

STRATHEARN HEIGHTS NEWSLETTER

MAY 2010

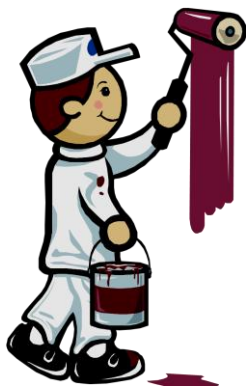
What YOU need to know when filing a noise complaint....

As mentioned in last month's Newsletter, living within the limited sound barriers is an ongoing challenge for every tenant at Strathearn Heights. That said, please keep in mind that we take each and every noise complaint as genuine and it is acted upon promptly. To help you understand our Noise Complaint procedure, the following is an explanation of the Noise Complaint process detailing your requirements and what administrative action you can expect to take place:

1. Please note that **ALL** noise complaints **MUST be submitted in writing** with detailed explanation of the noise including the date, time, and a description of the noises being heard (loud bass, thumping, screeching) as well as the suite the noise is suspected to be coming from. Complaints can either be hand written or emailed. For your convenience, noise complaints and other tenant issues can be submitted directly to the administration through our website at www.strathearnheights.com by clicking on "Our Residents" and then "Tenant Feed Back".
2. All complaints received by our administration office are taken at face value and acted upon quickly. Understand it can be difficult to identify the source of a noise issue and at times tenants can be misled by the sound waves travelling from other parts of the building, leading to the wrongful accusation of tenants. It is for this reason that we ask that you to be as detailed as possible so that we may more accurately trace the origin of the noise issue. In cases where a wrongful noise complaint accusation has transpired, we ask those tenants to assist us in identifying the actual source of the noise problem.
3. Every tenant issuing a noise complaint will remain anonymous and the tenant issuing the noise complaint WILL NOT be contacted with regards to a follow up. Please trust that your noise complaint has been addressed. Should our administration office not hear further noise complaints from your or any other tenant regarding the accused suite, it is assumed that the noise issue has been rectified . . . "no news is good news". It is the tenant's responsibility to advise us of any continuing noise activity.

Building Exterior Upgrades

Once again this summer, we will be making a strong effort to repair the exteriors of buildings in phases 2 & 3 in order to improve the building's appearance and longevity. Summer crews will be erecting scaffolding on the exteriors of buildings to remove peeling paint and repaint the buildings. Crumbling front concrete steps will be reformed and poured and peeling or rotted decks will be resurfaced and stained.



Please be patient with us when our **Strathearn Heights Summer Crews** are working around your windows, blocking front or back entries to do repairs or using noisy power sanders. We realize repairs are an inconvenience, or you may be uncomfortable with staff working around your windows . . . but we will try to complete these tasks as quickly as possible.

Your cooperation is greatly appreciated.



As spring is in full swing, our grounds staff are out on the property and can't help but notice the large accumulation of cigarette butts outside of the

buildings. Our onsite maintenance crew does a fantastic job of keeping the grounds looking beautiful, but it is not their responsibility to be cleaning up your garbage.

Let's ALL do our part in keeping Strathearn beautiful and please dispose of cigarette butts properly!!



is for ANTS

The arrival of spring and summer also signifies the arrival of all the creepy crawlers and critters that come along with the warm weather. Therefore, it is crucial to make sure that any garbage makes its way directly from your suite to the garbage bins in the alleys behind the buildings. Any garbage left on decks and patios can become very appealing to the various pests in our area, and they can very easily make their way into your suite. This is especially true of empty bottles and cans, as the sweet, sticky remains are irresistible to wasps and ants.



YOU have the PARKING POWER!!!

Someone parked in your stall?
Need to have them towed?



Call the **Non-Emergency Police Line** at **780-423-4567** anytime of the day &

ask for

Parking Enforcement with "Towing Status".

Tenants must produce a copy of your Parking Addendum & photo ID and By-law will deal with the unauthorized vehicle in your stall.

Need proof it's your stall??

Contact the office for a copy of your signed Parking Addendum

Gardening Contest

Once again this year Strathearn Heights will be hosting our gardening contest. We encourage all tenants to either decorate their decks and railings or the grounds in front or behind their suites with flower pots or plants. The winner of the contest will receive a \$50.00 gift certificate to Tony Roma's as well as a \$50.00 gift certificate to Salisbury Greenhouse. So as the weather improves get out and enjoy the great outdoors and get your green thumb going.

