



# Crossbow Chatter

## Celebrate the Seasons

Throughout summer and into the fall, Crossbow residents have been getting together to hike in our beautiful community. Destinations included Jura Creek, Ptarmigan Cirque, Old Goat Glacier, Boom Lake, Horseshoe Falls Dam and Cascade Ponds. Thanks to Cliff for organizing these amazing outings! All Crossbow residents are welcome to join in; contact Cliff for more information.

Join us for a fun, festive evening when we put up the Christmas tree and decorate the Great Room!



*Crossbow Point Hiking Group*

**Saturday, November 25  
6:00 PM  
Owners' Fireside Lodge**

Your help is appreciated. Please bring a beverage of choice.

Residents of Crossbow Point are invited to join us for our ever-popular annual Christmas party!

**Saturday, December 9  
Social Hour at 5:00 PM  
Dinner at 6:00 PM  
Owners' Fireside Lodge**

Please bring a hot veggie or salad to share and your beverage of choice. The Social Committee will provide roasted turkey, stuffing, cranberries, potatoes, and dessert.

Christmas cheer to follow dinner, including music, carols, and social time. No guests, please, for this event as space is limited.

## OPERATIONAL UPDATES

### ROOF TILES

In the fall, roof ridge tiles on Building 175 were checked for loose grout and loose material was removed for safety. More substantive roofing work will be done on ridge tiles in 2018 when the weather conditions are suitable. Owners and tenants will be advised in advance.

### DECK MAINTENANCE

As part of our routine maintenance program, decks in Buildings 155 and 175 were assessed for any needed repairs. Worn and damaged caulking has been replaced. Rails with signs of rot or deterioration have been identified and will be scheduled for repair.

### WINTER REMINDERS

To prevent freezing pipes in condo units and subsequent damage, please remember:

- Keep windows closed during cold spells and when absent from your unit
- Heat should be set no lower than 17C at all times. Thank you!

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### Mark Your Calendars:

- November 25 @ 6 PM: Crossbow Christmas Decorating
- December 9 @ 5 PM: Crossbow Point Christmas Gathering
- January 6 @ 12 Noon: Crossbow Point Annual General Meeting; 3 PM Happy Hour
- Tuesdays @ 10 AM: Coffee Time
- Daily @ 2:00 PM: Walking Group

# ANNUAL GENERAL MEETING

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Mark your calendars! It's time once again for our condo's AGM.

**Crossbow Point  
Annual General Meeting  
Saturday, January 6, 2018  
12:00 Noon**

**Coast Hotel, 511 Bow Valley Trail**

At the AGM, your board of directors will report on items undertaken this past year, provide annual financial statements, and you can vote for those who will represent you on the board. This is your chance to ask questions and offer your input, too.

## ANNUAL GENERAL MEETING

Key fobs for the new security system will also be distributed to those in attendance (see article below).

If you are unable to attend the meeting in person, your vote is still important to achieve quorum! Complete your proxy at [www.crossbowpoint.com](http://www.crossbowpoint.com) and submit using one of the following:

**Email:** [info@peka.ca](mailto:info@peka.ca)

**Fax:** [403.678.4990](tel:403.678.4990)

**Mail:**

PEKA Professional Property Management  
105, 1002 8th Avenue  
Canmore, AB T1W 0C4

After the AGM, Crossbow Point owners and residents are invited to join us for:

**Happy Hour  
3:00 to 5:00 PM  
Great Room  
Owners' Fireside Lodge**

Please bring your beverage of choice and help us toast a successful AGM!

## SECURITY SYSTEM UPDATE

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### KEY FOB ACCESS

As you may know, our key fob reader system that controls secure access into the 165 Amenities Building experienced a total failure in August 2017.

In the short-term, the Board arranged for door locks to be changed to permit access to the Amenities Building and swimming pool with your high security residential building key. The exercise room, for a temporary time, no longer requires a key.

Since then, the Board has conducted a security infrastructure review. The results indicated the need to broaden our security coverage and move to better technology, including remote support and access. We also needed to procure a security provider in which we have confidence at a reasonable cost.

The Board developed specifications for the security system and solicited quotes from five firms. After reviewing quotes, the Board selected Bordo Security from Calgary to undertake the installation and operation of a more



comprehensive and state of the art security system at Crossbow Point.

Fob access will be restored to

the amenities building, swimming pool, exercise room and the theatre. Fob access will also be installed for all overhead garage doors. Good news! The fob readers are long range units that will allow most users to trigger the door without the need to open their vehicle's driver window. In addition, key fob access will be installed at the central doors of Buildings 155 and 175. All other doors will remain accessible by using your security key.

### VIDEO SURVEILLANCE

Within the Amenities Building, existing cameras will be upgraded to high definition technology and coverage will be expanded to include the exercise room and the theatre. Additional coverage will be installed in main door lobby areas and vehicle garage access points

in Buildings 155 and 175.

### COST

There will **not** be any additional fee increase or special assessment to owners for this project. Crossbow Point continues to be on solid financial ground and the Board's Operational Contingency Fund policy and funding level will be able to absorb this one-time unplanned cost of approximately \$45,000.

### SCHEDULE

Distribution of the new key fobs begins on January 6, 2018 at our AGM. Full fob distribution must be completed to fully activate the new system. Each unit will be entitled to receive a maximum of three (3) fobs; a signature is required. Replacement fobs will be charged to the owner, and lost fobs will be deactivated. Subsequently, some security key locks will be removed where new fob access has been installed.

# NEW VISITOR PARKING GUIDELINES

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In support of a more realistic view for living at and visiting Crossbow Point, the Board has approved seven (7) days as the new maximum time period that a guest vehicle can park in the above-ground visiting parking area, versus the 48 hours stated in the by-laws.

Owners and tenants are requested to continue to use their titled parking

stall for regular parking needs. It is understood that residents may use a visitor parking space on occasion for a few minutes. Multiple-hour or over-night parking by residents should be limited to exceptional circumstances. Owners and tenants are expected to use their best judgment in regard to visitor parking and limit even brief use

during busy times such as weekends, holidays and the summer season.

Visitor parking is not to be used for regular commuter or carpool parking.

The Board hopes that this policy will reduce the need for short-term policy exceptions and better meet the needs of our owners and tenants.

## AMENITIES

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### OWNERS' FIRESIDE LODGE HOURS

Lodge (building) - 6:00 AM to 11:00 PM (alarmed for security after hours)  
Swimming pool and hot tub close at 10:30 PM

### OWNERS' FIRESIDE LODGE ACCESS

Anyone under 18 years of age must be accompanied by a parent or owner to be permitted inside the Lodge.

### BOOKING THE MOVIE THEATRE

To book the theatre, log your reservation (name, unit # and bldg. #), in the appointment book located near the theatre. Until the new key fob access system is operational, theatre keys can be obtained from Dorothy at 403-678-6795. In Dorothy's absence, contact Susan at 403-679-1091.

### COMMENT BOX

Your thoughts on any condo matters are welcomed and may be emailed to [crossbow.chatter@gmail.com](mailto:crossbow.chatter@gmail.com).

## CONTACT INFORMATION

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**PEKA ASSISTANCE:** Contact PEKA at 403-678-6162 during regular business hours (Mon - Fri, 8:30 am - 5:00 pm). Email to [info@peka.ca](mailto:info@peka.ca).

**EMERGENCY (PEKA) ASSISTANCE:** For immediate assistance to mitigate property damage (including but not limited to fire, flood, water leaks, loss of heat), contact PEKA at 403-678-6162 during regular business hours or 403-678-7936 after hours.

**SECURITY:** Spillett Security Group provides patrol and security services to Crossbow Point and its residents. For noise and disturbance complaints, trespassing infractions and assisting with condominium by-law enforcement issues, contact at 403-493-4661. For Police, Fire and Ambulance call 911

**BOOKING THE GREAT ROOM:** Refer to our website for details and pricing.

**BOOKING A GUEST SUITE:** Four are available, and a user agreement is required. Cost is \$35 per night plus a one-time cleaning charge of \$25. To book a guest suite, contact Marsha at 403-678-8584.

**NEWSLETTER:** Feedback is welcomed. Feel free to email us at: [crossbow.chatter@gmail.com](mailto:crossbow.chatter@gmail.com).

**WEBSITE:** Newsletters, other condo documents and much more valuable information is available on our website, [www.crossbowpoint.com](http://www.crossbowpoint.com). PEKA's website also carries a number of documents (click on the tab 'Condominium Management').

### BOARD OF DIRECTORS 2017:

President: David Minifie

Vice President: Anne Forbes

Treasurer: Ron Davies

Secretary: Gottfried Haase

Director: Brent Robertson



# CHATTER TO REMEMBER

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**PEKA KEYHOLDER SERVICE:** Please ensure that PEKA has a copy of your unit's entry key. Quick access to your unit may be required in an emergency or maintenance situation. Depending on the incident and circumstances, the unit owner may be charged if a locksmith is required or if the door needs to be knocked down to gain access.

**GARBURATOR USE:** Clogged drains are a major inconvenience and garbage disposal repair can be a costly proposition. Don't pour grease, oil or fat into your garbage disposal or drain. Grease will slowly accumulate and impede your garbage disposal's grinding ability as well as clog drains. More information is available on the internet by searching "proper garburator use".

**RECYCLING REMINDERS:** Our recycling bins are filling up fast! This means that these materials are not ending up in a landfill. For efficiency...

1. Please ensure that all items are empty and clean so that no food or liquids remain in containers being placed in the bins.
2. Do not bring items from a business or place of employment. Crossbow Point household materials only please.
3. Always flatten all cardboard boxes including small ones such as tea or Kleenex boxes.

**FIRE EXTINGUISHERS** (within your unit): The Board recommends that all residents have on hand, and stored well away from any potential sources of flame or fire, a fire extinguisher certified for multi-class fires such as a Classes A, B & C; the extinguisher should be of 5 pounds minimum. A fire extinguisher is a contingency in the event of a small fire and must always be easy to reach. Remember to check your fire extinguishers at least once a year. Replace a fire extinguisher that is 10 years or older.

**INSURANCE:** Each owner/tenant is responsible for insuring personal contents and valuables inside their unit, as well as maintaining liability coverage. We suggest checking with your insurance agent to ensure that you have appropriate coverage through your condominium insurance policy, especially for water damage and other damages for which you may be held accountable. A copy of the Condo's most recent insurance certificate is available on our website and through PEKA's website (tab 'Condominium Management').



**PETS:** If you have a pet, or are considering acquiring one, please be certain to consult the condominium By-Laws (68-a-iii). Dogs must not exceed 18 inches (46cm) in height, measured at the withers. All dogs must be on a hand leash at all times. Pick up after your pet. NO pets whatsoever are permitted in Guest Suites.

**PARKING:** We advise that parking or stopping on our access road, Crossbow Place, is not permitted as it presents a danger due to incoming and outgoing traffic. In addition, this road is an emergency access route. Overnight resident parking is not permitted in our outside parking lot other than in exceptional circumstances.

**OIL LEAKS and SPILLS:** Owners/tenants are responsible for preventing oil leaks in our parking areas. Should a leak occur, it must be cleaned up immediately by the responsible owner/tenant.

**BICYCLES:** We remind you that bicycles stored on common property in the garage must not interfere with any tenant parking, and must have a tag with the owner's name and unit/building number, if not, the bicycle will be removed.

**EMAIL:** We have an email list of over 80 Crossbow units. Newsletters and occasional memos will be sent out to this list. Email is the most timely way to receive materials, and the only way to receive certain announcements and materials. Please contact us at [crossbow.chatter@gmail.com](mailto:crossbow.chatter@gmail.com) if you are interested in joining our email list. For now, newsletters will continue to be mailed via Canada Post to owners and residents. In the future, we are considering not mailing newsletters and only sending newsletters by email. Please sign up now.

**RENTING:** For owners renting their units, the Board strongly recommends utilizing a professional property management company. Careful selection and monitoring of renters ensures that the owner's investment is protected and the Crossbow community is not negatively impacted by negligent or non-complying renters. Professional management companies, such as PEKA, have expertise and experience in managing rental units, and extensive knowledge about current provincial and municipal regulations. If a unit is rented, the owner must register the tenant with PEKA (Unit Leasing Form). This ensures the tenant, in addition to the owner, receives correspondence regarding the condominium such as newsletters and notices.