

AWM WELCOME PACKAGE REFERENCE GUIDE FOR OWNERS



RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO STRATA PLAN EPS 10798

Vancouver Head Office
401-958 West 8th Avenue
Vancouver, BC V5Z 1E5

Fraser Valley Office
250-17667 65A Avenue
Surrey, BC V3S 1Z8

Whistler Office
212-1200 Alpha Lake Road
Whistler, BC V8E 0H6

CONGRATULATIONS ON YOUR PURCHASE @ RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO!

Welcome to RC at CF Richmond Centre - Neighbourhood Two! AWM looks forward to serving you and your community. This welcome package will assist with your set up as a new owner. Please ensure to read through all of the information and instructions, and register for both the Community Website and the OneLink payment portal.

The following information is provided to you as a quick reference guide:

YOUR STRATA CORPORATION

Strata Plan EPS 10798

STRATA MANAGEMENT PROVIDED BY

AWM-Alliance Real Estate Group Ltd.

#401 – 958 West 8th Ave

Vancouver, BC V5Z 1E5

Email: info@awmalliance.com

Phone: 604-685-3227 (24 hours)

Fax: 604-893-1721

Office Hours: 9am-5pm – Monday to Friday

Concierge: eps10798concierge@gmail.com

Facility Manager: eps10798facilitymanager@gmail.com

AWM / RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO COMMUNITY WEBSITE REGISTRATION

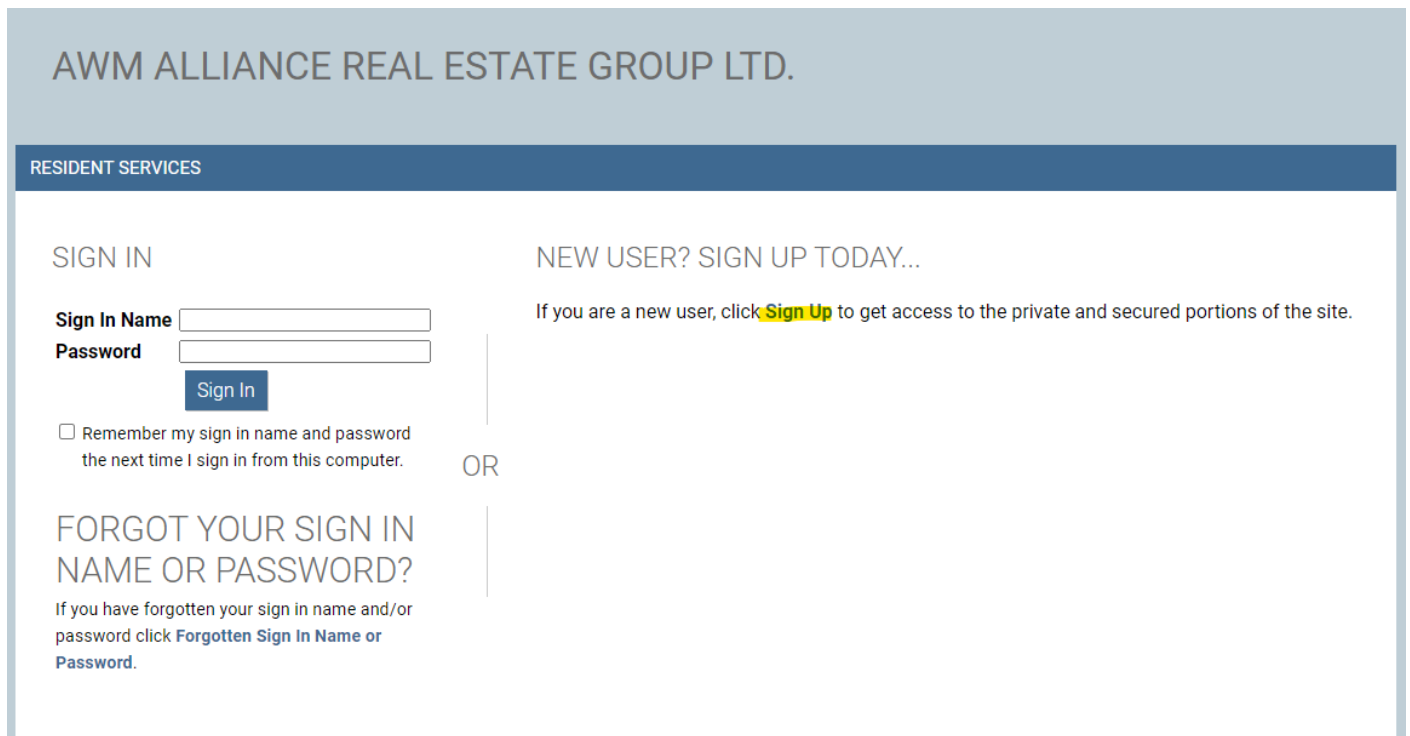
(via www.awmalliance.com)

ACCOUNT REGISTRATION

AWM provides an online community website where both Owners and Residents can receive building notices, access online forms, make requests and reservations, and much more.

To sign up and access your online community services please follow these simple steps:

1. Visit www.awmalliance.com
2. Click the **Login** button at the top right-hand corner of the webpage
3. Click on the **Sign Up** button underneath the New User section



AWM ALLIANCE REAL ESTATE GROUP LTD.

RESIDENT SERVICES

SIGN IN

NEW USER? SIGN UP TODAY...

If you are a new user, click **Sign Up** to get access to the private and secured portions of the site.

Sign In Name

Password

Sign In

Remember my sign in name and password the next time I sign in from this computer.

OR

FORGOT YOUR SIGN IN NAME OR PASSWORD?

If you have forgotten your sign in name and/or password click **Forgotten Sign In Name or Password**.

When inputting information into the registration form, please ensure to enter the name which is on your strata lot's title, and do not abbreviate any parts of the unit address. *Example: Use "Avenue" instead of "Ave".* Should you require registration assistance, please contact info@awmalliance.com with your name, building address and unit number, and cite whether you are an owner, tenant, or agent.

Should you have a tenant and wish for them to have access to the community website, please ensure a Form K – Notice of Tenancy is submitted: <https://awmalliance.com/forms/>

AWM / RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO COMMUNITY WEBSITE MOVE-IN CALENDAR

(via www.awmalliance.com)

BOOK YOUR MOVE

Owners and Residents must submit an online booking request to reserve a time for their move-in. Please be advised of the following process for submitting your move request:

1. Visit www.awmalliance.com
2. Click the **Login** button at the top right-hand corner of the webpage and enter your login information
3. Hover over the **Calendars** tab and select the **Move-In & Move-Out** calendar from the drop-down menu
4. Above the actual calendar, you will see a **Request Reservation** button, select this
5. Fill in the form accordingly and hit submit

The form will then be sent directly to AWM and onsite staff, who will contact you should there be any issues with your reservation.

[HOME](#) | [YOUR COMMUNITY](#) | [CALENDARS](#) | [RESOURCE CENTER](#) | [FAQS](#) | [CLASSIFIEDS](#) | [MANAGEMENT OFFICE](#) | [SEARCH FOR AN EVENT](#) | [CONTACTS](#)

MOVE-IN & MOVE-OUT



Before booking a move-in/move-out or moving of furniture, please review the policies and procedures regarding moving. Failure to adhere to the bylaws shall be subject to a fine.

IMPORTANT NOTES:

- There is no move fee for the first move into a strata lot
- Site staff will be present to conduct pre and post inspections of common areas
- If you do not require use of an elevator, residents must still submit a move request online in order to facilitate the flow of new residents into the building, and so inspections may be completed.
- The reservation system is not mobile compatible, please submit your request using a desktop or laptop computer.

Vancouver Head Office
401-958 West 8th Avenue
Vancouver, BC V5Z 1E5

Fraser Valley Office
250-17667 65A Avenue
Surrey, BC V3S 1Z8

Whistler Office
212-1200 Alpha Lake Road
Whistler, BC V8E 0H6

AWM / RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO COMMUNITY WEBSITE FORMS & RESOURCES

(via www.awmalliance.com)

ORDER EXTRA ACCESS DEVICES (FOBs)

Keys to your unit will be provided by the developer. Should you need to order additional common area access devices:

1. Visit www.awmalliance.com
2. Click the **Login** button at the top right-hand corner of the webpage and enter your login information
3. Select the **Management Office** tab and select the **Access Device Request** form
4. Fill in the form accordingly and hit submit

The form will then be sent directly to AWM and onsite staff, who will contact you once your FOB is programmed and ready for pick-up. **Please note this form may not be immediately available.**

ENTERPHONE SETUP (Building Intercom)

In order to connect the building intercom to your phone to buzz in guests, accept deliveries, etc:

1. Visit www.awmalliance.com
2. Click the **Login** button at the top right-hand corner of the webpage and enter your login information
3. Select the **Management Office** tab and select the **Enterphone** form
4. Fill in the form accordingly and hit submit

The form will then be sent directly to AWM and onsite staff, who will have the enterphone programmed accordingly.

GENERAL INQUIRIES / STRATA COUNCIL CORRESPONDENCE

Residents may submit their questions through the community website by submitting the **Ask A Question** form under the **Management Office** tab. Should you wish to present a matter to the Strata Council, please do so in writing via the Ask A Question form. Your correspondence will then be added to the next Council Meeting agenda.

In addition, request for maintenance service, reporting bylaw infractions, or applications for strata lot renovation may also be submitted via the forms within the Management Office tab.

STRATA CORPORATION INSURANCE: BFL

Phone: 604-669-9600

The Insurance Summary of Coverages for your Strata Corporation is able to view and download via the community website. Once logged in, select the **Resource Center** tab, and then the **Insurance** folder.

AWM / RC AT CF RICHMOND CENTRE - NEIGHBOURHOOD TWO COMMUNITY WEBSITE FORMS & RESOURCES

(via www.awmalliance.com)

If you need to register a claim against the Corporation's insurance, please contact your Strata Agent, who will initiate the claim through our office. Your strata insurance does not cover your personal belongings, liability within your suite, or rental loss coverage in the event you undertake to rent out your suite.

The **Resource Center** tab is also where you will find documents pertaining to your strata corporation, such as:

- Annual General Meeting, Special General Meeting, and Council Meeting minutes and notices.
- Building Plans and Reports
- Bylaws and Rules
- Important Notices & Newsletters
- Welcome Package and Home Owner Manual

EMERGENCIES

Regular office hours are 9:00 am to 5:00 pm Monday to Friday. After these hours, AWM maintains a 24-hour emergency only response service 365 days a year at 604-685-3227. There is always someone on call who will help you.

The operator will take brief details of your emergency and our on-call manager will be paged. The manager will call you back as soon as possible. If you have placed such an emergency call, please wait by your phone and leave the line clear for us to return your call. Please note that we will take no action on any emergency unless we have first talked to the person placing the call.

Please also note that emergencies include: fires, broken water pipes, stuck garage door and other such general community situations that require urgent attention. Owners will call 911 prior to contacting AWM for incidents of fire, severe flooding (water escape), earthquake, human injury or theft. Local authorities including, but not limited to, fire and rescue services are responsible for appropriate action. Break and enter and/or vandalism to your automobiles or premises should first be reported to the police department.

Owners will not contact AWM's emergency service for non-emergencies or accounting inquiries. The 24 – hour answering service is not available for general inquiries concerning accounts, council policies and other matters, which would normally constitute regular administration.

STRATA FEE PAYMENT SETUP

(via www.awmalliance.com/onelink)

Owners may choose how they wish to pay Strata fees via the following options:

ELECTRONIC FUNDS TRANSFER (EFT / PRE-AUTHORIZED DEBIT)

To use this payment method, Owners must be enrolled in AWM's EFT (electronic funds transfer) program by submitting one of the forms below:

To have your fees **automatically** withdrawn on the 1st of each month, please submit the Hybrid form:

<https://awmalliance.com/onelink-eft-hybrid/>

To make **manual payment** via the OneLink portal each month, please submit the Owner's Choice form:

<https://awmalliance.com/onelink-eft-ownerschoice/>

Once you have submitted one of the above forms, you will receive an Entry ID number via email, which acts as confirmation your form submission was successful. Our accounting department will contact you only if clarification is required. **Please note that the set-up of an owner on EFT requires 5 business days.**

Please note EFT is not retroactive. If the set-up form submission deadline is missed (typically the 20th of the month prior to fees being due), Owners may either make payment online or mail in a cheque.

CREDIT CARD PAYMENTS VIA PAYPAL

Owners may now make credit card payments via PayPal. A PayPal account is not required, however Owners must be registered to the OneLink portal to pay via credit card. For instructions on how to make payments via PayPal please visit www.awmalliance.com/onelink. Under 'EFT Instructions and Forms' please select 'Making Payments via the OwnerLink Portal'.

POST-DATED CHEQUES

AWM will accept post-dated cheques for deposit of your monthly strata fees. Please ensure cheques are payable to **Strata Plan EPS 10798**. Each cheque should be dated for the first of the month and include your unit number and address in the note portion.

IMPORTANT NOTES:

- Your first strata fee is due on March 1st, 2025. AWM cannot accept any payments prior to March 1st, 2025.
- Strata fees are due by the 1st day of each month. Fines may be levied for late payments.

Further information and instructions regarding strata fee payments and the OneLink portal may be found here:

www.awmalliance.com/onelink

ONELINK PAYMENT PORTAL REGISTRATION

(via <https://infotrackeronelinek.com/AWM/>)

SIGN UP TO ONELINK TO:

- View your account ledger
- Make payments
- Update your banking information

REGISTRATION INSTRUCTIONS

1. Visit www.awmalliance.com/onelink
2. Under **Registration and My Profile** please select **OneLink – Account Registration**
3. Follow the steps in the Registration Guide to sign up

When registering, in the Unit no. field - Please add “E” in front of your unit number if your address is 6788 Minoru Blvd, and please add “F” if your address is 6808 Minoru Blvd. Please note, that the E or F used before your suite number must be CAPITALIZED (Ex. E101)

Upon successful completion of your account registration, two emails will be sent: 1) Confirmation Request which will require the user to verify their account by clicking on a provided URL and 2) Account Approval letting the user know they may proceed to login.

The URL to access your account is: <https://infotrackeronelinek.com/AWM/>

IMPORTANT NOTES:

- Owners can register no earlier than March 1st, 2025 and must wait 7 business days after their completion date. Owners can still submit their EFT set-up forms immediately.
- If the email address used to sign up does not match the email address within AWM’s internal records, the registration process will not be authorized. Should you need to confirm this information please contact info@awmalliance.com.
- The OneLink payment portal is for Owners only

