

# REFERENCE GUIDE FOR OWNERS

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## "SECOND + MAIN" STRATA PLAN EPS 7697



## NEW OWNER & MOVE-IN INFORMATION |

### CONGRATULATIONS ON YOUR PURCHASE @ SECOND + MAIN!

#### AWM-Alliance Real Estate Group Ltd

General Line: 604-685-3227 (24 Hour Emergency Line)

Head Office: #401 – 958 West 8th Avenue, Vancouver, BC V5Z 1E5

Strata Agent: Tony Izzo | Email: [tony@awmalliance.com](mailto:tony@awmalliance.com)

AWM provides an online community website for SECOND + MAIN Owners & Residents. Our online reservation service will allow you to book your move into your new home. Please follow the instructions below.

#### SIGN IN

**Sign In Name**

**Password**

☐ Remember my sign in name and password the next time I sign in from this computer.

#### 1. Sign Into the SECOND + MAIN Community Website.

Visit [www.awmalliance.com](http://www.awmalliance.com). Click the login button in the top right corner of the page. If you have not yet registered for the website, simply follow the instructions.

Should you have difficulties registering, please contact [siteadmin@awmalliance.com](mailto:siteadmin@awmalliance.com). This will provide access to the SECOND + MAIN website hosted by AWM and contains all relevant information and spirits communication about your new Home and community.

#### 2. Log-in to your Community Website Account and Book your Move.

Select the “Move-In & Move-Out” Calendar from the “CALENDARS” drop-down list. Click the “Request Reservation” button & complete your booking.

[HOME](#) | [YOUR COMMUNITY](#) | [CALENDARS](#) | [FAQS](#) | [CLASSIFIEDS](#) | [RESOURCE CENTER](#) | [MANAGEMENT OFFICE](#) | [SEARCH FOR](#)

#### MOVE-IN & MOVE-OUT CALENDAR



Before booking a move-in/move-out or furniture moves, please review the [policies and procedures](#) re adhere to the bylaws shall be subject to a fine.

\*Please note that if you are a new owner, the moving fee may have already been paid by conveyance.

## AWM-ALLIANCE REAL ESTATE GROUP'S ONLINE SERVICE!

AWM have put your Strata community online to provide you with more convenience and a wealth of online services. Through your online Community Website, Owners and Residents can get news and announcements; access an online resource center for important association documents and forms; make requests and reservations; and much more. **A management office that never closes.**

We're excited about offering online services and consider this a valuable amenity for you and the community. Below is an overview of the service and a few ideas as to how it can help save you time and get you connected with your community.

### GETTING STARTED & REGISTERING FOR YOUR COMMUNITY WEBSITE

To sign up and access your online community services, and to create your personal username and password, please follow these simple steps:

1. Visit [www.awmalliance.com](http://www.awmalliance.com)
2. Click the "Login" tab at the top right hand corner of the webpage
3. Click on the "Sign up" button underneath New User section.

Should you require registration assistance please contact [siteadmin@awmalliance.com](mailto:siteadmin@awmalliance.com) with your name, building address, unit number and cite whether you are an owner, tenant or agent.

When inputting information into the registration form, please ensure to enter the name which is on your strata lot's title and please do not abbreviate any parts of the unit address. *Example: Use "Avenue" instead of "Ave." and "West" instead of "W".* For postal code, please ensure to include a space. *Example: V5Z 1E5.* Once you have registered, you will be able to access your community site from AWM's login page with the username and password which you have created. If you require assistance with the registration process, please contact [siteadmin@awmalliance.com](mailto:siteadmin@awmalliance.com).

### ADDING A TENANT

In addition, the site allows you to give your tenant access to the website. Tenants will be able to access forms, book any amenities, and view any important news regarding the building. To set up a tenant, go to "Edit My Profile" on the home screen in the "My Account" box. Then click the "Add" button next to the "Contacts" heading. Enter in their information and set their **Security Role** to "Member/Resident" and Contact Role to "Renter" to ensure that important property owner information is not available to tenants. Also, be sure to un-check the box next to **Check box for Public** in order to make your tenants information not visible to everyone. Save the information and you will see the tenants' name below your account. Once this is complete, you can set up a username and password for your tenant by clicking on "Edit Sign In Information" button.

## WHAT YOU WILL FIND ONLINE ONCE YOU SIGN IN

**Management Office:** Tools and forms for reporting or requesting information. The purpose of this section is to provide you with more convenience and an office that never closes. You can fill out Service Requests, Accounting Requests, Renovation Requests and many more common forms.

**News & Views:** Find the latest scoop on community announcements. Instead of waiting for the newsletter, click Newsletter for up-to-date news and announcements.

**Calendar:** Find out instantly what's happening in the community with your online community calendar. Whether it's the next Council meeting, the community garage sale, or other special events, it will only take a moment to glance online at the calendar and find out what's going on.

**Directory:** You can also voluntarily share information about yourself and seek other neighbours with common interests such as favourite sports teams, hobbies, clubs, etc. And since the website is secured and password protected, only association members will have access to this information if you chose to have it available.

**Classifieds:** Click Classifieds to find out about items for sale, lost and found, babysitters, house cleaners or deals available to the community.

**Resource Center:** The Resource Center offers a secure, easy-to-organize, centralized location for important association documents such as bylaws, Council and committee meeting minutes, newsletters, and more. Your association information is in one place, online and available 24 hours a day, 7 days a week. Be sure to use the search capabilities to help you easily find exactly what you are looking for — no more paging through documents when it's online and easy to find.

**Email Notification:** This service makes extensive use of email to extend the reach and timeliness of your community information. In other words, we'll use email to bring important information to you. If you haven't already signed up and wish to help save your association money by reducing the cost of printing and postage, go to "My Profile" and update your contact preferences.

We look forward to your extensive use of our continued innovative developments in serving you and your community. We hope you'll take advantage of this service and we trust that in the near future enhancements will be developed specifically to increase the value for your community. Your input and suggestions will be appreciated. Please send your comments to: [info@awmalliance.com](mailto:info@awmalliance.com).

# REFERENCE GUIDE FOR OWNERS |

The following information is provided to you as a quick reference guide:

## 1. YOUR STRATA CORPORATION

Strata Plan: EPS 7697

## 2. STRATA MANAGEMENT

is provided by:

**AWM-Alliance Real Estate Group Ltd.**

#401-958 West 8th Ave  
Vancouver, BC V5Z 1E5

Email: [info@awmalliance.com](mailto:info@awmalliance.com)

Phone: 604-685-3227 (24 hours)

Fax: 604-893-1721

Office Hours: 9 am to 5 pm – Monday to Friday

## 3. STRATA AGENT / CONTACT INFORMATION

Strata Agent: Tony Izzo

Direct Line: 778-383-3314 | Email: [tony@awmalliance.com](mailto:tony@awmalliance.com)

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Strata Agent's Assistant: Marj Talento

Direct Line: 604-639-2188 | Email: [marj@awmalliance.com](mailto:marj@awmalliance.com)

Accounts Receivable/**Owner Statement Enquiries:** Jay Kim

Direct Line: 604-685-3227 ext 144 | Email: [j.kim@awmalliance.com](mailto:j.kim@awmalliance.com)

Property Accountant: Amanda Ma

Direct Line: (778) 383-7572 | Email: [amanda@awmalliance.com](mailto:amanda@awmalliance.com)

Building Manager: Jorge Buenavente

Phone: 604-505-3060 | Email: [secondandmainmanager@gmail.com](mailto:secondandmainmanager@gmail.com)

## 4. MOVING INSTRUCTIONS

Residents wishing to book a move or delivery are required to do so through the community website hosted by AWM (Log-in at [www.awmalliance.com](http://www.awmalliance.com)). A form may be completed online to book your move or delivery.

## 5. WEBSITE

Please see the bulletin in this package for more information. Registration is easy and you will be connected to your community, announcements and events. Please ensure your website account is kept up-to-date with a current email address in order to receive important Strata notifications.

## 6. MONTHLY STRATA FEES

**Due by the 1st day of each month.** \*Fines may be levied for late payments.

**Make your cheques payable to: EPS 7697**

Please ensure that your unit number and your address appear on each cheque so that your account will be properly credited.

### Pre-Authorized Payment System (EFT)

This allows our Accounting Department to withdraw your monthly strata fees directly from your bank account. To initiate this service, please submit online a Pre-Authorized Debit Plan Authorization Form (EFT Form) via the AWM-Alliance website ([www.awmalliance.com](http://www.awmalliance.com)). The EFT Form is located on “**Forms**” page under the “**Accounting Forms**” section. Please fill the form out accordingly and attach VOID cheque/bank information. You may need to mail in sufficient cheques (usually one month) to cover your maintenance fees until your EFT enrollment has been processed.

### One-Time Additional Payment (EFT)

Once you are enrolled in our EFT program, this allows our Accounting Department to withdraw any current outstanding balance directly from your bank account. To initiate this service, please submit online an EFT Authorization for One-Time Additional Payment Form via the AWM-Alliance website ([www.awmalliance.com](http://www.awmalliance.com)). The One-Time Additional Payment Form is located on “**Forms**” page under the “**Accounting Forms**” section.

### Post-Dated Cheques

If you prefer this method of payment, please provide us with a series of cheques made payable as noted above, indicating your unit number and Strata Plan number.

If you have any questions concerning your account, please call our Accounting Department at 604-685-3227 during business hours.

## 7. STRATA CORPORATION INSURANCE: CapriCMW Insurance

**Phone: 604-294-3301**

If you need to register a claim against the Corporation’s Insurance, please contact your Strata Agent, who will initiate the claim through our office. Your Strata insurance does not cover your personal belongings, liability within your suite, or rental loss coverage in the event you undertake to rent out your suite.

## 8. INQUIRIES AND TELEPHONE CONTACT

You can submit your questions through your community website by submitting an **“Ask A Question”** form located at the Management Office. Your questions will be forwarded directly to your Strata Agent and their Assistant. In addition, requests for maintenance service or application for alterations may also be made via the website.

When calling during office hours on non-urgent matters and your Strata Agent is not available, it is helpful to briefly describe the nature of your call. There may be someone else who can provide assistance. If not, please leave a detailed message and your Strata Agent will call you as soon as possible. Cellular phones are carried by all Strata Agents to deal with emergency calls.

## 9. FORM “K” – NOTICE OF TENANT’S RESPONSIBILITIES

This applies only to owners who have received Strata Council approval to rent and/or where the rental of their unit is in accordance with the Bylaws of the Strata Corporation. Therefore, if you are maintaining residence the attached Form “K” will not apply. However, you are required by the Strata Property Act to send us a Form “K” within two weeks of renting your unit.

## 10. CORRESPONDENCE

Should you wish to present special matters to Council please do so in writing and submit it to your Strata Agent so that it can be included in the next meeting agenda. To report any bylaw infractions, a form can be completed on your community website at the Management Office section.

## 11. EMERGENCIES

We maintain a 24-hour emergency only response service 365 days a year at 604-685-3227. There is always someone on call who will help you. In case of fire, call 911 immediately and then call your Strata Agent.

Please be sure to read your welcome package in its entirety and refer to your Bylaws for more detailed information. Contact your Strata Agent if you have any other matters to discuss.

# EMERGENCY INFORMATION |

## 1. 24 HOUR ANSWERING SERVICE

The regular office hours at our firm are 9:00 am to 5:00 pm Monday to Friday. After these regular hours, the same telephone number is answered by a Telephone Answering Service, which is paid for by our firm. This service is intended to provide relief in the event of an emergency.

The operator will take brief details of your emergency and our on-call manager will be paged. The manager will call you back as soon as possible.

If you have placed such an emergency call, please wait by your phone and leave the line clear for us to return your call. Please note that we will take no action on any emergency unless we have first talked to the person placing the call.

Please also note that emergencies include: fires, broken water pipes, stuck garage door and other such general community situations that require urgent attention. Owners will call 911 prior to contacting AWM for incidents of fire, severe flooding (water escape), earthquake, human injury or theft. Local authorities including, but not limited to, fire and rescue services are responsible for appropriate action.

Owners will not contact AWM's emergency service for non-emergencies or accounting inquiries. The 24 – hour answering service is not available for general inquiries concerning accounts, council policies and other matters, which would normally constitute regular administration. Break and enter and/or vandalism to your automobiles or premises should first be reported to the police department.

## 2. THE MANAGEMENT

The management company is under the contract to the Strata Corporation to provide accounting services and administrative assistance such as secretarial and professional guidance. All communication between the Council and the owners is done through the assigned Property Manager. It is important to remember that the Strata Council makes policy decisions and the management company implements them. Often, owners are under the impression that the agent determines policy matters when actually; the agent is only carrying out instructions. We are determined to provide appropriate and effective guidance to the Strata Council.

## 3. STRATA COUNCIL

The election of officers occurs at the Annual General Meeting, therefore, please note the names of Council when advised in the A.G.M. minutes. Information guides on the Roles & Responsibilities of an owner, Strata Council, and Strata Manager are available on the AWM Website under the Resource Center tab.

## 4. INSURANCE

Your Strata Corporation carries insurance for the whole development including your strata lot; however, you are advised to obtain contents insurance for your unit and your locker as well as liability coverage. If you are renting your strata lot, you may also want to carry rental loss coverage. Please ensure your tenant arranges for insurance. Glass is generally included in the strata insurance. The deductible portion is your responsibility. Check with us if you have a breakage. The security of your strata unit and your vehicles is your own responsibility.

## 5. EARTHQUAKE INSURANCE

Your Strata Corporation is covered but remember that your contents are not covered and that the Strata Corporation policy has a deductible — usually 10% of the value of the entire building. Thus if there is a good shake, such items as cracked plaster, broken windows, damaged light fixtures and other in-suite items are not covered by the Strata Corporation or the insurance policy. Only if the damage exceeds the deductible, will you be covered. You should check with your own insurance agent to obtain coverage for these items.

- Example 1: A Strata Corporation is insured for \$5,000,000 the deductible is 10% of \$5,000,000, which is \$500,000. Any damages to the common property and all the strata lots would not be covered up to \$500,000.
- Example 2: \$10,000,000 value would have a \$1,000,000 deductible.  
All earthquake policies have deductibles and usually are set at 10% minimum. It is not possible to purchase coverage to eliminate the deductible.

## 6. BUDGET

Every Strata Plan operates on an annual budget. This budget is prepared by the agent and the Council and submitted to the owners for approval at the Annual General Meeting. The budget provides for monies required to insure, manage, clean, repair and maintain all common property of the Strata Corporation. An additional amount is also added to the budget to fund the Contingency Reserve Fund. This reserve is required by law, and is to provide money for emergencies and non-annual major expenses. The budget of the Strata Plan does not provide for any “profit”. Essentially the revenue matches the expenses, and if there is any shortfall the council may add the deficit to the next budget or even call upon the owners for a “special assessment”.

## 7. BY-LAWS

You should have received a copy of the By-laws from your lawyer or real estate agent. Please note that you are bound by all By-laws and regulations of the Strata Corporation. If you are entitled to rent your unit, you must submit a “Form K, Tenant’s Undertaking,” for your tenant, before the Strata Corporation is in a position to approve your request to rent your unit.

## EMERGENCY SITUATIONS I

### 8. FIRE ALARM RINGING

- Any time that the fire alarm activates our monitoring company calls the Fire and Rescue Department and then calls AWM-Alliance. The Fire and Rescue Department will arrive on the scene and undertake an immediate assessment of the situation.
- Proceed to the lobby by the stairs, as elevators may not work once the alarm goes off.
- If the Building Manager (if applicable), Service Company (if applicable) or Fire and Rescue are in the lobby, they will check the lobby fire panel to determine where the signal is coming from.
- If they need assistance in checking out what is happening at a fire location, they may ask you to proceed to that floor or area in building to assess the problem. (If there is any sign of smoke or fire, please report same to all residents in the lobby then vacate the building).
- If it is determined to be a false alarm or a garbage can has been set on fire and someone is able to extinguish, the Building Manager will silence the alarm and wait for Fire and Rescue to arrive and reset elevators and the fire panel.
- In the event the Building Manager is not present – go to the fire panel and determine from the lights which floor or area the alarm is ringing; then stay in the lobby and ask one of the residents to investigate what is happening in area of alarm; if they report it is a false alarm assure everyone in the lobby there is no problem and wait for the Fire and Rescue to arrive and silence the alarm or to take further action.
- If there is a fire in a particular suite – have the person who went to investigate knock loudly on that suite door and any other suites on that floor so residents can be immediately evacuated; then tell the investigating person to return to the lobby to await the Fire and Rescue Department. The Fire and Rescue Department will want to know exactly what the situation is upon their arrival.
- If there is a fire in the common area that can be extinguished with fire extinguisher have someone do that and report back to you on completion, however, if it is out of control have the investigating person let you know immediately and ask everyone to remain calmly in the lobby until the Fire and Rescue Department arrives.
- Elevators will always need to be reset after a fire alarm goes off and the Fire and Rescue Department will want to know what has happened and they will require a signature from the Building Manager, one of the council or residents who was there at the time. AWM-Alliance will contact the elevator contractor if required.
- Do not allow residents to return to their suites unless you are positive there is no fire emergency.
- Anyone that does not wish to walk back up the stairs can wait for the Fire and Rescue Department to reset

elevators, or for AWM-Alliance to make necessary arrangements to restore services.

## 9. BURST PIPES OR WATER FLOODING

- If there is a broken water pipe that is causing water damage to any area in the building it is very important that the person that discovers the situation take the following steps.
- Contact the Fire and Rescue Department at #911, particularly if involving the fire sprinkler system. The fire system is monitored and if activated for whatever reason, AWM-Alliance and the Fire and Rescue will be contacted.
- Contact the main business line for AWM-Alliance 604-685-3227 (24 hours) or the Building Manager. After hours the Property Manager can be paged directly through the main office number. The Property Manager will then contact the plumber or appropriate contractor to attend to the situation.
- One of these people will be able to turn off the water supply, which is the most important issue upon their arrival.
- Following attendance to the scene, AWM-Alliance will arrange to assess what is happening so appropriate arrangements can be made for required action, including but not limited to, calling in a restoration company for clean up.
- If you see water coming from under a door or backing up in the garage, do not assume someone has taken care of it – a simple phone call to one of the above names could save thousands of dollars in damage.

## 10. ELEVATORS

- If an elevator is not working properly, contact the Building Manager/Property Manager.
- If an elevator is stuck on the weekend or after hours, contact the Resident/Property Manager.
- IF SOMEONE IS STUCK IN AN ELEVATOR call the Building Manager/Property Manager and they will page a repairman immediately. Then go back to the floor the person is stuck on and assure them that the repairman is on his way. The repair people have their own key to the building and they will take care of the problem any hour of the day. Most elevators are now equipped with monitoring phones for this purpose.

## 11. BREAK-INS, VANDALISM & THEFT

Any automobile break-ins, suite break-ins, vandalism to personal or common area property should be reported to the police and then AWM-Alliance (604-685-3227). If you see a suite door that has been vandalized and you think the owner is away, contact AWM-Alliance so that someone will take care of securing the door until it is properly repaired. We ask that you let AWM-Alliance know of any break-ins or vandalism for two reasons:

- So they can investigate the possibility of any entrance doors that might have been tampered with at the same time as the noted incident, and
- So we can notify tenants if it is an occurrence that may happen again.

## 12. NO ELECTRICITY

If the electricity in the building goes out for some reason, and if the lights are out in the whole block, BC Hydro will be getting a phone call from area residents. You may also check [www.bchydro.com](http://www.bchydro.com) or call **1-888-769-3766**.

## 13. EARTHQUAKE

### Preparation:

- Know the safe spots: against inside walls, under sturdy tables, desks or supported doorways.
- Know the danger spots: windows, mirrors, hanging objects, fireplace and tall, unsecured furniture.
- Learn how to shut off gas, water and electricity in your own suite.
- Keep breakables or heavy objects on bottom shelves.
- Maintain emergency food, water and other supplies, including a flashlight, a portable battery operated radio, extra batteries, medicines, first aid kit and clothing.

### During Earthquake:

- If INDOORS, stay there. Get under a desk or table or stand in a doorway or corner.
- If OUTDOORS, get into an open area away from trees, buildings, walls and power lines.
- If in a HIGHRISE BUILDING, stay away from windows and outside walls. Get under a table. Do not use the elevator.
- If DRIVING, pull your car to the side of the road and stop. Avoid overpasses or power lines. Remain inside until the shaking is over.
- If in a CROWDED PUBLIC PLACE, do not rush for the doors. Move away from display shelves containing objects that may fall.

### After Earthquake:

- Check for injuries. Apply first aid. Do not move seriously injured individuals unless they are in immediate danger.
- Check for fire, gas and water leaks, broken electrical wiring or sewage lines. If you suspect there is damage, turn utility off at the source. If there is no damage, do not turn off gas.
- If you smell gas, douse all fires, do not use matches, candles, and do not operate electrical switches. Open windows, leave the building and shut off gas valve.
- Check building for cracks and damage, including roof, chimneys, and foundation. If you suspect there is damage, turn off all utilities and leave the building.

## DUTIES OF AN OWNER |

Owning a strata unit is common place nowadays. With ownership, come rules/ bylaws. These bylaws can vary for each development however, in principle are very much alike. The Strata Corporation where you have purchased a unit is no different in those bylaws outlining the rights and restrictions have been formed.

In addition to bylaws for the complex, most purchasers of strata units are not familiar with the bylaws that exist under the Strata Property Act.

### **An owner must do all of the following:**

- a. permit the strata corporation and its agents, at all reasonable times on notice, except in case of emergency, when no notice is required, to enter the owner's strata lot for the purpose of inspecting the same and maintaining, repairing or renewing pipes, wires, cables and ducts existing in the strata lot and capable of being used in connection with the enjoyment of any other strata lot or common property, or for the purpose of maintaining, repairing or renewing common property, common facilities or other assets of the strata corporation, or for the purpose of ensuring that the bylaws are being observed;
- b. promptly carry out all work that may be ordered by any competent public or local authority in respect to the strata lot other than work for the benefit of the building generally, and pay all rates, taxes, charges, outgoings and assessments that may be payable in respect to the strata lot;
- c. repair and maintain the strata lot as per bylaw 2.1:

#### *Repair and maintenance of property by owner*

*2 (1) An Owner must repair and maintain the Owner's Strata Lot, except for repair and maintenance that is the responsibility of the Strata Corporation under these bylaws.*

- d. use and enjoy the common property, common facilities or other assets of the strata corporation in a manner that will not interfere with their use and enjoyment by other owners, their families or visitors;
- e. not use the lot, or permit it to be used, in a manner or for a purpose that will cause a nuisance or hazard to any occupier of a lot, whether an owner or not, or his or her family;
- f. notify the strata corporation promptly on any change of ownership or of any mortgage or other dealing in connection with the strata lot;
- g. comply strictly with these bylaws, and all other bylaws of the strata corporation, and with rules and regulations' adopted from time to time;
- h. receive the written permission of the strata council before undertaking alterations to the exterior or structure of the strata lot.

**\*AWM-Alliance Real Estate Group Ltd has available number of information guides on the AWM Website [www.awmalliance.com](http://www.awmalliance.com) at the Forms page under “Strata Resources” as follows:**

1. The Role and Responsibilities of the Strata Corporation
2. The Role and Responsibilities of the Strata Council
3. The Role and Responsibilities of the Owners
4. What to Know about Record Keeping
5. What to Know about Contracting with a Strata Manager
6. Conflict of Interest — Strata Council Members
7. Working with a Strata Management Company Brochure (RECBC)
8. Smoke Free Housing BC
9. Section and Types — Fundamentals for the Property Manager



# *MOVE DAY – SAFETY TIPS*

## **SAFETY TIP 1: PLAN 3 STEPS AHEAD (AT LEAST!)**

While some people on the move will be happy to not run into any major accidents while moving homes, you need to go one full step further and guarantee yourself a perfectly safe and smooth move – from the eerie moment of packing your first box in your current home to the joyous instant of unpacking your last moving container in your new home.

The first thing you should remember is that moving day safety goes hand in hand with good organization. **“Plans are nothing, planning is everything.”** Review the policy and procedures for the property, access routes (maps), unloading areas and understand the parking availability and restrictions. Your use of the time you have booked is essential to everyone moving into their home doing so efficiently.

## **SAFETY TIP 2: ASK FOR ADEQUATE MOVING ASSISTANCE**

The process of moving was never meant to be a one person affair. Unfortunately, your noteworthy self-reliance and awe-inspiring solo play will come to an end with the arrival of Moving day. Lifting, carrying, loading and unloading heavy items is a team effort, so make safety your top priority when moving and remember to ask for the right kind of moving assistance. While friends can provide a good physical and emotional support to help your relocation cause, the ultimate moving safety can only be achieved through professional assistance.



### SAFETY TIP 3: CHEAT THE LAWS OF PHYSICS

One of the fundamental safety rules is that a single packed box should not exceed the reasonable limit of 50 pounds. Don't make moving containers any heavier. If a box feels uncomfortable for you to lift and carry around, then it has already become too heavy. Of course, you can always try and cheat your ways around the strict laws of physics by having the proper moving equipment around you like a dolly or hand cart.



### SAFETY TIP 4: USE PROPER LIFTING TECHNIQUES

Moving days are usually filled to the brim with awkward and unusual movements that your body will not be too thrilled to go through – lifting, bending, pushing, pulling and even twisting. And as a result of that sudden unorthodox physical strain, your body will be more prone to sustain minor or even more serious (Heaven Forbid!) injuries.

- Number one lifting technique - you should lift with the help of your legs, not with your back. Simply bend at the knees, keep your back straight as an arrow and use the sheer strength of your lower limbs as an ultimate hoisting device. Your back will thank you later.
- Keep in mind, whenever applicable, that it's always better to push heavy objects forward than to pull them backwards.
- Another safe and proper lifting technique states that if you find yourself in dire need to turn while still holding a heavy object, then you should turn with your feet, not with your hips.
- In order to avoid moving injuries, you should keep heavy items close to your body and centered in relation to your body height.
- Take only small steps at a time, always keep your footing secure and make sure your movements are slow and smooth as opposed to sudden and jerky.
- Avoid lifting heavy things over your head unless you absolutely must.

## SAFETY TIP 5: KEEP HALLWAYS AND PATHWAYS CLEAR OF OBSTACLES

- One of the best moving safety tips is to create more unconstrained space and breathing room, both inside and outside your home, by removing any obstacles along the moving paths.
- Packed boxes should be labeled and organized in neat piles away from any hallways and pathways along the heavy-traffic zones so not impeded in any way.
- The areas, especially the pathways that lead to the moving truck and loading (landing) zone, should be perfectly clear of any debris on the ground that could prove to be real hazards.
- Take advantage of any available vertical space when arranging your packed boxes but be careful not to stack the filled moving containers too high for fear of them getting topped over and hurting someone.

## SAFETY TIP 6: KEEP YOUR KIDS AND PETS AWAY FROM TROUBLE

It's your top priority to make your children and any pets safe by keeping your little ones as far away from the moving epicenter as possible. To avoid having your kids or pets running around the movers' feet while the latter are hauling huge, oversized and overweight stuff, arrange for a trusted friend or relative to watch over and look after your loved ones in a safe environment away from moveday.



## SAFETY TIP 7: DRESS APPROPRIATELY FOR THE MOVING OCCASION

Put on a random pair of shoes on moving day and your feet will hate you afterwards. Moving day safety comes in different shapes and sizes. Not surprisingly, one of the safety aspects that tends to be overlooked too easily during a residential move is the way a person dresses in the morning of their moving day. Don't make the moving mistake of thinking that what you wear on moving day will have zero effect on the way the longest and most exhausting moving period unfolds.

One of the universal relocation truths is that moving will be much safer and comfortable when you're dressed appropriately for the occasion.

- Ideally, your clothes will provide a maximum level of comfort and protection during your action-filled day.
- Forget about the word Fashion and select garments made of breathable and flexible materials that won't restrict your movements in any way.

- Moving often proves to be dirty work, so choose the type of clothes you won't really mind getting ruined after the long day.
- Baggy clothes are clearly out of the question due to their higher chance of becoming hooked onto a protruding part somewhere and thus compromising the moving safety you have worked so hard to achieve.
- As far as shoes go, select your most comfortable closed pair that you know will give you the best protection, flexibility, and traction. Flip flops and or loose sandals is not acceptable.

## SAFETY TIP 8: USE YOUR COMMON SENSE

Use your common sense! This is probably the best moving safety advice you will ever get is to help you keep your moving adventure free of nasty accidents and painful injuries.

1. Review meaningful safety rules in the very beginning of your moving preparations and stick to them until the last moving box has been unpacked in your new home.
2. Don't be a moving hero. Try to resist the temptation to carry several moving boxes at once as pushing yourself too hard for too long can only lead to exertion and possible injuries.
3. Stretch before you begin any instances of heavy lifting regardless of how skeptical you may feel towards warming up exercises.
4. If you can think of an easier way to do something without straining your body, just do it. For example, stack heavy boxes onto a moving dolly instead of proving to yourself how strong you are.
5. Listen to what your body is telling you, and listen closely. Understanding your own physical limits is an excellent way to keep moving injuries at bay.
6. It's important to keep all participants in the move well hydrated and sufficiently energized, especially if you're moving in the summer where the heat can strike you badly with its invisible hand. Prepare a variety of refreshing non-alcoholic drinks and at least three different types of snacks to keep everyone happy.

Lastly,

Sometimes a house move proves to be too much to tackle on your own and the best thing you can do to ensure your safety and peace of mind under the circumstances is to **invest in experienced professionals** who will get the job done in the safest and most efficient way possible, respecting the rules of the property and the limited time for your move that is generally afforded.



## FORM K - NOTICE OF TENANT'S RESPONSIBILITIES |

STRATA PLAN: \_\_\_\_\_ STRATA LOT: \_\_\_\_\_

CIVIC ADDRESS: \_\_\_\_\_

TENANCY COMMENCING: \_\_\_\_\_ [month, day, year]

TENANCY END DATE (if applicable): \_\_\_\_\_ [month, day, year]

### IMPORTANT NOTICE TO TENANTS:

1. Under the Strata Property Act, a tenant in a Strata Corporation must comply with the bylaws and rules of the Strata Corporation that are in force from time to time (current bylaws and rules attached).
2. The current bylaws and rules may be changed by the strata corporation, and if they are changed, the tenant must comply with the changed bylaws and rules.
3. If a tenant or occupant of the strata lot, or a person visiting the tenant or admitted by the tenant for any reason, contravenes a bylaw or rule, the tenant is responsible and may be subject to penalties, including fines, denial of access to recreational facilities, and if the strata corporation incurs costs for remedying a contravention, payment of those costs.

\_\_\_\_\_  
Name of Landlord, or Agent of Landlord (Please print) \_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_  
Signature of Landlord, or Agent of Landlord \_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_  
Signature of Tenant \_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_  
Signature of Tenant \_\_\_\_\_ Date \_\_\_\_\_

### The address to which any notices to the registered owner of the lot shall be delivered is:

Mailing Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Tenant Name (Please Print): \_\_\_\_\_

Tel # \_\_\_\_\_ (cell) \_\_\_\_\_ (work) \_\_\_\_\_

Email: \_\_\_\_\_

Tenant Name (Please Print): \_\_\_\_\_

Tel # \_\_\_\_\_ (cell) \_\_\_\_\_ (work) \_\_\_\_\_

Email: \_\_\_\_\_



## RESIDENT INFORMATION FORM |

*\*This form may be completed Online through your community website hosted by AWM.*

*Please visit our website [www.awmalliance.com](http://www.awmalliance.com).*

**SUITE & ADDRESS:** \_\_\_\_\_

**RESIDENT OR COMPANY NAME:** \_\_\_\_\_ ☐ OWNER / ☐ TENANT

**RESIDENT OR COMPANY NAME:** \_\_\_\_\_ ☐ OWNER / ☐ TENANT

**NAMES OF OTHER PEOPLE RESIDING/WORKING IN THIS SUITE\*:** \_\_\_\_\_

*\*Specify if anyone may need assistance in case of an emergency*

**TEL #** \_\_\_\_\_ (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

(Cell Resident 1) \_\_\_\_\_ (Cell Resident 2) \_\_\_\_\_

**E-MAIL:** \_\_\_\_\_

**EMERGENCY CONTACT:** \_\_\_\_\_ **TELEPHONE:** \_\_\_\_\_

\_\_\_\_\_ **TELEPHONE:** \_\_\_\_\_

**STORAGE LOCKER: ROOM:** \_\_\_\_\_ **NUMBER:** \_\_\_\_\_

**PARKING STALL OR GARAGE NUMBER(S):** \_\_\_\_\_ **PARKING LEVEL:** \_\_\_\_\_

**VEHICLE(S):**

#1: MAKE: \_\_\_\_\_ MODEL \_\_\_\_\_ YEAR: \_\_\_\_\_ COLOUR: \_\_\_\_\_ PLATE: \_\_\_\_\_

#2: MAKE: \_\_\_\_\_ MODEL \_\_\_\_\_ YEAR: \_\_\_\_\_ COLOUR: \_\_\_\_\_ PLATE: \_\_\_\_\_

#3: MAKE: \_\_\_\_\_ MODEL \_\_\_\_\_ YEAR: \_\_\_\_\_ COLOUR: \_\_\_\_\_ PLATE: \_\_\_\_\_

**PETS: TYPE:** \_\_\_\_\_ **COLOUR** \_\_\_\_\_ **NAME:** \_\_\_\_\_ **AGE:** \_\_\_\_\_ **GENDER:** \_\_\_\_\_

**RESIDENTS SIGNATURE:** \_\_\_\_\_ ☐ OWNER / ☐ TENANT