

# NOTIFICATION

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## **VISITOR PARKING USE**

### **ALL VEHICLES STILL MUST REGISTER FOR USE OF VISITOR**

You may register your visitor vehicle at: <https://renttruman.com/novella-parking/>

Visitor parking stalls are available on a first come, first serve basis.

- All vehicles parked in visitor parking must register their vehicle each time (24 hours a day, 7 days a week) prior to parking in a visitor parking stall.
- All registrations must include the unit owners name, unit number, email address, visitor name, visitor vehicle make model, colour and license plate# - as well as confirmation as to when you would like the pass to begin, and to expire.
- Parking in visitor stalls is for short term visitors only, no more than twelve (12) consecutive hours to a maximum of 14 days in any calendar year.
- Should visitor parking stalls not be available, visitors are requested to park on the city roadway, at their discretion and as the law permits.
- Owners/Residents are not to park in visitor spaces at any time for any reason.
- Failure to adhere to any of the above noted policy will result in ticketing and/or towing at the expense of the owner of the offending vehicle at the discretion of the Board of Directors, Parking Committee or Security Company (where applicable)
- Please note there is also ample street parking available adjacent to the site on all four sides.

If you have any questions, please contact [info@renttruman.com](mailto:info@renttruman.com)

We appreciate everyone's cooperation.

Sincerely,  
Novella Townhomes

# NOTIFICATION

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## **SECURITY PROTOCOL REMINDER**

We would like to remind all residents about security protocols on site. This may include but is not limited to theft or vandalism, or unauthorized persons in the common areas.

All residents are asked to assist in keeping the complex secure and less attractive & accessible for criminal activity, by implementing the following security measures:

- Do not allow access to anyone you do not know or recognize, and ensure that exterior entry doors are tightly closed and secured behind your person.
- Solicitation/door-to-door sales are prohibited in the complex.
- If you see vagrants loitering at the complex or in the vicinity, please report to Calgary Police Department.
- Do not leave your keys/remotes in your vehicle.
- Do not prop open doors.
- Report any deficiencies you may see, such as locks that have been tampered with or broken, doors that won't close properly, broken/loosened lightbulbs, etc., to Novella Townhomes at [service@renttruman.com](mailto:service@renttruman.com), so that repairs can be taken care of promptly.

Please report details of theft or otherwise any incident to the appropriate authorities and once a report has been filed please provide the details to Novella Townhomes via email at [service@renttruman.com](mailto:service@renttruman.com) for further attention.

Should you witness any theft, vandalism, personal injury, or any crime in progress, call 9-1-1 immediately. Please do not approach the individual(s).

Thank-you for your diligence and co-operation in helping to keep your community safe.

Sincerely,  
Novella Townhomes

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# POLICIES & PROCESSES

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## NOISE COMPLAINTS

Please be reminded you live in a wood framed building that has been constructed with noise dampening and sound absorbing material. This does not mean you will not be able to hear your neighbours in some fashion. Quiet time is 10pm to 7am weekdays and 10pm to 9am on weekends and holidays. Concerns that would not be considered By-law infractions include:

- Occasional Barking
- Children at Play
- Crying Infants
- Footsteps/Walking sounds
- Use of Appliances. (toilet, laundry, vacuum, etc.)

Concerns that would be considered By-law infractions include, but may not be limited to:

- Loud Parties/Music
- Incessant Barking
- Excessive or intentional banging/stomping

As noise can be subjective you will be required to provide proof of any reported incident before follow-up can be initiated. If you are experiencing a noise concern please provide a recording of the incident to Novella Townhomes who will in turn review this with you and determine if the complaint can be validated.

- If it can be, Novella Townhomes will inform you of how the steps involved in how the complaints will be addressed and your responsibilities to continue to inform them should issues persist.
- If the complaint cannot be validated then Novella Townhomes will inform you accordingly and suggest you consider seeking mediation to address your concerns with your neighbour.

It's important that all owners keep in mind you are neighbors, you are encouraged to be mindful of other residents and where able to amicably discuss and solve issues amongst yourselves.

Novella Townhomes will not involve themselves in personal disputes, if you request dispute resolution you will be directed to seek mediation. Questions and concerns can be sent via email to [info@renttruman.com](mailto:info@renttruman.com).

Please use your discretion before filing a complaint.

Sincerely,  
Novella Townhomes

# NOTIFICATION

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## PET ETIQUETTE REMINDER

We would like to remind all residents of the Pet Policy and/or the By-Laws governing pets residing in our complex. All Pet Policies must be observed and all City of Calgary Animal Control Bylaws must be followed.

- **Pets must be taken off-site to urinate/defecate. Should an animal urinate/defecate on the common property (including greenspace, hallways, patios, etc.) it must be cleaned up immediately and feces disposed of appropriately in the bins provided by the Corporation. Failure to pick up after your pet will result in fines of \$250 (first time) \$500 (2nd time) \$1,000 (3rd time offence).**
- No animal may roam freely on the Common Property, which includes hallways, stairwells, elevators, entrances, grounds, parking lots/parkades. Pets must be hand-leashed and under the care, custody, and control of a responsible adult at all times.
- Further to the above, Owners are not to allow their pets to defecate on patios/decks at any time. Pee pads or similar materials are not authorized and failure to comply may result in sanction or eviction of the pet without further warning.
- No animal may be tethered and/or tied up to any Common Property.
- Owners/tenants must ensure that noise does not become an issue by disturbing neighbouring units.

We would like to advise all owners/tenants that you are responsible for any pets visiting your Unit. Therefore, you must ensure that the visiting pet and pet owner abide by the By-Laws/Policies that govern the Novella Townhomes.

Should anyone be witnessed not in compliance with the By-Laws/Pet Policies, The Corporation may levy a sanction against the Unit Owner/s associated with the violation, in accordance with the sanction schedule, and/or all costs incurred for any clean-up, repairs or damage caused to the common property may be charged to the Unit Owner, and/or they may seek eviction of the pet.

All pets are required to be approved prior to them residing in the complex, but if you have not submitted a request or had one approved to date, kindly do so at this time. All owners desiring a pet must complete the Pet Request Form, please forward your request via email to [service@renttruman.com](mailto:service@renttruman.com).

Please note that permission to retain a pet within the complex can be revoked with written notice for contravention of the By-Laws. Therefore, please ensure you are adhering to the policies and By-Laws at all times.

Sincerely,  
Novella Townhomes

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# NOTIFICATION

## PET APPROVAL FORM

Having a pet reside in your unit requires prior approval of the Board and your compliance with all the regulations and by-laws as stated in condominium by-laws.

*“An owner shall not keep or allow any pet of any kind at any time including visitors' pets, to reside in the Unit or on the Common Property without the specific approval in writing from Mulberry”*

- Pets must be taken off the condominium property for walks.
- Dogs must not be left unattended on patios or balconies to bark or cause a disturbance.
- Cat litter and dog feces must be disposed of in a tied plastic bag and placed directly in the garbage receptacles to avoid odors.
- Owners and their tenant(s) will be responsible for any and all damage caused by their pet(s).

City by-laws pertaining to animals are in force on the common property. Under City of Calgary bylaw 23M89, the following are required to avoid a monetary sanction of \$50-250;

- All pets must be licensed.
- All pet droppings must be picked up immediately.
- Excessive barking (inside or out) will be treated as a noise complaint.
- All pets must be on a handheld leash no longer than six feet, and kept under control at all times when outside the owner's residence.

I, \_\_\_\_\_ of unit # \_\_\_\_\_ of Mulberry have read the above rules and regulations pertaining to my pet(s) listed below and agree to abide by them at all times. I understand that failure to comply may result in loss of pet privileges.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Type of Pet

\_\_\_\_\_  
Breed

\_\_\_\_\_  
Pet Name

\_\_\_\_\_  
Licence No.

\_\_\_\_\_  
Management Approval

\_\_\_\_\_  
Management Decline

Reason for decline: