updating. When we destroy the information, we will use safeguards to prevent unauthorized parties from gaining access to the information.

Access to Your Information

You may request access to your personal information and the ways in which that information has been used and disclosed. Any request you make should be sufficiently detailed so that we may properly respond to your request. When you make a request, we will insist on verification of your identity, either with a photo or signature. We will charge a minimum fee when an access request is made and you should verify the amount at the time of making the request.

When providing your personal information we will edit out certain information as required or authorized by law, including the personal information of other individuals, information that is subject to an investigation and confidential commercial information.

Privacy Inquiries

To make an access request or if you have questions regarding our privacy practices, please contact our Privacy Officer by phone or in writing by addressing your correspondence to:

The Privacy Officer, Bayside Property Services Ltd.

Bayside Info
Don't throw away.
