

## WELCOME TO *HERITAGE AT CYPRESS*

(Strata Plan VR-2538)

This introduction to your new home is intended to provide some general information about *Heritage at Cypress* which may not be found in the Strata Property Act of British Columbia, the bylaws, or in material furnished by Vancouver Condominium Services. Strata corporations (the legal name for condominiums) are governed by the Act and bylaws enacted by the owners through their strata council.

The *Heritage at Cypress* condominium complex includes seventy-two apartment units (in eight buildings), an underground parkade, storage lockers, a bicycle storage room, a meeting room, a workshop, an exercise room and a sauna. A diagram of the complex is attached. The original heritage structures on Cypress Street were erected in 1914. Additions to the complex, conforming to the architectural style of the heritage buildings, were completed in 1989.

Vancouver Condominium Services (VCS) is a property management company contracted by our strata corporation to maintain the complex, under the direction of our strata council. *Heritage at Cypress* also employs a resident caretaker. All questions concerning administration or maintenance of the complex should be addressed to the VCS agent assigned to our "strata plan", VR-2538.

The strata council is elected annually by the owners at the Annual General Meeting held in September or October. Council meetings are held monthly in the meeting room, and all owners are welcome to attend. However, any questions or concerns for consideration by council should be referred to the strata agent at least one week in advance of the meeting. Minutes of meetings are distributed to all units.

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On taking possession of your unit, you should receive keys to the complex, your unit and your mailbox. The first of these keys will fit all common-area doors in the complex, as well as the parkade entrance and adjacent garbage-bin gates, and the keyed access to the parkade from the elevator. You may also have received a remote control for the parkade gate. ***If your remote control or your key to the complex is lost or stolen, please report this to VCS at once. Never leave your remote in your vehicle and, when entering or leaving the parkade, watch the gate close to be sure that no unauthorized person enters behind you.***

Finally, a caution: our complex is fortunate to be located in quiet urban surroundings. Unfortunately, soundproofing in most modern, residential buildings is not designed for loud music, or loud noise of any kind. So, please show consideration for your neighbours.

Enjoy your new home, get to know your neighbours, and perhaps even join *Blockwatch*, or get involved in the council. Welcome to your *Heritage at Cypress* community!

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**Emergencies**

**Fire:** Smoke detectors are installed in each of the *Heritage at Cypress* apartments. These are not connected to the fire-alarm system. There are also heat detectors in each unit. The heat detectors, as well as the manual pull stations located in common areas, are connected to the fire-alarm system. However, the system is not connected to the fire department. ***So, if a fire alarm bell sounds, call 911 immediately!*** Then notify VCS.

**Flood:** If you notice flooding or leaks in your unit or the complex, call VCS immediately.

**Earthquake:** Work out your own plans for survival. While Strata Corporation property is insured, such insurance does not cover individual residents' safety or personal property.

**Security:** If your unit or car has been broken into, or if you notice suspicious activities or persons around the complex, call 911. Then notify VCS.

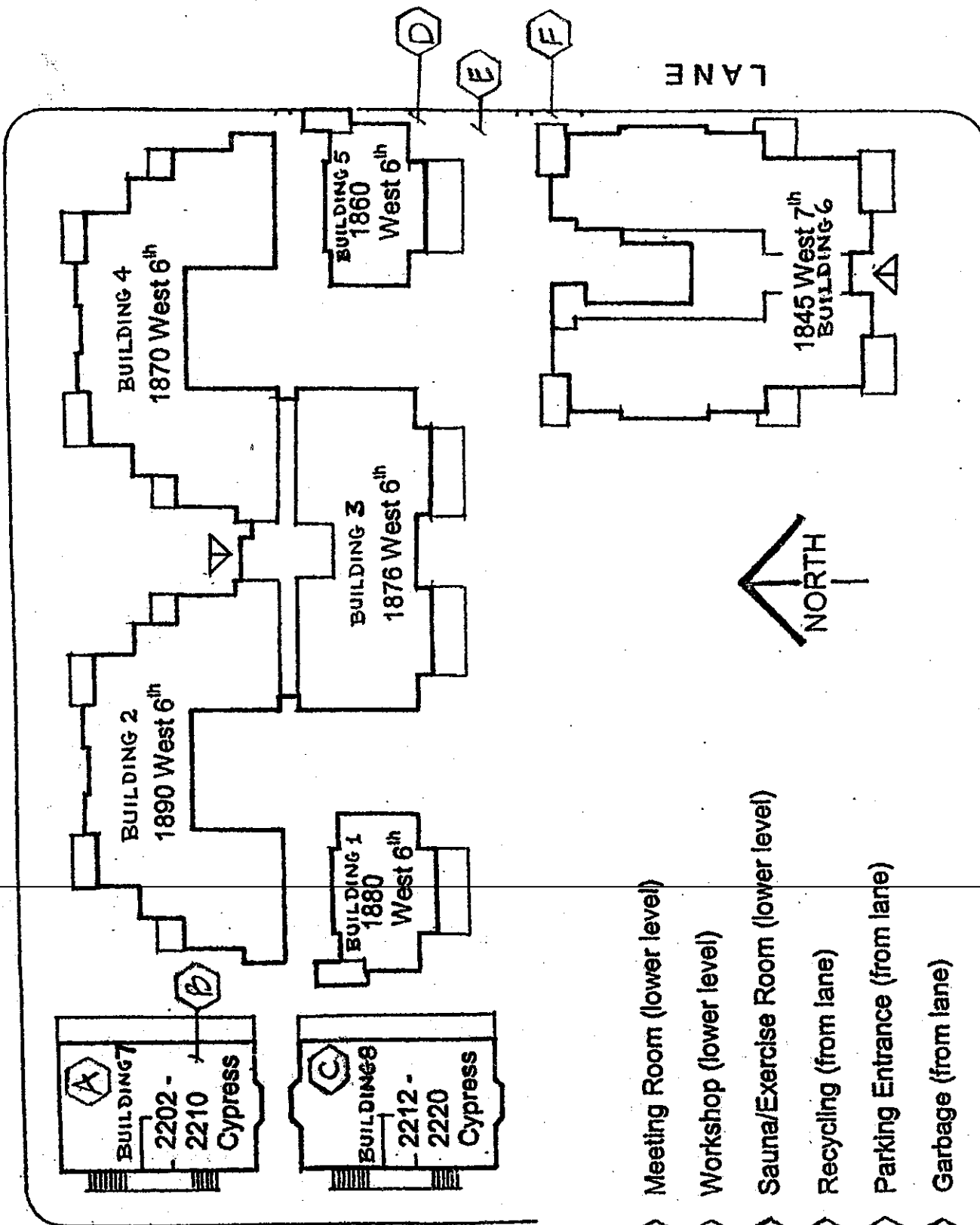
<b>Vancouver Condominium Services Ltd. (VCS)</b> #400 – 1281 West Georgia Street Vancouver, BC V6E 3J7	<i>tel:</i> 604-684-6291 (24 hours) 1-877-684-6291 (toll-free) <i>fax:</i> 604 -684-1539 <i>web:</i> <a href="http://www.vancondo.com">www.vancondo.com</a>
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**Useful resources:**

- Information on living in Vancouver: [www.city.vancouver.bc.ca/residents.htm](http://www.city.vancouver.bc.ca/residents.htm)
- Recycling tips: [www.city.vancouver.bc.ca/engsvcs/solidwaste/recycling/howto.htm](http://www.city.vancouver.bc.ca/engsvcs/solidwaste/recycling/howto.htm)
- Strata Property Act of BC: [www.qp.gov.bc.ca/statreg/stat/S/98043\\_01.htm](http://www.qp.gov.bc.ca/statreg/stat/S/98043_01.htm)
- Emergency Preparedness: [www.psepc-sppcc.gc.ca](http://www.psepc-sppcc.gc.ca)

WEST 6<sup>TH</sup> AVENUE

CYPRESS STREET



- A Meeting Room (lower level)
- B Workshop (lower level)
- C Sauna/Exercise Room (lower level)
- D Recycling (from lane)
- E Parking Entrance (from lane)
- F Garbage (from lane)

WEST 7<sup>TH</sup> AVENUE

## HERITAGE AT CYPRESS

### Frequently Asked Questions

1. Q. How do I let my visitors into the complex?  
A. Visitors to the 6<sup>th</sup> and 7<sup>th</sup> Avenue buildings may be admitted to the complex through the Enterphone system, which operates in conjunction with your telephone. Each unit has a code number assigned to it which is displayed on the panel alongside the main entrance to these buildings.
  - If you are not using your telephone and someone enters your code, your phone will ring in a distinctive way – two quick rings. When you answer, persons at the entrance can identify themselves and, if they are known to you, you can unlock the front door for them by pressing “6”.
  - If you are on a telephone call and someone enters your code, you will hear a muted ‘double overtone’. You can ask the party on the line to hold, then press “3” to transfer to the Enterphone. Press “6” to let your visitors in. After a short delay you will be reconnected with your holding caller.

➤ **Never allow persons unknown to you to enter the complex!**
2. Q. How do I find the code for my remote control that opens the parkade gate?  
A. Contact VCS.
3. Q. Is there parking available for visitors in the complex?  
A. Parking spaces for visitors may be rented on a short-term basis, if available. Please contact VCS for further details. (See also Section 41 in the bylaws.)
4. Q. I have a disabled friend. Is he allowed to park his car in the designated spaces reserved for the disabled in our parkade while visiting me?  
A. Yes, but the official blue decal issued to disabled drivers must be displayed on his windshield.
5. Q. Is there a place in the complex where I may wash my vehicle?  
A. In the underground parkade near the entrance to the elevator in the 6<sup>th</sup> Avenue building, a hose is available for this purpose.
6. Q. How do I arrange for use of the common-area amenities in the complex?  
A. The workshop, exercise room and sauna are available on a first-come-first-served basis, and can be accessed with your main complex key. There is a fee for rental of the Meeting Room, which must be arranged through VCS. (See also Section 45 in the bylaws.)
7. Q. Is there a way to avoid receiving “junk mail”?  
A. If you do not want to receive unaddressed junk mail, Canada Post asks that you affix a note inside your mailbox saying “No admail please”.