



Chelsea Gardens Owner's Manual

March 2026





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Overview of the Manual

You are likely excited to explore your new home and surroundings and to meet your new neighbours. You may also have questions about the Strata complex. If you have not lived in a Strata complex before, you may find some of the Strata Rules, Bylaws and legal terminology a bit daunting at first. It is hoped that the information provided in this manual will answer many of the questions.

Section 1 – Welcome to Chelsea Gardens-Provides a brief overview of the community and this Owner manual.

Section 2 – Amenities at Chelsea Gardens-A guide to the amenities offered for your enjoyment throughout the community.

Section 3 – Caretaker Team-A Caretaker is onsite Monday to Friday and office staff from 11 AM to 1:00 PM daily.

Section 4 – Strata Business-A group of resident volunteers oversees and directs operations of Chelsea Gardens.

Section 5 – Safety and Entry Systems-Chelsea Gardens is a gated community with access to common buildings being limited to residents only by means of a FOB system.

Section 6 – Condominiums-This section deals with specific items pertinent to the Mayfair, Kensington and Windsor buildings.

Section 7 – Committees and Volunteer Opportunities-Each opportunity plays an important role in supporting programs, events, and operations. Participation by all is encouraged and welcomed.

Section 8 – Groups, Clubs and Activities-This section outlines the numerous hobbies and pastimes available to the residents at Chelsea Gardens.

Section 9 – Garbage and Recycling-Details specific to the Condominiums and Townhouses

Section 10- Maintenance by Residents –Essential care and basic maintenance for townhouses and condominiums.



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Section 11- Bylaws and Consolidated Rules-Addresses some of the day-to-day procedures and practices that the Chelsea community has developed over time. These practices ensure the smooth operation of the building and safeguard the community members by providing fair and equitable administrative practices.

Section 12 - Emergency Response-Provides information and tips on how to respond to an emergency.

Section 13 – Frequently Asked Questions-Lists many of the most frequently asked questions.



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Welcome from the Chelsea Gardens Community

Welcome to Chelsea Gardens! This is a vibrant community with 234 townhomes and three condominium buildings with an additional 160 units set out in a resort-like setting. This property includes streams, a fishpond, a reflection pond, several fountains, beautiful gardens, pools, the Clubhouse, and an RV lot. The Clubhouse incorporates many amenities such as a Fireside Room, library, pub, woodworking shop, gym, hot tub, swimming pool and three guest suites.

Chelsea Gardens is noted for its' sense of community, respect for our fellow Owners/residents and its' many social activities. There are numerous activities that are open to all residents including but not limited to card games, dance, exercise classes, a crafts group, an interdenominational bible study, Wednesday morning coffee and Friday pub nights. In addition, the Social Committee organizes and hosts many special events throughout the year. A calendar of each month's scheduled activities is included on the last page of the monthly Council Meeting Minutes which are available in hard copy and/or can be accessed on the chelseatoday.org website. The calendar is also available on the Chelsea Gardens Facebook page.

Chelsea Gardens also has a strong contingent of residents whose volunteer activities benefit the complex, and more volunteers are always needed. Volunteering allows residents to use some of their unique skills and develop new skills. It is also a great way to meet people.

Welcome from the Strata Management Company

CrossRoads Management Ltd. is proud to be the professional Strata management firm for Chelsea Gardens. As the appointed Strata management firm, its' role is to provide professional advice to the elected, to supervise and direct staff and contractors, to offer a full accounting function, to collect and administer Strata maintenance fees and to provide for secure banking and protection of all Strata funds.

A major role is to work with all Owners on any concerns and to try to find ways to arrive at solutions for those issues. To that end, CrossRoads maintains an office only a few blocks from Chelsea Gardens that operates Monday to Friday from 8:30 AM to 4:30 PM with full support staff and a dedicated Strata Manager who is available on a 24/7/365 basis for any emergency calls.

Chelsea Gardens' dedicated Strata Manager is Jesse Train. He is a fully licensed professional with a desire to work on behalf of all Owners and residents at Chelsea Gardens. Jesse's preferred method of being contacted is through email or by written letter as requests and correspondence must be documented and sent on to the Strata Council for their direction.

Jesse is present at all meetings and produces the Council Meeting Minutes for Council to review prior to them going out to the Owners. He looks forward to getting to know every Owner /resident at Chelsea Gardens.



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CrossRoads Management Ltd.

#215 – 7445 – 132nd Street

Surrey, BC, V3W 1J8

**Reception and after-hours emergency:
778.578.4445**

Fax: 778-578-4447

Website: www.crpm.ca

Jesse Train

E-Mail: jesse@crpm.ca

Phone: 778.578.4445, Extension 240



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Building Names and Addresses

Chelsea Gardens is comprised of three condominium buildings and 235 townhouses administered by a single Strata Council. Each condominium building has its own address:

- 13860 – 70th Avenue, Surrey, V3W 0S1 – Kensington
- 13870 – 70th Avenue, Surrey, V3W 0R9 – Mayfair
- 13880 – 70th Avenue, Surrey, V3W 0T3 – Windsor

All townhouses and the Clubhouse have the same street address and postal code:

- 13888 – 70th Avenue, Surrey, V3W 0R8

Walking Chelsea Gardens Complex

All sidewalks and roadways are common property, and many residents enjoy the convenience of taking walks without having to leave the complex. Walking the complex allows enjoyment of the ponds, streams and fountains, and interaction with other residents. Drivers should adhere to the posted speed limits to make it safe for the walkers on the roadways within the complex. We are a more elderly community and cannot move out of the way as quickly as we used to.

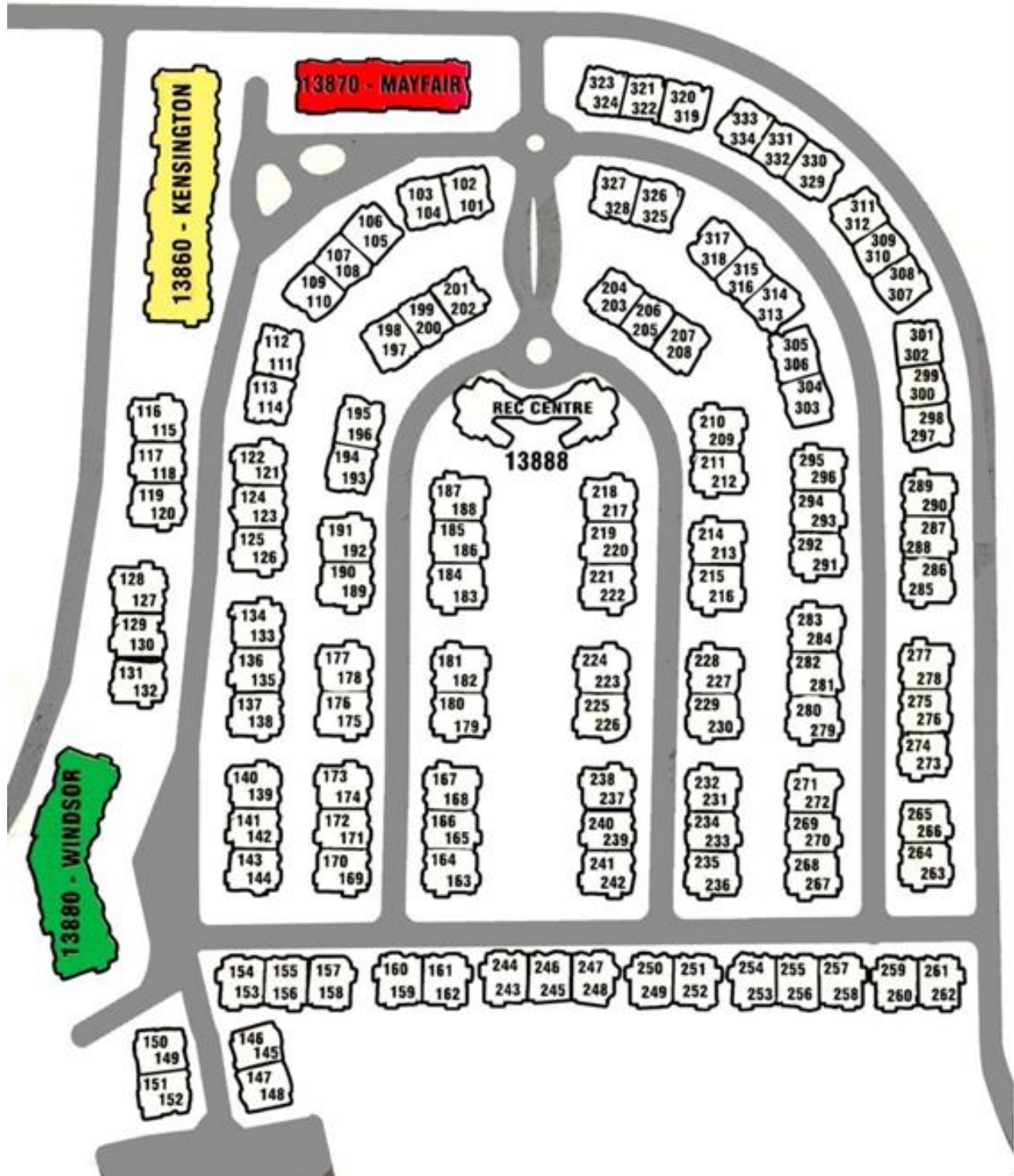
Chelsea Gardens Map

The following is a map of our community. A PDF version can be downloaded from chelseatoday.org or a hard copy can be purchased for a nominal charge.



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Emergency Information Form

This form is to be filled out by all Owners and residents and routed through the Clubhouse office. It is advisable to update this form when your contact information changes. It is also suggested to store a copy of your key in the secure vault in the Chelsea office in case of **emergency where emergency services cannot access your unit.**

**It is strongly recommended that all residents provide a spare key to their unit to the Caretakers office for use in emergencies. For security reasons, keys are stored under a double lock system.*



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OWNER/OCCUPANT INFORMATION & EMERGENCY CONTACT/INFORMATION FORM

Strata Plan #/Name: _____ Unit #: _____

Name of Owner(s): _____

Home Phone#: _____ Work# _____ Cell Phone# _____

Name of Occupant(s) (if different): _____

Home Phone#: _____ Work# _____ Cell Phone# _____

Note: Phone numbers may be shared with the council or public authorities upon their request, unless otherwise indicated.

E-Mail: _____

Pets: No Yes If yes, how many: _____ Complete information on reverse of sheet

Monitored Security System: No Yes Security Company Name: _____ Tel. No.: _____

Storage Locker #(s): _____ Parking Stall #(s): _____

Make of Vehicle(1): _____ Colour: _____ Licence Plate #: _____

Make of Vehicle(2): _____ Colour: _____ Licence Plate #: _____

EMERGENCY INFORMATION

Emergency Contact #1: _____ Tel. No.(H): _____ Cell: _____

Address: _____

Emergency Contact #2: _____ Tel. No.(H): _____ Cell: _____

Address: _____

Neighbour with Key (1): _____ Unit #: _____ Tel. No.(H): _____ Cell: _____

Neighbour with Key (2): _____ Unit #: _____ Tel. No.(H): _____ Cell: _____

FOR ALL OCCUPANTS IN SUITE:

Name: _____ Name: _____

Walker: No Yes Walker: No Yes

Wheelchair: No Yes Wheelchair: No Yes

Electric Scooter: No Yes Electric Scooter: No Yes

Dementia: No Yes Dementia: No Yes

Hearing Aids: No Yes Hearing Aids: No Yes

Sight Limitations: No Yes Sight Limitations: No Yes

Need Assistance to exit building: No Yes Need Assistance to exit building: No Yes

Difficulty Speaking or Understanding English: No Yes Difficulty Speaking or Understanding English: No Yes

Special equipment (oxygen, crutches, braces, etc.): _____

(Attach separate sheet for additional occupants)

ALL INFORMATION KEPT IN STRICT CONFIDENCE



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PET INFORMATION:

Unit #: _____ NAME: _____ Tel. No.: _____ Cell: _____

Dog Name(1): _____ Breed: _____ Colour: _____
Dog Name(2): _____ Breed: _____ Colour: _____

Cat Name(1): _____ Colour: _____
Cat Name(2): _____ Colour: _____

Other type of pet(s):

Name(1): _____ Type: _____ Colour: _____
Name(2): _____ Type: _____ Colour: _____



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Personal Information Protection Act (PIPA)

The Provincial Government enacted PIPA legislation effective Jan. 1, 2005. This Act provides that every corporation conforms with the Act and informs everyone the corporation does business with re provisions of the Corporations Privacy policy.

The following Personal Information Protection Policy is the statement of the Strata Plan 1416, Chelsea Gardens, policies respecting our collection, use, disclosure and protection of your personal information.

Personal Information

Throughout this policy "personal information" means any information about an identifiable individual other than that individual's name, position or title, business telephone number, business address, business email or business fax number.

Reason for Collecting Personal Information

In general, we will collect personal information from you to fulfill our obligations and duties under the Strata Property Act (SPA) and properly administer the Strata Corporation. Such tasks include, but are not limited to:

- Collection of Strata fees and special levies
- Enforcement of bylaws, rules and Strata fines
- Use of recreational facilities
- Consideration of requests to alter common property and Strata lots
- Hardship rentals
- Repair and maintenance
- Safety and security

Consent

Much of the information collected by us is required by law (including the Bylaws of the Strata Corporation) and as such consent is not required.

If consent is required for the collection, use or disclosure of personal information, we will attempt to obtain express consent. Individuals may, at any time, request to withdraw their consent by writing to the Strata Manager. ***Receipt of a copy of this policy and the failure to promptly notify the Strata Manager of any objection to the policy shall be deemed to be consent given.***

PIPA deems that an individual has consented to our collection, use or disclosure of personal information about that individual if, at the time the consent is deemed to be given, the purpose would be considered obvious to a reasonable person. In such circumstances, we will collect, use, or disclose personal information without obtaining a written or verbal consent to do so.



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By consenting to our collecting of your personal information, you consent to the disclosure of such information to our Strata management company (as it may be from time to time) if and when such disclosure is necessary for the purpose for which we collected the information.

Handling of Personal Information

In dealing with personal information, we will comply with the provisions of PIPA and the regulations thereto. Specific instructions have been given to Council members and our Strata Manager regarding the handling of personal information. Such instructions are supplemental to this general policy.

Access to Personal Information

Any person may request access to their personal information in our possession by writing to the Strata Manager. We will attempt to respond to any such request within 30 days. You may also request that we correct any personal information about you, which we leave on file.

Complaints & Questions

An individual may make a complaint about the privacy practiced by the Owners, Strata Plan 1416 or make inquiries regarding the privacy practices by writing to the Strata Manager. They will investigate all such complaints and will attempt to respond to all such complaints within 30 days.

Connecting with the Community

Chelsea Website

The chelseatoday.org website was created in partnership between the Social Committee and the Strata Council and can only be accessed by our Owners and residents, therefore registration to the site is required. More information will be given about the website later in the document. The website includes a vast array of information ranging from social events happening in Chelsea to documentation such as previous Council meetings, current insurance details etc. To register, navigate to the main page, left hand side at the bottom. Click "Register" and fill in the information.

Facebook Group

There is also a private group on Facebook. Search "Chelsea Gardens Surrey Community Group" to join your neighbours online.

Telephone Directory

A volunteer publishes a telephone directory which includes all residents wishing to have their contact information available to other residents. Participation is purely on a volunteer basis as the Strata Corporation respects your privacy. This allows residents to contact a neighbour who may, for example, have left the garage door open, or some other cause of concern is noticed. The telephone directory is available to all residents from the chelseatoday.org website.



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SECTION 2: AMENITIES AT CHELSEA GARDENS

Chelsea Gardens has a wide range of amenities available to all residents. These facilities, unless rented for a private function or a sponsored event, are generally available without any additional costs or user fees with certain exceptions as detailed below.

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The Clubhouse



The Clubhouse is the most prominent feature when one drives into Chelsea Gardens and is the home of many amenities and activities. Consider it an extension of your residence and take advantage of the many things it offers.



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Caretaker's Office



*For details see the Caretaker Team section



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Clubhouse Mailroom



There is a Canada Post mailbox outside of the Clubhouse for residents' outgoing mail.

Townhouse Owners receive Canada Post mail and local community newspapers in a central mailroom located in the Clubhouse. The Mailroom also has lockers for incoming Canada Post parcels. There are notice boards with up-to-date information from the Strata Council, Social Committee and other user groups, along with places to advertise items residents may wish to sell. Residents' notice postings should be dated and will be removed after 14 days.

Each condominium building lobby has its' own mailboxes, parcel reception unit and notice board.



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Clubhouse Library



The library shelves are filled with gently used, donated books and puzzles which residents may take home and return later to the bin provided. It is not required to sign out borrowed items. Donations of soft cover books are welcomed. The library is also used for other purposes such as bible study, playing the piano, and for Strata Council and Social Committee meetings.



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Fireside Room



The Fireside Room is an elegantly appointed space within Chelsea Gardens, frequently used by the Social Committee as well as various resident clubs and organizations. It is also available for residents to reserve private, non-commercial functions such as family gatherings, wedding receptions, celebrations of life, and other personal events.

Reservations must be made in advance through the Clubhouse Office. Please note that booking the Fireside Room does not include access to the upper games room, pub, library, or snooker table. Residents are required to complete a rental agreement and provide a refundable damage deposit prior to possession. *Consolidated Rule 4 f(2)*

The adjacent kitchen may be used for serving refreshments and re-heating prepared food; however, cooking is not permitted. The industrial dishwasher is available for use during events. Dishes and cutlery are also available for rent at an additional charge.

For further information or to make a reservation, residents are asked to contact the Clubhouse Office directly.



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Upper Games Room



Many residents utilize the upper games room, located off and up the stairs from the Fireside Room. In addition to card tables, there is a poker table, dart board, shuffleboard and a ping pong table in this space. It is open to all residents but cannot be used when the Fireside Room has been rented for a private function or is in use by the Social Committee. For safety reasons, children cannot use the upper games room without adult supervision.

Snooker Table and Bar





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The pub and poolroom are popular places featuring a snooker table, pub-style seating, and a warm and welcoming atmosphere. On Friday nights, you are invited to regular Pub Nights. Most Pub Nights are BYOB but liquor licensing is obtained, usually once a month, when the Social Committee pre-sells tickets and serves a dinner at the pub night event. On these occasions, a no-host cash bar serves wine, beer, spirits, and pop. Under BC liquor licensing law, it is not legal to BYOB when a liquor license has been obtained.

Workshop



Located in the Clubhouse, the workshop is for home hobbyists wishing to work on small and medium sized projects. There is a full range of high-quality power tools, work benches, and hand tools. Donations, while appreciated, must be approved by Council and/or the Workshop Committee. The Strata Corporation provides a small amount of funding for the workshop for sundry items and additional power tool purchases. While open to all residents, use of the workshop is restricted to those persons who have taken the basic workshop safety course presented by the Workshop Committee.

PERSONS USING THE WORKSHOP DO SO AT THEIR OWN RISK!



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Exercise Room



There is a fully equipped exercise room available for use by all residents aged 19 and over. Non-residents are not permitted. As with the workshop, donations of exercise equipment must be approved by Council. Consolidated Rule 4(e)



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Guest Suites~Two Single or one Queen Bed





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There are three furnished guest suites in the Clubhouse available to rent by Chelsea residents for their guests. Residents must book the suites through staff at the Clubhouse office. The rental fee is due at the time of booking. *Rule 4 G(1)*

Each suite is much like a hotel room with sleeping accommodation, washroom, television, Keurig coffee machine, and an air conditioner. Bedding and pillows are supplied. All other needs are to be supplied by residents. The rental fee is established by the Strata Council, and there are limitations on the length of stay that can be booked. Guests staying in the suites do not have access to the Clubhouse recreational facilities unless accompanied by a Chelsea Gardens resident.

Hot Tub



The hot tub in the Clubhouse is available year-round for adults 19 years and older. Residents should refer to the Rules regarding appropriate swim attire for pool and hot tub. *Consolidated Rule 4.*



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Swimming Pool



A key feature of Chelsea Gardens is the resort-like atmosphere of the outdoor heated swimming pool. It is operated seasonally from May to October and is furnished with chaise lounges, tables, chairs and shade umbrellas which make it an ideal place for residents to gather to socialize as well as to swim.

Guests, including children, are welcome but must be accompanied at all times by the resident(s) they are visiting. Children's swim hours are restricted as per the Bylaws. *Rule 4(4)(b)(2)*.



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Entrance Fountain



The fountains with their accompanying ponds are much enjoyed features located at the entrance to the property, in front of the Clubhouse, and in front of the Mayfair and Kensington.



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Stream



Starting at a waterfall adjacent to the outdoor swimming pool, the stream flows down a picturesque and landscaped common area between rows of townhouses. It is a great place for wandering, relaxing, or photography with friends and family.



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Fish/Turtle Pond and Wisteria Path to Reflection Ponds



The paths on either side of the upper stream lead to a relaxing, serene fish and turtle pond. Beyond this pond, the lower stream runs along both sides of the wisteria lined path to the reflection pond. This central garden and water feature area is a unique and treasured feature of Chelsea Gardens.



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RV Parking Lot



The RV lot is overseen by the Recreational Vehicle (RV) Committee, and a monthly rental fee applies. It has stalls of varying sizes as well as a wash and dump station, power for vacuuming RVs, and room for tow vehicles. Priority is given to RVs and tow vehicles. However, if there is extra space in the RV lot, residents may apply for permission to rent a stall for registered, insured cargo/utility trailers, passenger vehicles, and boats. *Rule 4(H)*



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SECTION 3: CARETAKER TEAM

Caretaker Team

The Caretaker team includes one full-time Caretaker who works from 7:00 a.m. to 3:30 p.m. Monday to Friday, and one to two part-time Caretaker Assistants whose weekday hours are variable, depending on the needs of the complex at the time. There is also a part time office staff in the Clubhouse office daily from 11:00 am to 1:00 pm.

NON-EMERGENCY situations or enquiries phone the office @ 604-501-0479. If there is no answer, please leave a message; they are reviewed daily.

For EMERGENCIES ONLY phone 604-834-4578. A Caretaker is always on call for emergencies. Please do not use the emergency number for non-emergency calls. Doing so takes Caretakers away from attending to assigned duties during regular working hours and interrupts their personal time when not on duty. Emergencies include but not limited to fires, floods, power, or water outages.

On weekends, emergency calls are routed to the Property Manager who investigates the issue with the help of one of the Caretakers and determines the appropriate course of action.

Caretakers are not available to work within Owners units but can assist Owners in finding appropriate trades people.

Work Order System

At Chelsea Gardens, we use a work order system to identify items requiring service or attention on common property such as gutter cleaning, dryer vent cleaning, exterior repairs, burnt out light bulbs, heating or cooling issues or other items requiring non-urgent attention. Items that are urgent, such as water leaks, should be immediately identified to the one of the Caretakers, the Strata Manager or a Council member. Owners can also use these forms to inform the Strata Corporation of intended short term absences, to submit bylaw or rule violation complaints or to ask questions.

As a matter of best practices policy, work orders requiring some kind of service will be attended to within 10 – 14 days of being received by the Caretaker or in priority sequence. If an issue requires a greater length of time to be resolved, the Owner will be advised accordingly. A sample of the current form is shown below. Please ensure that you identify the condominium building (Mayfair, Kensington, or Windsor) or townhouse or general common area. Also date the form and provide the rest of the information.



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CHELSEA GARDENS REQUEST FOR SERVICE WORK 15770

I/We require the following service work: _____

TOWNHOUSE

MAYFAIR

KENSINGTON

WINDSOR

UNIT #: _____ NAME: _____

DATE: _____ PHONE #: _____

EMAIL: _____

This form is to be used to requisition common area service only (gutter cleaning, dryer vent cleaning, exterior repairs, light bulb replacement on garage or common property problems of any kind)

White - Resident Manager

Yellow - Owner



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SECTION 4: STRATA BUSINESS

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What is the Strata Property Act (and Regulations)

The BC Strata Property Act and Regulations replaced the Condominium Act, and it is what governs every type of Strata property in the province. It defines how Strata Corporations are to be run, puts in place protections for Owners and provides a suggested set of standard bylaws. Strata Corporations are free to alter these bylaws (upon receiving a 75% vote in favor of a resolution) to suit their own needs, and generally most bylaws evolve and change over time. Strata Corporations are not permitted to draft and adopt bylaws that contravene the Act itself.

Strata Council

The Strata Council serves as the governing body responsible for managing the affairs of the corporation. Council members are volunteer owners elected by fellow owners to oversee the administration of the strata.

The Council is composed of seven elected owners, each serving a two-year term. To maintain continuity, elections are staggered: four members are elected during Annual General Meetings held in odd-numbered years, and three in even-numbered years. The names of current council members and positions can be found on our website chelseatoday.org.

The full name of the Corporation is the Strata Complex name, regional code (LMS, Lower Mainland Strata) and the number –” Chelsea Gardens LMS 1416”.



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Becoming a Council Member

Any Owner /partner in good standing (meaning not in arrears) is eligible to run for Council.

Corresponding with Council

You may either email jesse@crpm.ca or write a letter to Council and leave it in the box titled "Strata Manager". The letter will be copied to each member of Council and considered at the next scheduled meeting. The Strata Manager boxes are in each condominium building lobby and in the Clubhouse mailroom.

Attending Council Meetings

Council meets once per month, usually on the last Tuesday of the month. Any Owner may attend Council meetings. It is up to the discretion of the Chair/President whether or not you may speak at said meeting. Owners are not permitted to be present during discussion of bylaw infractions/fines.

Strata Fees

Your strata fees may be paid by postdated cheques or by preauthorized debits from your bank account. Preauthorized debits are preferred by Strata Management.

Contingency Reserve Fund

A Contingency Reserve Fund or CRF is for expenditures (unexpected or anticipated) that generally occur less than once per year. This can include items such as a broken water main or other emergencies or major maintenance items such as painting, re-roofing, paving, and the like. The Act requires an annual contribution to the CRF of at least 10% of the operating budget. The larger the CRF, the less likelihood that there will be a need for large special levies or assessments.

Strata Manager

The Strata Manager, CrossRoads Property Management Ltd., has been hired by Council, on behalf of the Owners to conduct the day-to-day business of the Strata Corporation. This includes accounting, secretarial, purchasing, communication, and other services. They work within the policies and guidelines set out by the Owners and/or Council. Strata Managers do not make the rules. They enforce them at the direction of the Council.

Annual General Meeting

The Annual General Meeting is held in April, and the location is announced at that time. The law requires a fourteen-day notice (plus mailing time) to the Owners announcing the exact time and place along with the required documents for the meeting.

The Annual General Meeting has an order of business that is governed by The Strata Property Act and as set by our Bylaws. During the course of this meeting, Owners will be free, subject to the discretion of the Chair, to ask questions, participate in debates, move and second motions,



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amend motions, and vote for new Council members. Although this sounds formal, it is actually a relatively informal gathering of the Owners. The order of business is set by our Bylaws, but there will be ample opportunity for Owners to participate. See FAQs for more information on the Annual General Meeting.

Special Assessments/Levies

These are assessments for specific projects (i.e. re-roofing, painting, paving, water ingress problems, etc.) that have been presented to Owners as required at a Special or Annual General Meeting and have been approved by a 75% majority. The Ownership can determine the schedule of collecting special assessments (all at once, monthly, quarterly, etc.), but they are required to be paid in full upon transfer of the property.

Proxy Voting

Owners who cannot attend an Annual or Special General Meeting may make their wishes known and have their ballot cast about such matters as Special Resolutions and the election of Council Members by giving their proxy to another Owner or a designated and named member of Council. By giving your proxy, you are authorizing that person to act on your behalf and should only be given to someone whose judgment you trust. You cannot direct the proxy holder to vote in a specific manner.

Note: Owners should be aware that the awarding of and acting as a proxy is strictly a matter between the two individuals involved. Council cannot and will not check to see if instructions are being followed. Neither will they mediate any disputes that might arise.

What is the difference between a ¾ vote and a simple majority vote?

The Strata Property Act requires that certain items be approved by a simple majority, and this would include such things as the annual budget, acceptance of reports and minutes, directions to Council, adoption or ratification of rules, and voting for a new Council. This simple majority means that 50% + 1 of the Owners who vote, either in person or represented by proxy, approve the vote.

- A 75% vote (of the Owners, either in person or represented by proxy) is required for bylaw changes or amendments.
- A 100% approval is required for changes to unit entitlement or for the destruction or winding down of Strata.

Quorum

A quorum is the minimum percentage (1/3 of the registered Owners) who must be present at a General Meeting in order to legally conduct business. This ensures that it is not just a few Owners who are making decisions for the entire project. Should an Annual or Special General



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Meeting not have a quorum then that meeting must be re-convened at which time the quorum is the actual attendance and not the 1/3rd.

At Council meetings a quorum is 4 members of Council when a Council has seven elected members. The number of Council members required to be in attendance varies with the number of elected positions. See Bylaw 17 for more information.

Bylaws and Rules

The initial set of bylaws was provided by the developer. Since then, bylaw amendments have come from Council and Owner suggestions to more properly reflect the type of community we wish to be.

Insurance

Under the Strata Property Act and Regulations, the Strata Corporation is required to carry insurance to the full replacement of all of the common property along with all of the deeded, non-movable, property that was provided to the original purchasers. Thus, in a total loss situation, you would be covered for a complete re-construction and replacement of anything that originally came with the unit such as carpets, hardwood floors, etc. – but only if they came with the unit. If they were upgrades or replacements, they would not be covered beyond the value of what was there in the first place. For example, if the unit came with carpets and you subsequently installed more expensive carpet or hardwood floors, the insurance from the Strata would only cover those original carpets. A copy of the insurance coverage is available from the Strata Manager, and proof of insurance must be presented to the Owners every year at the AGM. A copy of the current Strata insurance is also available on the chelseatoday.org website. Claims valued under the Strata deductible are the responsibility of the Owner. In the event of a Strata insurance claim, the Owner will be charged back that deductible.

Owner Insurance

Owners/residents should carry their own replacement insurance as well! Strata content insurance is inexpensive and will cover your personal possessions, appliances, upgrades you or a previous owner may have done, valuables such as jewelry and include liability coverage that is always important. It is a bridge between the strata's insurance that should, other than a deductible, protect you from major loss.



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Safety

Criminal activity tends to hit the area in waves and there are always individuals lurking about who will respond to what they see as an opportunity.

Vigilance by residents is essential to ensure that security is maintained. For example, waiting for the front entry gate and the garage gates to close before moving away is important – the RCMP advised that many of the break-ins in the neighborhood have been by thieves dashing in behind a car that has entered or left the site before the gate is fully closed. Once intruders are inside the garage area, vehicles are subject to theft or damage.

Another form of unwanted entry is a call from an enter phone, citing an emergency, a special delivery or whatever. **NEVER OPEN THE GATE/DOOR UNLESS YOU ARE POSITIVE YOU KNOW WHO IS CALLING YOU!**

If in any doubt, go to the lobby and check things out; if safe, open the door; if in doubt, walk away. Notify the Resident Caretaker (**604 834-4578**) if you think it is advisable. The stairs to the lobby lead to the garage, and that is where a thief is most liable to go if he/she gains entry.

Chelsea Gardens is relatively secure compared to other buildings in the area. In the end, however, security is only as good as the care taken by residents.

Fob System

All gates, Clubhouse entries, as well as the hot tub and workshop, are controlled by a FOB system. If you lose or misplace a FOB, please notify the office immediately to have it deactivated and have a replacement issued.

*Chelsea started in late 2025 to gradually move to a new system called Akuvox. It includes new FOBS, face recognition, heightened security and a new way to operate.

Enterphone System

There are five **enterphones** – one at each building's entrance and one each at the front vehicle and pedestrian gates. Each suite has a code that is dialed by a visitor in order to make contact with a resident. An enterphone directory displays only a last name and the code. This is done to avoid indicating that a single person is an occupant of a suite.



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Enterphone Instruction

These instructions cover 3 situations:

1) Your telephone is not in use:

- A visitor rings from the Enterphone – you will hear your phone ring normally.
- Answer your telephone & speak to the visitor.
- If you decide to let the visitor in, **PRESS 6 and HANG UP**, the gate or front door will open for your visitor.
- If you decide not to let the visitor in, **HANG UP**.

2) If you are on the telephone and the Enterphone rings:

- To put your telephone conversation on hold, **PRESS Hold or Flash on your Telephone**.
- Speak to the visitor at the Enterphone.
- If you want your visitor to enter, **PRESS 6** (Interphone automatically hangs up then returns to the original caller).
- If you **DO NOT** want the visitor to enter, hang up on the call and return to your original caller.

3) When you are talking to a visitor who is at the Enterphone & someone calls you on the telephone:

- It will ring like a telephone.
- **PRESS 6** to allow the visitor to enter or
- To refuse entry to the visitor just hang up.

Then you will be connected to your incoming call.

REMEMBER; Pressing (6) lets someone in; hanging up does not let the visitor in.

Should you hang up with an outside call waiting, your phone will ring automatically. Answer as normal.



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Caution: Make sure that your visitor identifies him or herself before allowing them to enter the complex or building.

You should inform your friends that if your phone does not ring or beep when a visitor attempts to call, the entire system may be tied up or busy. Visitors should reset the system by pressing 0 and # and try again.

If you have problems using the enterphone system, please contact the Office @ (604) 834-4578 for assistance.



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Lounges and Library Spaces

Each of the three condominiums (Mayfair, Kensington, and Windsor) feature it's own lounge and library area. These welcoming spaces are designed for relaxation, quiet reading and casual socializing.

Residents often use these areas to host small gatherings such as morning coffees or events like Christmas parties specifically for their building's community. These informal get-togethers are a great way to meet neighbours and foster a sense of connection within your condominium.

Common Area Cleanliness—A shared responsibility

Professional cleaners are scheduled to maintain these spaces on a regular basis and their role is to manage general upkeep related to daily traffic and use. You can help by cleaning up after any event(s) you have in the common areas.

Security Reminder

Do not allow others to follow you into the building lobby, through the complex front gate, East gate or underground parking. This helps maintain security for all residents.

If approached: Avoid confrontation. Instead, report any suspicious behavior to one of the Caretakers, Property Management, or the Police as appropriate.

Move In/ Move Out

Condominium Owners need to contact the Caretaker to secure elevator time, pads for the elevator etc. Refer to rules in your handbook or chelseatoday.org for move in/move out fees.

Garage

The garage gates are opened by an electronic opener. Garage parking is limited to residents and guests. Visitor parking stalls are well marked. Visitor parking passes are to be used by the Owners for their visitors. If a visitor stays overnight or longer, please use the visitor pass and inform one of the Caretakers.



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Always ensure that the garage gate closes completely before driving away. This is a critical step in maintaining the security of the building and protecting everyone's property. If the gate does not close properly, please treat that as an emergency and contact one of the Caretakers or a Council member immediately. Your attention to this simple but important detail helps keep our community safe.

Garage Parking

Do not store combustible materials in your parking stall. Residents that have vehicles that leak oil must purchase oil pads and are responsible to clean up any leaks. Bicycles may be stored in your designated parking stall or in your personal locker. Electric scooters must be parked in your assigned stall. Note: If charging outlets are available, there is an additional monthly fee for use.

Parking Stall Rental

The best way to go about this is to contact Jesse at jesse@crpm.ca or the Chelsea office in person or call **604-501-0479** to check availability. Available stall numbers will be provided to select from, and payment arrangements will be made via CrossRoads Management Ltd.

Storage Lockers

The storage lockers are secured with both a deadbolt and a keyed passage set. Please ensure you re-lock the deadbolt every time you leave the locker room.

Garbage/Recycling/Organics

Each condominium has a garbage compactor. All the following items are banned from the garbage compactor:

Styrofoam, corrugated cardboard, newsprint, office paper, gypsum drywall, yard and garden waste, beverage containers (all except milk), blue box recyclables, lead-acid (car) batteries, medications/pharmaceuticals, paint, solvents, flammable liquids, gasoline, pesticides, vehicle tires, oil and oil filters, empty containers, pet waste, electronic waste including personal computers, printers & TVs.

Green or organic waste bins have been provided for you, and the bag is to be disposed of in the organic bin downstairs. **PLEASE DO NOT LEAVE YOUR UNWANTED ITEMS** by the bins downstairs. Please refer to the chelseatosay.org website.

Blue bins for each Condominium building recyclables are in the general vicinity of the garbage compactor. It is not necessary to sort the material as it can be mixed in any bin. Bylaw 34.

Anything not listed as approved goes into the domestic garbage bin (compactor) or into the organic totters located adjacent to the compactors. RINSE and squash all plastic bottles and



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containers. CLEAN, rinse and place your acceptable food and drink cans and put them in the blue boxes. Remove plastic liners, flatten box board and mixed paper in the blue box.

✓ Acceptable for Recycling:

- Magazines
- Junk mail
- Catalogues
- Telephone books
- Cereal boxes (paper only)
- Paper egg cartons
- Photocopy paper
- Hard/shiny paper
- Any 100% paper fibre

Note: Plastic items (such as plastic egg cartons) and Styrofoam **DO NOT** go in this recycling — they must be taken to a local recycling depot.

✗ Not Acceptable:

- Wax or foil-lined paper
- Pizza boxes or food take-out boxes contaminated with food
- Straws or caps from drink boxes
- Styrofoam (must go to a local recycling depot)
- Plastic bags
- Plastic egg cartons
- Broken window glass
- Mirror glass
- Drinking glasses
- Ceramics (e.g., plates or cups)
- Aerosol or paint cans

***Do not tie recyclables together with string** – string gets caught in the recycling sorting machinery.

Trash or Treasure Day

Chelsea Gardens hosts a unique annual event each June. It begins with a community garage sale held on a Saturday, where residents can sell or swap items. The following Friday, any



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unsold or unwanted items can be placed in designated areas for others to browse and potentially rehome. The next day, Saturday, any unclaimed items will be collected for disposal by a commercial company.



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Social Committee

The Social Committee is a volunteer group that organizes activities and events to bring residents together to help build community within Chelsea Gardens. Events such as pub nights, entertainment, Wednesday morning coffee, seasonal celebrations and many other gatherings are just some of the ways the Committee contributes to the vibrant social life of our complex. New volunteers are always welcome and appreciated.

Event notices are shared on the community Facebook page, the monthly calendar, the chelseatoday.org blog as well as through posters placed in the Clubhouse and the condominium lobbies. With the help of volunteer writers, the Social Committee also publishes a quarterly newsletter describing happenings around Chelsea Gardens.

The mandate of the Social Committee is that all profits realized through these activities are to be used for the benefit of the residents of Chelsea Gardens as a whole.

The Committee has contributed to the impressive outdoor Christmas displays, which are an annual highlight enjoyed by residents and visitors alike.

RV Committee

The RV Committee is a group of volunteers who take on the tasks of coordinating the rental of stalls, recommending rule and policy changes to Council, enhancing security and assisting in the maintenance of the RV storage facility.

Volunteers

A valued part of living in this Strata community is the many volunteers who willingly perform a variety of large and small tasks to help lower Strata fees and maintain the property. Over the years, Chelsea Gardens has been fortunate to have many volunteers who do things like tend



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the gardens at building entrances, irrigation system repairs and maintenance, equipment repairs, ponds, streams and other odd, but necessary jobs. The active participation of all residents is welcome, and sign-up lists are always being posted. If you have a skill and want to volunteer, please contact a Council member.

Emergency Preparedness Teams

Living in BC, we need to be prepared for events such as earthquakes, fire and floods that would affect all Chelsea Owners. This is one of the largest volunteer efforts where we can look after our fellow residents. Our formal plan needs teams of volunteers in the areas of Leadership, First Aid, Care and Shelter, Damage and Assessment, Search and Rescue, Utilities and Fire, Communications, Transportation, Pet Care and Security Team.

Monthly/Seasonal Events

Selling tickets, set up and take down tables, food preparation, Emcee, serving, clearing tables, washing dishes, and kitchen clean up.

Wednesday Morning Coffee

Hosting, providing baked goods, setting up and taking down tables, and making coffee.

Christmas Light Displays

Set up and dismantle lights in the Clubhouse, the entranceway and trees.

Fish/Turtle Pond

Regular maintenance includes cleaning the pond and filter system and feeding the critters.

Irrigation

Springtime check of the system with ongoing maintenance and repairs. Fall shut down.

Lattice Repair

Repairing, painting, and replacing the lattice throughout the complex. Tools and material supplied.

Gardening and Landscaping

Watering hanging baskets and poolside planters, minor deadheading and Fall pruning.

Pub Bar

If interested in joining the team of liquor servers, you must have the Serving It Right-Responsible Service BC certification. Contact the Social Committee for more information.



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There are several active clubs who post activities on the notice boards in the lobby of each building, listing the clubs and a contact person.

There are also many activity groups at Chelsea Gardens. A monthly social calendar is published in the Minutes and is also posted on the bulletin boards notifying times and encouraging the participation of all interested residents. In addition, there are full details and contact information for all these activities on the chelseatoday.org website.

Bible Study Group

Join interdenominational weekly bible study sessions in the library for reflection, discussion and fellowship.

Cards

Throughout the week, residents host a variety of card games including Canasta, Bridge, Whist, Euchre, and Poker. Everyone is welcome whether you're an experienced player or brand new. Residents are always happy to teach newcomers so please join in to learn something new and enjoy a fun, relaxed evening.

Choir

If you love to sing, we'd be delighted to have you join our community choir. Our choir performs at several events throughout the year and plays a key role in our annual Christmas Concert. We welcome all voices, come and add yours to our music!



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Crafts

Crafters and artists are invited to get together in the Fireside Room to work on their own projects in a social atmosphere. Bring your pencils, pens, water colour paints, knitting, or sewing machine. Coffee and tea are supplied by donation, and treats are always welcome.

Dance

Join the community dance group to learn some new moves and participate in several choreographed performances throughout the year. Participants vary in their skill level but everyone has a good time!

Exercise

Staying active is easy at Chelsea Gardens!

- **Summer:** Group exercise classes are held at the poolside and in the water.
- **Cooler seasons:** Classes move indoors to the Fireside Room. Options include weights and bands, chair yoga and osteo-friendly workouts.

For outdoor lovers, a walking group meets at the main gate six days a week at 8 AM. All fitness levels are welcome.

Movie Night

Hosted the third Sunday of every month in the Fireside Room. Come and enjoy watching a beloved classic with your community. Admission is free and popcorn is provided.

Pool Volleyball

Splash into summer with us every Monday at 6:30! Get ready for fun, laughter, and an awesome workout that will leave you feeling refreshed and energized. And don't miss out on the end of the season wind-up party!

Pub Night

These are popular events and newcomers should be warned about Chelsea time. Most Fridays, residents are invited to bring their own beverage (BYOB) to enjoy in the pub. It is a great way to get together and meet your neighbours.

Snooker

Take advantage of our snooker table to brush up on your skills, join a tournament, or enjoy a friendly game with your neighbours.

Wednesday Morning Coffee

Wednesday morning coffee at Chelsea Gardens provides a mid-week opportunity to chat with neighbours while enjoying a coffee or tea and some tempting baked goods.



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Workshop

Work on your small to medium wood projects in our fully equipped workshop.

**Note: Residents must complete the safety course before having access to the facility.*



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Garbage

The Strata Corporation pays for the disposal of garbage. **Recycling reduces** the cost to the Strata Corporation.

When is townhouse garbage picked up

All bins must have a lid and place them outside Sunday evening after 6:00 p.m. for pickup on Monday morning. You may find the schedule on the chelseatoday.org website or AJMdisposal.com. Residents are required to purchase their own bins. All garbage must fit in the bins otherwise it will not be picked up.

Pickup days

- Organics Every week
- Garbage Every other week
- Recycle Every week

Acceptable for Recycling

- Magazines
- Junk mail
- Catalogues
- Telephone books
- Cereal boxes (paper only)
- Paper egg cartons
- Photocopy paper
- Hard/shiny paper
- Any 100% paper fibre

Note: Plastic items (such as plastic egg cartons) and Styrofoam **DO NOT** go in this recycling — they must be taken to a local recycling depot.



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✗ Not Acceptable

- Wax or foil-lined paper
- Pizza boxes or food take-out boxes contaminated with food
- Straws or caps from drink boxes
- Styrofoam (must go to a local recycling depot)
- Plastic bags
- Plastic egg cartons
- Broken window glass
- Mirror glass
- Drinking glasses
- Ceramics (e.g., plates or cups)
- Aerosol or paint cans

Cardboard is handled differently than other waste materials. Cardboard is to be flattened before placing in the bin provided.

RINSE and squash all plastic bottles and containers. CLEAN, rinse and place your acceptable food and drink cans and put them in the blue boxes. Remove plastic liners, flatten box board and mixed paper in the blue box.

Trash or Treasure Day

Chelsea Gardens hosts a unique annual event each June. It begins with a community garage sale held on a Saturday, where residents can sell or swap items. The following Friday, any unsold or unwanted items can be placed in designated areas for others to browse and potentially rehome. The next day, Saturday, any unclaimed items will be collected for disposal by a commercial company.



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FOR TOWNHOUSE OWNERS:

Garage Doors

1. Check your cables:

Visually inspect the cables that attach the spring system to the bottom brackets. Frayed, worn, or rusted cables on the bottom brackets are in danger of breaking. Should these need to be replaced; only a qualified technician should do this.

2. Check your rollers and track

Worn out roller bearings and bent tracks will cause noise and wear and tear on the opener. Try to lubricate the rollers (see number 3 following). If this does not improve the noise level, then the rollers may have to be replaced.

1. Lubrication:

It is recommended that you apply silicone with Teflon spray lubricant to your springs, drums, rollers, track, hinges, and opener chain every 6 months. Do not use heavy grease because it will harden up and collect dirt and grass which would worsen the door operation. Make sure to clean any grease which may have previously been applied to these parts.

2. Check your spring periodically:

First, manually release the opener mechanism by pulling the short length of cord located near the door. The door should be easily raised and lowered manually. If this is not the case, then service is required which should only be done by a qualified technician.

To reattach the manual release, simply push the metal latch upwards and then operate the chain until it engages automatically.



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NOTE: No torsion spring adjustment or replacement should be attempted by the Owner. These springs and the cable system are under high tension, and severe injury can result if the work is done by other than a qualified technician.

**Note: If you can't do this service, we recommend that you call the Caretaker for contractor information.*

Outside Watering Taps

Turn off your outside watering taps in the Fall before the cold weather comes and cover them with a styrofoam cap available at Canadian Tire and remove any garden hoses from the taps.

TOWNHOMES AND CONDOMINIUMS:

Dryer Vents

Will be cleaned every year by the Strata Council.

Smoke and Carbon Detectors

Check batteries and vacuum monthly. The batteries must be replaced yearly by owners. Strata Council replaces the smoke detector every ten years.

Fireplace

Owners should have fireplaces serviced every one to two years and this should be done by a professional and licensed contractor.

Outside Drains

Owners and residents are responsible for ensuring that drain covers are always kept clear, and that snow/ice, leaves and debris are removed from their balcony/patio to ensure that water ingress into the strata lot does not occur.



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The following tips are offered for your convenience.

Doors

Exterior doors are maintained by Strata, except for the hardware which is the responsibility of the Owner.

Window Care

Owners are responsible for day-to-day care. The Strata Corporation is responsible for major repairs and/or replacement of windows. If a seal in a window breaks, advise Council so that repairs can be scheduled.

Window Coverings

Window coverings visible from the exterior of the Strata lot must be white or cream in colour.

Bylaw 3 (4)

Window Washing

Council arranges for a professional window cleaner to wash the Condominium buildings inaccessible windows, inspect and caulk as necessary. Residents are responsible for cleaning accessible windows. Townhouse Owners windows that are inaccessible are also cleaned.



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Visitor Overnight Parking

If a visitor stays overnight or longer, please use a parking pass and advise the Caretaker. Townhouse residents are not permitted to park in visitor parking overnight.

Floor Covering

According to the Strata Property Act, section 149, because the Strata Corporation insures the floor coverings originally installed within the units at Chelsea Gardens, an Owner must obtain permission prior to making any changes to the floor coverings in the Owners Strata lot.

Barbecues

Cooking devices used on the patios or balconies must be natural gas, propane or electric powered only. Charcoal and wood chips are not permitted. *Bylaw 3 (7)(a)(b)*. Please consider your neighbours when barbecuing and keep your barbecue clean. Dirty barbecues give off offensive odours that can be a source of annoyance to your neighbours as well as attracting rodents.

Resident Etiquette

Some of the Strata etiquette definitions can be found in our Strata Corporation Rules and Regulations. Here are some key topics:

Noise

Please be mindful to keep noise to a reasonable level, especially during quiet times. *Rule 1(n)*

Pet Waste

As courtesy to our neighbours, please remember to pick up after your pets. Keeping our shared spaces clean helps everyone enjoy a pleasant and welcoming community. Thank you for doing your part. *Bylaw 4(4)(b)*

Smoking and Vaping

Both are permitted in your unit and beyond 7.5 meters of windows and doorways on limited and common property where ashtrays are provided. Be mindful of how this impacts your neighbours. *Bylaw3(1C) (20)*

Speed Limit

The speed limit on all Chelsea Garden roadways (including parades) is 15 KM/PH *Rule 1(f)*

Roadway Parking

The Fire Marshall requires that the roadway be kept clear at all times so that Emergency Vehicles always have access and consequently there is **NO** stopping/parking on the roadways.

Electric Vehicle Charging

Electric vehicles are welcome. Council approval is required to install a charging station. *Bylaw 6*



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Pets

Dogs and cats must not exceed 15 inches in height at the shoulder. Owners are permitted one dog and one cat; or 2 dogs; or two cats. *Bylaw 4*

Building Envelope

No attachments are allowed on any of the exterior surfaces which will compromise the building envelope on any condominium or townhouse. *Bylaw 3 (6)(9)(12)*

Renovations

Hours are 8 A.M. to 6 P.M. Monday to Saturday when using power tools or noise producing equipment. *Bylaw 6(3)*

Quiet Time

Quiet time on common and limited common property is from 10:00 PM - 8:00 AM except for celebrations like New Years Eve and Canada Day which are exempt from this rule up to 1:00 AM. *Rule 1(n)*



SECTION 12: EMERGENCY PREPAREDNESS

Emergency Preparedness

Appropriate and timely response action to any emergency is essential to ensure your safety and to minimize as much as possible the impacts of the emergency.

Many different types of emergencies can affect Owners/residents in Chelsea Gardens. The higher risk events include (but are not limited to):

Fire	Earthquake	Flood
Gas Leak	High winds	Power outage
Lightning	Motor vehicle accidents	Snowstorm

Chelsea Gardens has an Emergency Preparedness program to assist all residents in the event of an emergency. It has produced the **Chelsea Gardens Emergency Preparedness Guide**, applicable to all residents. **The Guide is available on the chelseatoday.org website under Emergency Preparedness.** Refer to this guide for specific emergency preparedness actions you can take.

The program welcomes residents to participate in its ongoing activities and provide support to your neighbours.

The procedures identified below for Condominium and Townhouse residents highlight the key actions for several types of more common emergencies. Practicing these actions regularly before an emergency will make you more confident in taking the appropriate response and help to reduce panic and anxiety when a real event occurs.



CHELSEA GARDENS

IN CASE OF EMERGENCY CONDOMINIUM OCCUPANT INSTRUCTIONS

(Post on inside of hallway door)

DO NOT USE ELEVATOR

FIRE OR SMOKE ALARM (CONTINUOUS), HEAR "FIRE", OR DETECT A FIRE

- Grab personal emergency kit and pets for evacuation
- Feel hallway door for excessive heat, if NOT hot, carefully check hallway
- If safe to evacuate to hallway, place magnetic **ORANGE** decal on hallway side of door and evacuate (1st floor occupants may evacuate by patio if safe)
- If not safe to evacuate to hallway:
 - 1st floor - place magnetic **ORANGE** decal on hallway side of door and **evacuate via patio**
 - 2nd, 3rd, 4th floor - **go onto balcony and await assistance**
- Evacuate building via nearest staircase (do not use if exit door is HOT)
- **DO NOT REMAIN IN BUILDING** - Go To Designated Emergency Meeting Place

TO REPORT A FIRE

- Pull the nearest Fire Alarm Handle and shout "FIRE, FIRE, FIRE"
- Call 911
- Follow FIRE OR SMOKE ALARM instructions above

EARTHQUAKE

- Drop, cover and hold on
- Count 60 seconds after shaking stops before leaving cover
- Check all unit occupants for injuries
- Do not evacuate immediately unless danger is obvious in your unit, or instructed to do so by Floor Captain or Damage Assessment Team
- Place appropriate magnetic decal on hallway side of door (**GREEN - OK** and remaining inside, or **ORANGE** if evacuating)
- If evacuating, grab personal emergency kit and pets, Go To Designated Emergency Meeting Place

GAS LEAK: If you smell gas (rotten eggs) or someone yells "GAS LEAK"

- **DO NOT OPERATE ANY ELECTRICAL DEVICE** (e.g. light switch, cell phone, fire alarm handle, portable radio, etc.)
- Grab personal emergency kit and pets for evacuation
- 1st floor occupants evacuate via patio door (leave door open)
- Occupants of other floors, if safe to do so, open the balcony door or a window, and
 - Open hallway door and determine if safe to enter hallway (no gas smell)
 - If not safe to evacuate, **go onto balcony and await assistance**
 - If safe to evacuate, place magnetic **ORANGE** decal on hallway side of door
 - Evacuate building via nearest staircase
- **DO NOT REMAIN IN BUILDING** - Go To Designated Emergency Meeting Place

Your Floor Captain is:

2024 November 12



CHELSEA GARDENS

IN CASE OF EMERGENCY TOWNHOUSE OCCUPANT INSTRUCTIONS

(Post on inside of entrance door)

FIRE OR SMOKE ALARM (Continuous), HEAR "FIRE", OR DETECT A FIRE

- Grab personal emergency kit and pets for evacuation
- If safe to evacuate via front door, evacuate and place magnetic **ORANGE** decal on outside of door
- If not safe to evacuate via front door, in lower unit evacuate via patio, or in upper unit proceed to a balcony and await assistance, or climb down / jump to ground
- **DO NOT REMAIN IN BUILDING** - Go To Zone Emergency Meeting Place

TO REPORT A FIRE

- Shout "FIRE, FIRE, FIRE"
- Call 911
- Follow FIRE OR SMOKE ALARM instructions above

EARTHQUAKE

- Drop, cover and hold on
- Count 60 seconds after shaking stops before leaving cover
- Check all unit occupants for injuries
- Do not evacuate immediately unless danger is obvious in your unit, or instructed to do by Zone Captain or Damage Assessment Team
- Place appropriate magnetic decal on outside of entrance door (**GREEN - OK** and remaining inside, or **ORANGE** if evacuating)
- If evacuating, grab personal emergency kit and pets, Go To Zone Meeting Place

GAS LEAK: If you smell gas (rotten eggs) or someone yells "GAS LEAK"

- **DO NOT OPERATE ANY ELECTRICAL DEVICE** (e.g. light switch, cell phone, portable radio, etc.)
- Grab personal emergency kit and pets for evacuation
- Ground floor occupants evacuate via patio door (leave door open)
- Upper floor occupants, if safe to do so, open a balcony door or a window
 - If safe to evacuate via front door, evacuate and place magnetic **ORANGE** decal on outside of door
 - If not safe to evacuate via front door, proceed to a balcony (leave door open) and await assistance, or climb down / jump to ground
- **DO NOT REMAIN IN BUILDING** - Go To Zone Emergency Meeting Place

Your Townhouse Zone Colour is:

Your Townhouse Zone Captain is:

2024 November 12



CHELSEA GARDENS

IN CASE OF EMERGENCY CONDOMINIUM OCCUPANT INSTRUCTIONS

(Post on inside of hallway door)

MAGNETIC DOOR DECAL DESCRIPTIONS

GREEN



Display the **GREEN** square magnetic decal on the hallway side of the entrance door after an earthquake if everyone inside is **OK (including pets) and remaining inside the unit**, no assistance is necessary, and you do **not** consider that occupants are in any immediate danger. Responders will not investigate.

ORANGE



Display the **ORANGE** rectangular magnetic decal on the hallway side of the entrance door after an emergency if everyone inside (including pets) have evacuated the unit.

PETS



Display the **RED/BLACK** square Please Rescue magnetic decal on the hallway side of the entrance door at all times when a pet lives in the unit. If the **GREEN** decal is displayed after an earthquake, responders will assume pets are OK. If the **ORANGE** decal is displayed after an emergency, responders will assume pets have been evacuated.

NOTE: If no **GREEN** or **ORANGE** decal is displayed on the entrance door after an emergency occurs, occupants/pets (if any) will be considered possibly at risk, and responders will investigate the unit. Do not place both **GREEN** and **ORANGE** decals at the same time on the hallway side of the door.

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SECTION 13: FREQUENTLY ASKED QUESTIONS

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I wish to make an alteration to the exterior of my unit. Do I need permission?

Yes. Alterations to the exterior of a unit do require permission from the Strata Council as it would be a change to either the Strata lot, common property or limited common property. Please direct your correspondence to the Strata Council via the Strata Manager and allow sufficient time for a response. Council generally deals with these requests at regularly scheduled monthly Council meetings.



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Why is permission required?

There are several reasons. The Council is mandated by the Owners to ensure that exterior alterations do not detract from the overall appearance of the complex, affect the vapor barrier and Council needs to look at each application to see that it falls into accepted building standards. Also, maintenance of alterations becomes the responsibility of the Owner and any subsequent Owner. After Council approval, Owners are required to sign an undertaking of responsibility prior to proceeding with any approved alteration.

What about alterations to the interior of my unit – do I need permission for these?

No, but there are some exceptions. Owners are generally free to do routine maintenance in the interior of their units without obtaining Council permission. This would include painting or replacements of flooring or cabinets. There are, however, some exceptions to this. If your changes involve altering load bearing walls or making any renovation that could possibly impact on the common property (defined as the exterior of the unit and half way through the wall) or anything that is insured by the Strata Corporation (all original construction, carpeting, etc.) then Council will require a request and may require additional items such as engineering approval so as to protect the Strata. An Owner does require permission to install laminate or hardwood floors. A noise reducing material with the "Impact Insurance Class" (known as I.I.C.) minimum reading of 71 or better is required for engineered hardwood, luxury vinyl plank or laminated flooring for all upper Townhomes and/or 2nd, 3rd or 4th floor of Condominiums. As well, if you are doing any electrical, plumbing or gas work, Council will require assurance that the work is being done either by a licensed professional or, if you are qualified to do it yourself, that it is being done within the building code and with any necessary permits.

What differences I can expect from living in a Strata rather than a single-family home?

The major difference is that, unlike a single-family home, you cannot undertake major projects or interior/exterior alterations without getting permission from Council prior to commencing any renovations. The other difference is that Caretakers/contractors take care of routine exterior maintenance and landscaping. It still falls to you to have pride of Ownership and do the little extras that every home needs.

What types of barbeques are allowed?

Owners are allowed to use propane, natural gas, or electric barbeques only. These should be a minimum of 24" from the siding when in operation.

What kind of awnings are we allowed?

The permitted type and colour is available from the Strata Council. You must still put your request in writing to the Strata Council before installation.



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What kind of screen/storm doors are we allowed?

The permitted type and colour is available from the Strata Council who can also suggest different suppliers. You must still put your request in writing to the Strata Council before installation.

Who do I contact in an emergency?

That depends on the nature of the emergency. If it is something occurring entirely within your unit such as a hot water tank failure, toilet leak, failure of hoses supplying a dishwasher or clothes washer you are responsible and should take immediate steps to shut off the supply of water so as not to further damage your unit or others. It is your responsibility to address these issues immediately. Heating and/or air conditioning units are also the responsibility of the Owners, and you should contact a furnace repair facility. If there is an electrical outage, and you have ascertained that it is not just within your unit and caused by a tripped breaker, you should contact BC Hydro. If the emergency is outside of the unit or within the walls of the unit, you should contact the Caretaker or Strata Manager. They will instruct you as to what steps to take.

What interior maintenance items should I be concerned about?

Owners should have fireplaces serviced every one to two years at a minimum, and this should be done by professional and licensed contractors.

- 1) Smoke and carbon monoxide detectors should be vacuumed every six months.
- 2) Natural gas and propane connections should be checked annually by using dish soap on any joint or screw in connection. If you see bubbles, turn off the gas and either tighten or have repairs made by a licensed gas fitter.
- 3) Dryer vents will be cleaned yearly by the Strata.
- 4) Dryer lint traps are a major source of fires and should be kept clean at all times.
- 5) Any signs of water staining on ceilings may be an indication of major problems to come and should be investigated.
- 6) Water temperature regulators in showers do fail and may need replacement.

What steps should I take prior to going on holidays?

- 1) Shut off the water supply to the hot water tank, fridges, washing machines, dishwashers, sinks and toilets. Shut off all exterior water taps.
- 2) Notify newspapers to suspend deliveries. It is often best to call for the suspension one day prior to leaving to make sure that the stop was properly put in.
- 3) Notify one of the Caretakers and person with your key.



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- 4) It is generally best to notify one or more neighbours that you are going away and whether or not to expect any visitors in your absence.
- 5) Although you may turn the heat down to save on heating costs you should not turn it down so low in colder months as freezing of pipes may occur. 15 degrees Celsius should be as low as you go.

Who is responsible for outside landscaping?

The Strata is responsible for maintaining the outside grounds and all plants and shrubs that were planted by the developer or the Strata. Annuals added by Owners are their responsibility to maintain.

Can I plant any additional items in my garden?

Yes. Bedding plants are allowed to be planted in the front and back. Garden plants at the front are not to be removed without Councils permission.

What day of the week are the landscapers on-site?

Our regularly scheduled landscape days are Monday and Tuesday during the growing season. Pet Owners should ensure that "droppings" are picked up, or they may have their lawns missed. The landscapers come on a variety of other days to do pruning, pesticide applications, fertilizing, etc. depending on the time of year. If pesticides/herbicides are considered dangerous to pets or people, advance notice will be given.

Who enforces bylaws? Who do I contact with a complaint?

The Strata Council is responsible for enforcing the bylaws. The complaints about neighbours, who may be violating the bylaws, must be put in writing and sent to Council.

Is there a time restriction on visitor parking?

Yes. The maximum permitted parking by a visitor shall be no longer than 7 days with permission. *Bylaw 39(12)*

Can I rent out my unit?

An Owner is permitted to rent a Strata lot provided the Owner submits a signed Notice of Tenant's Responsibilities form (Form K) to the Strata Corporation within the time limit allowed under the Strata Property Act. Owners should refer to Rental Restrictions (Bylaw 35) and Short-Term Accommodations (*Bylaw 38*)

What are the hours of operation of the Clubhouse?

Unless rented for a special occasion, the Clubhouse hours are from 7:00 AM to 10:00 PM.



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Who is responsible for security?

We do not generally contract an outside security firm so each Owner should take responsibility for watching out for the neighborhood. Call the Caretaker or 911 if you see suspicious activity or visitors.

What do I do when I wish to sell my unit?

You should contact the Strata Manager's office and advise them that the property is listed and with what realtor. This will authorize the Strata Manager to provide the realtor copies of minutes, rules and bylaws (at a charge). Under the Strata Property Act your unit may not convey to a new buyer without a discharge from the Strata Corporation that all fines, Strata fees and special levies have been paid. Real estate ads for Chelsea Gardens cannot specify more than two bedrooms in any one unit and two occupants per bedroom.

Are open houses permitted?

Open houses are permitted during the hours of 9:00 AM to 6:00 PM.

Are realty signs allowed?

We do permit the posting of realty directional signs on the property on the day of the open house. Realtors may post listing information on the dedicated board located at the secondary (east) gate. Lockboxes are not permitted.

How do I propose a Bylaw or Rule amendment?

Bylaw and Rule amendments are to be put into writing and sent to the Resolution Committee for consideration prior to the AGM.

What if I have an emergency after the business hours?

For EMERGENCIES ONLY phone 604-834-4578. A Caretaker is always on call for emergencies. Please do not use the emergency number for non-emergency calls. Doing so takes Caretakers away from attending to assigned duties during regular working hours and interrupts their personal time when not on duty. Emergencies include but are not limited to fires, floods, power, or water outages.

Should I save copies of the minutes?

Most prospective purchasers will want to see up to two years worth of Strata Council Minutes from both Council meetings and general meetings. Electronic format of the Minutes is available on the chelseatoday.org website.

What should I do if my unit is leaking from the outside?

Contact the Caretaker and/or Strata Manager, and they will dispatch the necessary trade people. Take steps to protect valuables along with carpets and flooring.



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What should I do if I smell gas?

Turn off the gas at the regulator (contact Caretaker emergency number 604-834-4578 to turn off the regulator) and contact Fortis BC.

I may have a rodent infestation, what do I do?

Contact the Caretaker and/or office staff.

What does Unit Entitlement mean?

Unit entitlement is a formula, contained in the Strata Property Act and Regulations, that determines your percentage of living space compared to other Owners and this is used to calculate your share of expenses in the annual budget or your share of any special levy.

What is common property?

Common property is generally defined as ½ way through your walls and all exterior areas such as patios, decks, driveways, etc. The Strata Corporation has an obligation to insure, repair and maintain all common property.

What is limited common property?

Limited common property is the same as common property with the exception that its use is limited to the exclusive use of the Owner . This is generally patios and driveways but is indicated in your title.



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