

Welcome to Currents at Otter Bay!

On behalf of the Currents strata council and Otter Bay Owners Corporation board we are very pleased to welcome you as a new owner. The following information is provided to help you understand how Currents operates. Within this Welcome Package, you will find information regarding:

- Cottage Reservations
  - Booking your Cottage - WebRezPro (WRP)
  - Booking Deadlines
  - Turnover Fees
  - Check Ins and Checkouts
  - Housekeeping
  - Rotation schedules
- Resort Amenities & Facilities
  - Pools
  - Games Room
  - Owner's Lounge
  - Golf Carts
- Owner Responsibilities
  - Strata & Maintenance Fees
  - PowerStrata
  - Parking
  - Insurance
- Rules & Regulations
  - No Smoking
  - BBQs
- Council & Board
  - Monthly Meetings
  - Budgets
  - Property Taxes
- Contact Information
  - Property Management
  - Strata Management
- FAQs

COTTAGE RESERVATIONS

Booking Your Cottage - WebRezPro

WebRezPro (WRP) is Currents' **online property management system**. Reservations for cottage stays are to be **made by owners only**, before the **booking deadlines** provided in the table below.

The use of WRP is to **manage occupancy** of the cottages and **processing of turnover fees**. Bookings in WRP are required to ensure cottages are cleaned prior to your arrival and so Guest Services knows which cottages are occupied at any given time. This is essential in the event of a community wide emergency that would require an evacuation of all cottages.

To help owners self-manage their bookings, we have created and updated several Guides attached, including:

- WRP Owner's Guide to Booking a Cottage Stay
- WRP How to Modify or Cancel a Reservation
- WRP Troubleshooting Cheat Sheet
- WRP Guide for Guest/Renter Bookings

These Guides are intended to answer all of your WRP related questions and simplify your completion of the booking process.

Once Guest Services has a new owner's name and email, they will set up your profile in WRP and provide you with your access code

Your login and access code can be obtained or changed at any time during office hours.

Booking Deadlines

Check In Day	Booking Deadline
Friday	Wednesday prior by 11:59 PM
Saturday	Wednesday prior by 11:59 PM
Sunday	Wednesday prior by 11:59 PM
Monday	Wednesday prior by 11:59 PM
Tuesday	Thursday prior by 11:59 PM
Wednesday	Friday prior by 11:59 PM
Thursday	Monday prior by 11:59 PM

Turnover Fees

After the use of a cottage, owners are required to pay a **turnover fee**. Current rates are found on the WRP booking platform. The turnover fee pays for housekeeping staff wages, cottage and cleaning supplies, laundry services, and laundry couriers. Payment must be authorized by **an owner's credit card** at the time of booking, as detailed in the WRP Owner's Guide. The turnover fee is set at the AGM, pursuant to the annual operating budget.

Check Ins and Checkouts

Check in time is 4 pm and checkout time is 11am. These times are very important as there are often numerous turnovers our staff needs to manage each day. **Early check ins and late checkouts cannot be accommodated.** Please respect these times as there is a very short window for our housekeepers to clean and inspect your cottage before the next owner arrives.

A fine will be charged to owners, guests and renters who do not adhere to our check in and checkout times.

Owners must leave the cottage tidy, remove all garbage and recycling, clean up after pets, and in the same condition as it was found at the beginning of the occupancy period.

The Owner accepts responsibility for any damage, breakages, missing items, loss or injury to the cottage/property caused by any member of their party or affiliate. Any monies required to replace or restore damaged fixtures or chattels, excessive cleaning, and damage, including smoking and pet damages, will be the responsibility of the cottage owner.

Housekeeping

Housekeeping is provided **Monday through Friday**. Housekeeping staff only clean the cottages for new arrivals. There are no housekeeping services available on the weekend or statutory holidays.

Rotation Schedules

Please see schedules attached.

RESORT AMENITIES & FACILITIES

Pools

There are **two pools** on the property, generally open from the May long weekend until the Thanksgiving weekend, weather depending. The **upper family pool** is located behind the Currents office and the **lower adult only pool** is located by the Otter Bay Marina store.

Rules are posted at the pools and must be followed. The pools are not supervised. Pool users must follow all pool rules. **Adults must supervise their children at all times, including their conduct and safety. Children under 14 must be accompanied by an adult.**

The **pool access code** for the Currents' pool is changed regularly and posted in your cottage by the phone. The Marina pool code can be obtained from the Marina office.

There is no access to the pool before 10 am and after 8 pm.

Games Room

The entrance to the **games room** is located at the back of the Currents building towards the upper pool gate. The **games room access code** is posted in your cottage. The room has 1 ping-pong table, 1 foosball table, 1 TV, various books and games, and 1 worktable.

Owner's Lounge

The **owner's lounge** is located in the Currents building for owners to share and enjoy. There is free access for all owners to sit, relax and mingle. Note there is no guarantee of privacy for those who wish to use it to work, read or have a zoom meeting, etc.

Access

1. Monday to Thursday, Saturday and Sunday - 9:00 am – 4:30 pm

2. Fridays - No access to the lounge on Fridays prior to 4:30 pm due to operations activity associated with turnovers.

3. Evening Use - the owner's lounge can be booked for owner events or meetings, 7 days a week, after 4:30 pm until 11:00 pm. It is expected that evening bookings will be made with a sense of sharing for all, i.e. one cottage owner cannot book every Saturday or Sunday night for their rotations.

An evening signup sheet is located on the door of the lounge listing dates for three months in advance. Owners will enter their name, cottage #, type of event and contact information.

Golf Carts

Golf carts are for staff use only.

OWNER RESPONSIBILITIES

In addition to booking your cottage stays in WRP by the booking deadlines above, owners are responsible for:

Strata & Maintenance Fees

Your monthly strata and OBOC maintenance fees are managed by South Island Property Management (SIPM).

Strata and OBOC fees cannot be paid in the Currents office.

Strata/OBOC fees are paid separately by automatic debit from your bank account. Payment is due on the **1st of each month**. Please contact SIPM right away for the forms to set up auto debits to avoid payment delays and late payment fees (see contact information below). Note: you cannot pay your fees with a credit card, however, e-transfer is available

PowerStrata

PowerStrata is Currents' **online web portal** where all documents can be found, including strata and OBOC meeting minutes, financial statements, bylaws & articles, and policies & procedures.

We recommend you read and familiarize yourself with all of our documents, including our Articles & Bylaws as many questions can be answered by reading the information found in PowerStrata.

PowerStrata can be accessed as follows:

Website: https://pms.powerstrata.com/

Our strata manager, South Island Property Management (SIPM) will provide you login credentials or you can contact them at:

Office: 250-595-6680
Email: strata@sipmltd.com

Parking

One parking space is allocated near your cottage, clearly designated with a sign indicating the cottage number. Any additional vehicles must be parked in official visitor parking stalls (not other cottage parking spaces), in front of the Currents office, or on MacKinnon Road. Please do not park in the Otter Bay Marina parking area.

Insurance

Cottage and contents (appliances and furniture) insurance is provided by Currents so you do not have to obtain your own coverage.

Deductibles are detailed in PowerStrata. Owners should be aware of these as you will be **responsible for any deductibles or exclusions** in the policy should you or a guest/renter cause damage to the interior or exterior of the premises.

Personal effects left in your storage lockers are not included in the Currents insurance package.

RULES & REGULATIONS

No Smoking

Smoking, including the use of e-cigarettes and cannabis, is not permitted anywhere in the cottages, on limited common property (like the decks) or on any common property of Currents.

Barbeques

Each cottage has a BBQ on the deck. For safety reasons, do NOT allow the hot barbeque to be used close to the building: it will melt any vinyl elements and damage the siding and/or glass, and you will be held responsible for the cost to repair.

Propane tanks are provided for each cottage. When empty, please take your empty tank to the propane shed at the side of the Currents office building and replace it with a full tank.

BBQs **must be cleaned and covered at the end of each cottage stay** to avoid extra cleaning fees.

COUNCIL & BOARD

The strata council and OBOC board are elected at the AGM, typically held at the end of November. The fiscal year is October 1 to September 30. The council and board have the same seven members.

Monthly Meetings

Monthly council and board meetings are held concurrently and the minutes cover strata council and OBOC business matters. Minutes of the strata council & OBOC meetings are emailed to all owners and available in PowerStrata.

All council/board members are volunteers and receive no compensation (other than nominal travel expenses when necessary).

We are always looking for willing owners interested in joining our strata council/OBOC board. Please reach out if you would like to volunteer your time. Send a message to the council/board in PowerStrata. From the PowerStrata dashboard, navigate to 'Main Contacts' then select 'Strata Council/OBOC Board'. You can type your message right in the PowerStrata program and it will send it to all members of the council and board.

Budgets

The annual budgets for a new fiscal year are prepared by the council and board and are included in the Notice of the AGM package sent to all owners in advance of the AGM. The budgets are presented, discussed and approved by the owners at the AGM. Approved copies of the budgets are available on PowerStrata.

The **strata council budget covers the strata lot/property and the exterior of the cottages**. Monthly strata fees are based on this by unit entitlement (U/E) of each strata lot, divided by four.

The **OBOC budget covers the expenses for the cottage interiors, including repairs and maintenance (R&M), furnishings, and appliances**. This is the basis for the calculation of monthly maintenance fees.

In both budgets there are provisions made annually for **long term capital replacement costs**.

Property Taxes

The OBOC portion of your maintenance fees **includes the annual property taxes** for your quarter share so **please do NOT make a payment to the tax office** if you get an annual tax bill. The property tax component of your monthly fee is based on the assessed value of each cottage. This is intended to reflect real estate market value just as it would in a conventional single-family dwelling.

CONTACT INFORMATION

Property Management

Our Guest Services office is located at the bottom of the hill after entering the property.

Staff are generally onsite **Monday to Friday and Saturday morning**. If the office is locked during those times, staff may be out working around the property. If you require assistance, please call the office and leave a message at **250 629 2150** or email info@currentsotterbay.ca.

Robyn Silo is the Guest Services Manager at Currents. She works Tuesday to Saturday. Robyn's contact details are:

Office: 250.629.2150
Email: manager@currentsotterbay.ca

Strata Management

Currents is partially self-managed. We have a **strata management company**, South Island Property Management Ltd. (SIPM), that provides accounting and financial services.

Contact information is as follows:

South Island Property Management Ltd.
Robin Wilson - Strata Property Manager
4-1560 Church Avenue
Victoria, BC
V8P 2H1
Office: 1.778.405.0070

FAQs

Can I rent my cottage?

Yes. Owners self-manage all aspects of their guest or renter stay and are responsible for the behaviour and conduct of guests and renters. **Reservations for cottage stays are to be made by owners only** in WRP and **all rental guidelines must be followed**, including:

1. **Booking Deadlines** - See table above
2. **Maximum Turnovers in a 7-Day Rotation** - A maximum of 2 turnovers is permitted for a 7-day rotation.
3. **Turnovers on Weekends/Statutory Holidays** - Housekeeping is not provided on weekends and statutory holidays. Therefore, **only 1 reservation is permitted on weekends and weekends with statutory holidays**. The next reservation can only begin on the following Monday or the following Tuesday, if Monday is a stat holiday.

Owners are responsible for communicating all of our Policies & Terms to guests and renters. Most of the check in/out issues we experience is not with owners but with guests or renters who are unaware of our policies and terms.

The Owner accepts responsibility for any damage, breakages, missing items, loss or injury to the cottage/property caused by any member of their party or affiliate. Any monies required to replace or restore damaged fixtures or chattels, excessive cleaning, and damage, including smoking and pet damages, will be the responsibility of the cottage owner, and at their discretion, can be charged to the guest or tenant for repayment.

For complete details about creating a WRP booking for a guest/renter, **see the WRP guide 'How to Complete a Guest/Renter Booking'.**

It is highly recommended owners obtain rental insurance if they plan to rent their cottage to 3rd parties.

Does Currents Own Otter Bay Marina?

No. **Otter Bay Marina is owned and operated independently from Currents.** The Marina has strict rules and policies posted at the entrance to the marina property, and you are asked to respect them. We work to maintain a harmonious relationship with the Marina, but this can be strained when owners, guests and renters at Currents do not adhere to their rules and policies. We ask owners to always respect and follow their rules and policies. **Owners are responsible to advise their guests and renters of the Marina policies** so we can continue our good relationship and avoid problems. **The fire pits in the grassy field and BBQs on the flag deck are NOT available for Currents' occupants (owners, guests or renters).**

Where do I find Wi-Fi info for my cottage?

The network name and password is located on the modem sticker, which is usually located near the TV.

Where can I find extra linens for my cottage?

Towels, linens, pillows and blankets are provided in each cottage for 6 guests. If you need more than what housekeeping has put out, check the bedroom closet, bathroom vanity, and inside the coffee table in the living room.