

Subject: Pet Etiquette and Noise Complaints
Date: Tuesday, November 19, 2019 at 10:11:32 AM Mountain Standard Time
From: Info@TrumanHomes.com
Attachments: image001.png, Legends_Condo-Notice-Noise-Complaints.pdf, Legends_Condo-Notice-Pet-Etiquette.pdf

Hello All,

We have received some complaints regarding noise and would like to remind you of the bylaws and rules with respect to noise complaints.

Attached please find a notice that explains the bylaws regarding noise and how to deal with noise complaints.

We would ask that everyone respect the rules regarding noise and use common courtesy with your neighbors to ensure that all residents have an enjoyable life at Legends of YYC.

We have also received complaints about pet owners not picking up after their pets.

Please see attached notice regarding pet etiquette.

Thank you,



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POLICIES & PROCESSES

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 Legends of Cornerstone who will in turn review this with you and determine if the complaint can be validated.

- If it can be, Legends of Cornerstone 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 Legends of Cornerstone 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.

Legends of Cornerstone 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@trumanhomes.com.

Please use your discretion before filing a complaint.

Sincerely,
Legends of Cornerstone

NOTIFICATION

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 Legends of Cornerstone.

Should anyone be witnessed not in compliance with the By-Laws/Pet Policies, The Condo 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@trumanhomes.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,
Legends of Cornerstone
