



May 27, 2009

**STRATA PLAN BCS 2555
CIELO AT COAL HARBOUR
ALL RESIDENTS
NOISE COMPLAINT PROCEDURE**

FROM TIME TO TIME, CIELO RESIDENTS ARE DISTURBED BY NOISE FROM NEARBY SUITES. IN ORDER TO DEAL EFFECTIVE WITH NOISE ISSUES, IT IS IMPORTANT THAT RESIDENTS DOCUMENT THE CONCERN BY EMAILING THE PROPERTY MANAGER, BRUCE ADANAC, OUTLINING THE TIME, DATE AND NATURE OF THE PROBLEM (badanac@crosbypm.com).

WHEN THE CONCIERGE SERVICE IS UP AND RUNNING, THE PROCEDURE WILL BE AS FOLLOWS:

- CALL THE CONCIERGE DESK OR MOBILE PHONE (604-000-0000) AND REPORT THE LOCATION OF THE PROBLEM.
- THE CONCIERGE WILL ADVISE THE RESIDENT OF THE PROBLEM AND ASK THEM TO COMPLY WITH THE BYLAWS.
- IF THE CONCIERGE'S VISIT DOES NOT RESOLVE THE PROBLEM, THE CONCIERGE WILL CALL THE POLICE NON-EMERGENCY LINE AT 604-717-3321. WHEN THE POLICE ATTEND, THEY WILL BE ABLE TO LOOK UP THE PREMISE HISTORY OF THIS UNIT AND WILL GET THE BACKGROUND ON WHAT HAS OCCURRED BEFORE.

CONTINUED OFFENCES CAN RESULT IN A NOISE BYLAW FINE BEING ISSUED AND, EVENTUALLY, (IF BAD ENOUGH) CAN LEAD TO A SUMMONS FOR BYLAW COURT.

UNTIL THE CONCIERGE SERVICE IS IN PLACE, RESIDENTS CAN CALL THE SECURITY STAFF DURING THE HOURS OF 10:00 PM TO 6:00 AM AT 604-644-7189 AND THEY WILL VISIT THE PROBLEM SUITE.

Bruce Adanac
Senior Property Manager
Crosby Property Management Ltd.
Direct Line: 604-689-6444