

**STRATA CORPORATION EPS8857**  
**“GILMORE TOWER 1”**  
**2186 GILMORE AVENUE, BURNABY, BC**

**IMPORTANT CHANGES TO AMENITIES USAGE & AMENITIES BOOKINGS**

**CORRESPONDENCE**

If Residents and Owners have questions about these changes, we will consider creating an FAQ if needed, based on questions and discussions.

- Post in the Official Facebook Group <https://www.facebook.com/groups/gilmoreplace/>
- Send an email to the club attendant [clubattendant@clubgilmore.com](mailto:clubattendant@clubgilmore.com)
- Send an email to Joseph at Rancho [josephsang@ranchogroup.com](mailto:josephsang@ranchogroup.com)
- Submit suggestions here <https://stratacouncil.gilmoreplace.info/suggestionbox>

**CHANGES TO AMENITIES BOOKING PROCESS**

**Booking Software System**

Strata Council discussed implementing a professional booking system for Club Gilmore, given its large amenity footprint, and unanimously agreed to retain a third-party service provider to set up the online booking system. We have identified a booking system and moving ahead with purchase and starting to plan implementation. This is a comprehensive system and includes a mobile application. The implementation timeline is 3 to 4 months and while this system is being implemented and T3 and T2 residents are moving in we discussed several changes to ensure bookings amenities is fairer for residents.

**Restricting Amenities to residents**

It was further unanimously agreed that “Club Gilmore” should only be available for Residents only, excluding investor Owners. To prevent authorized use, a fob audit will be conducted on December 1, 2024, with all Residents from all 3 Gilmore Towers requiring Concierge to have their fobs reprogrammed with a maximum of 2 fobs programmed for each strata lot for level 4 and level 6 amenity access.

**Event Space Type**

To assist with the implementation of booking rules we are going to classify the event space types into small and large. That classification is as follows.

<b>Event Space Name</b>	<b>Type</b>
Amenity Lounge	Large
Music Room 1	Small
Music Room 2	Small
Event Suite 1	Large

#### Strata Council – Important Changes

Event Suite 2	Large
Event Suite 3	Large
Event Suite 4	Large
Bowling	Small
Theatre	Small
Multi-Court	Small
Golf simulator	Small
Meeting Room	Small
Dining Room	Large
Karaoke	Small
Private Lounge	Small

#### Booking Fees for Amenities

Strata also discussed collecting booking fees for amenities **starting December 1, 2024**. The booking fees will be paid by credit card in the club attendants office within 48 hours of booking. These fees shall apply to use the following amenities:

- Private Dining Lounge - \$100
- Event Suite No. 1 / Event Suite No.2/Amenity Lounge - \$75
- Event Suite No. 3 / Event Suite No. 4 - \$50
- Guest Suites - \$100/night, maximum of 3 nights per booking
  - **Note: 4 Guest Suites the Dining Lounge and the Private Sport Lounge will be available for booking from December 1, 2024.**
- Small events spaces will continue to be free until March 31<sup>st</sup>
  - A decision will be made later with the club Gilmore committee on how to proceed.

Booking for all the above-mentioned amenity areas can be made up to **90 days in advance**.

#### Fines

It has been noted that people are not showing up for booking and not calling to cancel the booking they cannot make. This is unfair for residents that could have used the space. To address this, fines are being introduced and the following **fines** shall apply:

- \$100 late cancellation for notice less than 72 hours, and
- \$200 for no show (you have 30 minutes to show up for your confirmed booking)
- Repeated no shows or lates cancellation may result in club Gilmore access being temporarily removed.

#### Fees

Since Tower 1 has had free bookings for the last few months, fees will be introduced to each tower in a staggered approach to ensure fair and equal access for each tower. Tower 1 will start paying fees effective December 1, 2024. Tower 3 has free bookings until February 28th, 2024. Tower 2 will have three months of free booking from the first date occupancy starts.

### Club Gilmore Violation

Club Gilmore will be introducing an escalation warning system for Violations. This will be at the discretion of Club Gilmore Committee. This may result in Club Gilmore Access being temporarily removed.

- First Warning: 1-month suspension
- Second Warning: 2-month suspension
- Third Warning: 3-month suspension
- Fourth Warning: Committee will review and decide on a case-by-case basis.

### Booking Rules

These rules are introduced to ensure a fair chance for more units to book these event spaces.

- We will limit concurrent bookings for each event space type, that is large and small spaces. You can only have one active booking for an event suite type. Meaning you can have at most two active bookings.
  - Example you can have a booking for Event suite 1 and bowling, but not Theater as well. You can book the Theatre once you have used your bowling booking.
- There's a maximum of 4 bookings per unit for large event spaces until March 31st, 2025.
  - **Existing High-Booking Units:** There are a few units that already have had more than 4 large event space bookings. These units will be contacted directly if they have any existing bookings, they can choose to keep one. These units are still able to book the smaller event spaces.

### Holiday Booking Draw

Due to the limited number of spaces and large number residents and large demand, holiday bookings will be allocated by draw. This only applies to large events spaces for the dates; December 24<sup>th</sup>, December 25<sup>th</sup>, and December 31<sup>st</sup>. Existing bookings made before the December 15<sup>th</sup> booking freeze will be honored but the remaining spaces will be a draw. The deadline for entry is November 24<sup>th</sup> at 6pm. To entry the draw for a booking visits the link here.

<https://stratacouncil.gilmoreplace.info/EventSuiteHolidayBookingDraw>.

On a given holiday date, small space will be first come first served, a resident cannot book a small space and a large space on holiday dates, to ensure more residents get a chance to utilize them.

### New Rules for Pet Owner

Council reviewed the several issues about pets. A new rule was implemented to restrict all pets on level 6, and level 4 except when the Residents are taking their dogs to level 4 pet grooming room and dog park. As level 4 gets busier we ask pet owners to use leash when walking through the building. We will be monitoring this situation. If residents are seen having their pet on level 6 or in level 4 amenity spaces aside from the dog park and grooming area, such behavior is considered a Club Gilmore violation and access to may be removed.

The council also passed a new rule requiring that **all pet owners must register their pets** in Gilmore Tower 1, effective December 1, 2024. More communication to follow the registration process.

Club Gilmore **Common Spaces** Guidelines and Etiquette Policy.

These **Guidelines and Etiquette Policies** will apply to the **Sports and Games Lounge** and the **Amenity Lounge** if not booked. These are to help cultivate an inclusive community environment within these shared spaces. We will re-evaluate the policy over time per community feedback.

**1. Group Size Limit:**

- Maximum group size of 8 to 10 people per unit. Larger gatherings should be planned outside the common areas in bookable spaces to avoid overcrowding.

**2. Noise Control:**

- Please keep noise to a reasonable level, especially during evenings. Remember, these are shared spaces, and noise can carry into other areas.
- You are welcome to play music at a reasonable volume, allowing others to use the space as well.

**3. Moderate Alcohol Consumption:**

- Moderate drinking of wine and beer is allowed if people remain respectful and well-behaved. Please avoid bringing glass, hard liquor, or taking shots in these shared spaces to maintain a safe and considerate environment for all residents.

**4. Clean Up After Use:**

- Always clean up after yourself. Take any personal items with you and dispose of trash properly to leave the space ready for others.

**5. Be Considerate of Others:**

- Leave space for others to enjoy. Don't monopolize any area and share seating or facilities as much as possible.

**6. Games Table Etiquette (table tennis, Pool)**

- ***Winner Stays, Challenger Plays*** To ensure everyone gets a chance, the current winner may remain at the table for one game before allowing the next challenger to play.

**7. Games Table Usage by Children:**

- While we want everyone to enjoy the games tables, please ensure that children are supervised and do not stand or misuse the tables in ways that could cause damage. Let's all work together to keep these amenities in good condition for everyone to enjoy.

**8. Respect Property:**

- Handle all amenities with care. Report any damage immediately so repairs can be made promptly.

If residents violate these guidelines, they will be given an opportunity to remediate the situation by Club Gilmore staff. Any requests made to residents are in the interests of all residents to maintain an inclusive community environment. Failure to respect the requests of staff will result in a warning being issued.

These rules are Subject to change residents will be notified if they are.