Metrowest
Building Services Ltd.

STRATA PLAN BCS 2237
LIVING AT GALLERIA II
(Latest update date: May 20, 2021)

This document is for information only and subject to change from time to time.

Strata Plan BCS 2237 – Galleria II is a 47-unit building in which the Owners each hold title to their individual unit in fee simple and also share the common property. It consists of two types: the Apartment Type and the Townhouse Type. The Owners are responsible for the interiors of their own units and they are also responsible for a proportionate share of the maintenance costs of the common property by contributing the strata fees.

Strata Plan BCS 2237 - Galleria II has their bylaws, which provide for the control, management, maintenance, use and enjoyment of the strata lots, common property and common assets of the strata corporation and for the administration of the strata corporation. Strata Plan BCS 2237 - Galleria II also has their rules, which provide for the control, management, maintenance, use and enjoyment of the common properties.

How does Galleria II operate?
Galleria II has a Strata Council made up of up to seven Owners, who are elected at an Annual General Meeting, to make decisions related to Strata Corporation business. The Strata Corporation engages a management company Metrowest Building Services Residential to undertake specific duties and responsibilities carried out by the Strata Manager, at the direction of the Strata Council. Decisions are made at Council Meetings, unless urgent, and by the majority vote. The Strata Corporation hires a building cleaner to conduct the building caretaking, including onsite service and janitorial works. The Cleaner takes directives from the Council and the Strata Manager, but not from an individual owner. The Strata Corporation enters into various contracts with third parties, to provide maintenance services.

The strata corporation consists of two types: the Townhouse Type and the Apartment Type. With the creation of types, the strata corporation is still responsible - the most that can be done is the operating budget line items that "relate to and only benefit one type of strata lot" can be allocated solely to the strata lots of that type. In the absence of a unanimous vote resolution, all special levies and contingency reserve fund contributions must remain subject to the general formula for common expenses under the Act – namely any expense of the strata corporation must be contributed to by all strata lots in accordance with the relative unit entitlement, even if the special levy or CRF contribution relates to an expenditure that only benefits one type of strata lot.

Management Company Contact (Main contact for the strata)
AR Department (Strata fees payment issue): 604-681-2296 or email: info@metrowestbs.com
Strata Manager Simon Wang: 604-681-2296 or email: info@metrowestbs.com

Metrowest provides 24/7 emergency service. For after-hour emergency service, please call 604-681-2296.

Caretaker Contact
There is No caretaker onsite. The cleaner will be onsite once a week.

How to connect my entercom (for Apartment only)

Complete the request form and submit it to the Strata Manager. If you are a tenant, a Form K must be filed by the landlord before any service is granted.

How to purchase FOB
Purchase from the Strata Manager for the FOBs at $100 each and the entry key will be $20 each.

How to Obtain Access to the common room relating to installation of telephone or TV or Internet Service
Contact the Strata Manager with minimum 7 business day notice.

It is the owner/resident's responsibility to check their own buzzer after installing digital telephone or TV or internet service as it may affect the buzzing system.

Where to Find the Forms, such as Form K
The link: https://www.metrowestbs.com/order-document

Strata Notice
For the scheduled maintenance or other items needing the owner/resident's attention, a notice will be posted around mailboxes area. If requiring access to units or the event may affect the residents' regular daily life, a notice will be posted inside the elevator as well.

Alternatively, the notice may be posted online as an additional measure. However, if you have any question relating to the notice, please contact the Strata Manager for clarification.

Move in/out
5 business day advance notice is required through the Strata Manager. The following fees are applied: non-refundable move fee of $100 for move in for the Apartment Type only and a refundable damage deposit of $200 for all move in or out. All payments should be made in a cheque payable to Strata Plan BCS 2237 or etransferred to mbs.etransfer@gmail.com

The damage deposit will be refunded after confirmation of no damage to the common properties.

Rental Unit
There is no rental restriction at this time, but a Form K must be filed at the management company within 14 days of signing the lease. Rental unit means no owner resides in the unit. Thus, if parents own the unit and a son or daughter reside over there, a Form K will be required.

Where to find the Bylaws and the Rules?
The owners may contact the Management Company.

Can I undertake alteration?
Any in suite items relating to the structure, exterior appearance and floor alteration, are subject to the Council's written approval. All the patios and decks are the limited common properties and the owners are entitled to exclusively using them; however, the patios or decks are not owned by the owner. Therefore, for any alteration to them, the owner must obtain the council's prior written approval. For approved alteration, the owner, including their descendant or successor, must be responsible for the maintenance of those items. For the unauthorized alteration, the strata council may demand the related owner to resume the alteration back to its the original status.

Can I park in the common areas?
The Bylaws provide NO Parking in the Roadways, Fire Lanes or Driveway Aprons. Residents can only park in the stalls assigned to their own strata lots.

Can the residents park in the visitor parking stalls?

No, the owner is NOT entitled to using the visitor parking stalls. Mundie's Towing does the patrol irregularly. Violation will be towed without further warning.

Who should clean decks (balconies)?
The owners must maintain or clean the interior surface of the decks by mopping. No washing is allowed as it may stain the building or decks of lower levels.

Where are Recycling and Garbage Bins?
They are on the ground floor opposite the elevators. Your FOB is working on the door.

Can I dry clothes on my balcony?
No. It is the usual practice not to allow drying cloths on the balcony as it will jeopardize the uniform appearance of the strata corporation.

How to control the noise disturbance?
A substantial number of the received complaints involve excessive noise. This is unfortunate since following a few common sense rules would help in reducing noise complaints. Some of these rules are noted below:

- Stereo speakers should be located away from common walls and placed on foam pads to avoid sound transmission, particularly bass sounds.
- The volume of radios, televisions, stereos and the like should be reduced in the late evening or early morning hours.
- Appliances such as dishwashers, washers and dryers, and kitchen or bathroom fans should not be turned on in the late evening or early morning hours.
- Cupboards, closet or patio doors should not be slammed shut.
- Parties or other social gatherings should not be excessively loud at any time, and in particular should be kept quiet late at night or early in the morning.

What to do if I have a Strata related concern/request?
- If you have a maintenance emergency, call the management company. If the Strata Manager is unable to take your call, please inform the receptionist of the emergency, so the call can be redirected. If your emergency relates to fire, illegal activity or a medical emergency, call 911.
- If you have an **afterhours emergency**, call the emergency line at 604.720.9389.
- If you have a Strata related maintenance issue to report, please report a **maintenance work order** by calling the Customer Care Center (CCC) at 778.358.5332. Please note that the Strata Corporation is not responsible for **repairing** the following: fireplaces, damage caused by another strata lot, lack of unit maintenance, leaks from unit fixtures (toilets, showers, bathtubs, sinks), etc.
- If you wish to make a Bylaw violation complaint, you must forward the complaint **in writing** to the Council preferably via the Strata Manager, who will then forward it to Council for review and consideration at the next Council Meeting. Please submit the online form found at https://www.metrowestbs.com/order-document
- All other **non-urgent** matters such as requests for authorization to undertake alterations must be communicated to the Strata Manager as well. The requests are then forwarded to Council for review at the next Council Meeting.
- All forms can be downloaded from the METROWEST Connect Community Website.
- If you have questions related to strata fees or levy payments, please contact Metrowest Accounts Receivable Department.
- The Metrowest Customer Service staff can help resolve most **non-emergency** inquiries from sending forms to account balances and other strata-related inquiries. Should the customer service staff be unable to respond to your request, please provide details of your inquiry, and they will be forwarded directly to your Strata Manager for follow-up.

- Please ensure to always identify yourself when contacting the Management Company. Provide your name, unit number, strata plan, contact information and advise that you are an owner or tenant.

What to expect as a result of communicating with the Strata Corporation?

- If it is an emergency, it will be addressed as soon as possible.
- If you have reported a non-emergency maintenance problem, it will be relayed to Council for direction on how best to address the issue. Maintenance items are prioritized according to urgency and budgetary capabilities.
- If you have forwarded a complaint in writing, a notification letter will be sent to the other party, who will be given a reasonable chance, say 14 days, to answer the complaint. Both complaint and the answer will be considered at the next scheduled council meeting. Therefore, bylaw complaint may be a long process.
- According to The *Strata Property Act,* the Strata Corporation must keep record of complaints. Verbal complaints will not be accepted, and Owners should not make complaints over the telephone or in person to the Strata Manager or to Council, as they will not be addressed if presented in this manner.
- Council does not take direction from Owners. Owners can make suggestions and requests, and Council will act in compliance to the *Strata Property Act*, after discussing each matter and voting on it. Council can work with Owners to resolve issues, but may not act on every request.
- All Owner calls are addressed and email messages are returned on a priority basis. The Strata Manager will do his best to return calls and emails within 24 hours, however, due to the high volume of communication received, responses may take longer. We suggest you contact the CCC first, as they assist in responding to owners' queries more quickly. However, if calls are related to Bylaw violation complaints, owners will be asked to forward their complaint in writing.

What Not To Do?

Do not approach or confront Council members or other volunteers to demand responses or solutions. Please remember that first and foremost, Council members are Owners and neighbours who volunteer their time to the Strata Corporation. They also operate within the framework discussed in this document, to ensure proper checks and balances are in place.

The Strata Council thanks you in advance for following the above-noted guidelines, as they provide a framework of effective communication that will foster an environment for positive community living.