



Residents Association  
*Where Home & Community Are One*

## Welcome to Kenron Estates

~ A RESIDENT OWNED COMMUNITY ~

Information Package

# Welcome!

Welcome to your new home. The following booklet was created to provide answers to commonly asked questions in Kenron Estates to help your move an enjoyable one.

You are a Member and have ownership interest in Kenron Residents Association (KRA). This ownership bears rights and responsibilities, some of which include a financial responsibility for the operations, maintenance and repair of the common elements (Recreation Centre, landscaping, snow removal, roads, reserve fund etc.). These expenses are budgeted for annually, and each homeowner pays a proportionate share of these expenses through monthly maintenance fees. The monthly fees are set annually and include property taxes for common elements of the Association. Kenron Residents Association members pay a monthly maintenance fee which is due and payable on or before the first day of each month. You can pay by postdated cheques, pre-authorized withdraw, or by cash or cheque. Individual owners are assessed for property taxes for their homes and are responsible for the payment of these taxes directly to the KRA, who in turn, remits payment to the municipality. Quinte West property taxes are due (March, May, June, September) and payable at the Kenron Residents Association Office. Again, you may pay by equal monthly payments by cheque or pre-authorized withdraw, quarterly or in full.

## **Kenron Residents Association (KRA)**

The KRA is governed by an elected Board of Directors, comprised of a President, Vice President, Treasurer, Secretary and one or more Members at large. The Board usually is scheduled to meet once per month; more often when necessary. Each home is entitled to one (1) vote within the 450 registered homeowners at Kenron Estates at the Annual General Board Meeting. The Board has contracted day-to-day operations of the property to an independent professional management firm; KMT & Associates Inc. KMT & Associates Inc reports directly to the Board of Directors and can be contacted as follows:

Michael and Ann Anderson, Owners/Operators

KMT & Associates Inc

3B Eastview Blvd.

Belleville, ON K8N 4Z3

Telephone: 613-394-3388

Fax: 613-394-2743

Email: [mike@kenronestates.com](mailto:mike@kenronestates.com) or [admin@kenronestates.com](mailto:admin@kenronestates.com)

The KMT/KRA office is opened at 8 am to 4 pm (Monday to Friday). The office is closed daily between 1230 pm and 1 pm and all major holidays. A reminder notice is displayed on the door with emergency contact information for Residents.

Services provided by KMT:

Water system tested daily by Licensed Operator.

Maintenance of all inground water lines.

Sewer cleaning, care and maintenance.

Park main roadways maintenance and snow removal of main park roads.

Street light maintenance.

Grass cutting in public areas.

### **Your New Telephone Number and Mailing Address**

Kenron residents should note that your mailing address is Belleville, but your telephone number is Trenton.

Canada post is notified through the KRA office when new keys are required. The mailbox keys can be retrieved at the KRA office after your move in date. Your mail box location will be identified as Unit:\_\_\_\_\_ Compartment:\_\_\_\_\_ by the KRA office.

Oversized parcels can be picked up at the Group Mailboxes in the parcel boxes or at Shoppers Drug Mart, Sydney Street in Belleville. To replace lost or stolen mail keys, call the Kenron Residents Association Office at 613-394-3388.

### **Annual General Meeting**

The Annual General Meeting (AGM) for all homeowners (in good standing) is normally held once a year in October. At this meeting, general operational issues, proposed special projects, capital improvements, financial information and the monthly maintenance fees are discussed. As well, annual nominations and elections for Board membership will occur. Advance notices of meeting are mailed to every home owner in good standing.

### **Bylaws and Rules and Regulations**

KRA is a not-for-profit company. A copy of their Bylaws will be given to you when you purchase your new home. It is recommended that you read these Bylaws and rules and regulations carefully as they outline your rights and responsibilities as an owner. If you have any questions please contact the KRA office for additional information.

### **Home Improvements**

As an owner, you are responsible for the maintenance and repair of your home(e.g., Paint, wallpaper, flooring, walls, cabinetry etc.) However, changes that affect the outside of the home including structural elements, exterior walls, changes to decks, roofs, trees or temporary garages etc., are not permitted without first completing an Alteration Request form . You can

pick up this form at the office or download from our website [www.kenronestates.com](http://www.kenronestates.com). This is required to ensure that the work requested meets the KRA by-laws as well as the building and zoning policies of the City of Quinte West. Non-compliant work which is performed without permission may be required to be removed at the homeowner's expense. Approvals may take up to seven days, from the date received at the office. Work cannot start until approval is received.

Projects must be completed within 120 days of approval; otherwise, homeowners must resubmit their request to the KRA Board. Utility locates (Bell, Hydro, Gas, etc.) must be received prior to the work being performed. This is a no cost service and failure to do so may result in costly repairs to service lines (if damaged) at the homeowner's expense. Also, please ensure that your contractor carries up to date Liability Insurance and WSIB coverage. If they do not and an accident should occur on your site, you or your insurer can be held responsible for damages.

Please be aware that any alterations such as additions, fencing, sheds etc. must adhere to City of Quinte West building codes/by-laws in addition to any rules set by the Kenron Residents Association.

For disposal of asphalt roofing material, tires, paints, solvents and other hazardous waste materials not picked up through regular garbage pickup, contact the Quinte Waste Solutions office at 613-394-6266 for Hazardous Waste Days. Don't forget that if you are having work done on your home by a contractor, make sure his price includes the removal of all debris that has originated from the job being done.

### **Monthly Maintenance Fees**

Kenron Residents Association members pay a monthly maintenance fee which is due and payable on or before the first day of each month. You can pay by postdated cheques, pre-authorized withdraw, or by cash or cheque.

### **Property Taxes**

Individual owners are assessed for property taxes for their homes and are responsible for the payment of these taxes directly to the KRA, who in turn, remits payment to the municipality. Quinte West property taxes are due (March, May, June, September) and payable at the Kenron Residents Association Office. Again, you may pay by equal monthly payments by cheque or pre-authorized withdraw, quarterly or in full. Notices will be sent out twice per year and receipts for the previous year can be picked up at the office or emailed starting in January.

### **Communication**

The KRA office issues periodic newsletters, notices or other correspondence when required. Newsletters throughout the year will include dates for Spring and Fall clean-ups and compost pick-up, Recreation Centre events and general reminders. Another way we communicate is through a voice broadcast system called CALLFIRE. We can type or record a message and send it

out to all 450 homes within minutes. We try to only use this method for emergencies and very important messages.

### Information Changes

Please update the office whenever you change your phone number, as we need a way to contact you if there is an emergency. If you have changed your phone number update Quinte West PRISM911 613-392-2841 ext. 4545 or [PRISM911@city.quintewest.on.ca](mailto:PRISM911@city.quintewest.on.ca) Don't forget to let the office know of any other changes to your family including pets. If you change your banking information and are on pre-authorized payments for taxes or maintenance fees please let the office know as soon as possible to prevent NSF charges.

### Formal Complaint Procedure Process

If Kenron Estates resident would like to issue a formal complaint regarding noise disturbance, pets, reckless driving etc.: please contact the KRA office to issue a confidential complaint or submit a letter to the Board outlining your concerns. This procedure is designed to resolve problems, issues or conflicts and your privacy will be respected and your name not mentioned to the offender.

### Community Yard Sale

Our Annual Community yard sale is held in June. If you wish to participate, you may host your own sale in your yard or driveway and will need to fill out a liability waiver at the KRA office if you intend on serving food. We will be advertising in the local papers and on the signboard at the front of the park.

### COMPOST PICK UP

Weekly compost pick- up begins in April until November, every Monday . If a statutory holiday falls on a Monday, compost will be picked up the following day. Composting materials are grass, leaves, plant matter, and yard waste, but should NOT include dog waste! This year we will accept your compostable items in biodegradable paper bags only. Biodegradable bags can be purchased at most grocery stores or hardware stores. Compost must be out to the curb by 8:00am. Brush or small tree limbs up to 2.5" in diameter must be cut in 4' lengths and tied in bundles. Loose brush piles will not be picked up. If you remove a tree, you must dispose of the tree/brush off site. It cannot be disposed of in the compound area. In an effort to reduce the use of plastics the board has decided that starting in 2021, we will only be accepting biodegradable paper bags.

### LARGE & BULKY GOODS/SPRING/ FALL CLEAN UP

This pick up is designed for residents who have large items which cannot be disposed of through regular garbage pickup i.e.: an old chair etc. The pickup is not for items such as recycling, renovation refuse, or hazardous waste. If these items are set out, they will not be picked up. Items are not to be set out after 3 pm on Thursday, as they cannot be picked up on Friday.

For disposal of electronics (TVs, computers etc.) asphalt roofing materials, tires, paints, solvents and other hazardous materials that are not picked up through regular garbage, please contact Quinte Waste Solutions at 613-394-6266 for Hazardous Waste Days and Locations.

### **Garbage and Recycling**

Garbage and blue boxes are picked up each Wednesday morning and must be set out at the end of your curb by **7 am** to ensure pickup. Refuse must be disposed of in tagged garbage bags. Garbage tags can be purchased at the KRA office or other locations (e.g., Bayside Convenience, City Hall, Smylie's Independent). Blue Boxes are to remain with the home or they can be purchased from Quinte Waste Solutions at 270 West Street, Trenton 613-394-6266 or ALF Curtis Hardware, 1983 Old Hwy 2, 613-966-3990. Just a reminder to all Residents, that if you pack your blue box properly it will cut down on the litter throughout the community. Please place the lighter items on the bottom and the heavier items on the top. Remember to use the green bin for your household compostable waste and use the locking mechanism on the lid to prevent animals from getting into them overnight.

### **Winterizing**

It is recommended that homeowners winterize their home if they are away during the winter months. Heat tapes should be checked each fall to ensure that pipes will not freeze. Once the warmer weather approaches, remember to unplug the heat tape from your home. This prevents unwanted hydro use during the summer should the thermostat on the heat tape fail to shut off during the warmer weather as intended.

### **Sewer**

To keep sewer systems more efficient, less backups, cost effective, and at no inconvenience to homeowners, we ask that everyone help to keep our lines obstruction free. Paper towels, J cloths, disposable cloths, disposable diapers of all kinds and feminine products cause a great deal of problems in the lines as well as the main pump house. These items do not deteriorate. They get lodged in the sewer line causing a backup, which causes increased labor and equipment costs which is eventually placed on the homeowners. Please dispose of these products through the regular garbage. Please avoid pouring grease or cooking oil down the drains. When it cools off and solidifies it plugs up the drain and the sewer lines. Dispose of it in a container and then in the garbage. Homeowners are responsible for their plumbing from the ground up under their home. If any of the above-mentioned items are found blocking the line, the homeowner will be responsible to pay the clearing charges from the plumber.

### **DOG OWNERS**

Just a brief reminder to all pet owners of the by-law which was amended at the KRA Annual Meeting held October 27, 2016, which reads "All pets must be leashed when off the home site at all times and are only permitted on the roads and common areas so as not to interfere with the rights or enjoyment of other residents of their Mobile Home Sites. This means that the

leash is not extended so that your dog can walk on neighbours lawns. Also, we have noticed a considerable increase in dog waste that has not been picked up. We have had to speak to several residents regarding this issue, so please ensure you clean up after your dog. Quinte West By-law # 09-95 sub section 5.22 "No person shall allow a dog to deposit waste (excrement or feces) on private property or property of the City unless such person immediately and entirely, without leaving the scene, causes such a waste to be removed." No aggressive breeds are permitted in Kenron Estate. Any Resident/Tenant keeping a pet shall be responsible for all damage, loss or injury howsoever caused. The Tenant shall not keep any pet in Kenron Estates that is in the sole opinion of The Owner, unduly noisy or a nuisance to the privacy, cleanliness, or well-being of Kenron Estates and its residents.

### **CANADIAN FLAGS**

Many residents in our community proudly display Canadian Flags, which we are very happy to see. Out of respect to our Armed Forces, Veterans and fellow Canadians, we would ask that all flags being flown be in good condition, without rips or tears. We are proud to live in such an amazing country!

### **Fencing/Hedges**

All fencing/hedges may be no closer than five feet back from the front of the unit and no higher than six feet. Hedges, no higher than 32" with at least five feet clearance back from the edge of the road are permitted in the front yard.

### **Storage Sheds**

Any new or replacement storage sheds must be 39" or 1 meter back from any lot line. All sheds must be finished with either vinyl or aluminum siding. An alteration request must be submitted to the Office prior to replacing.

### **Signs/Advertising**

No signs, advertisements or notices may be posted on any part of the Mobile Home or Mobile Home Site. There is a notice board available for any postings by the mail box area.

### **Parking**

All vehicles must be parked in the clearly defined driveway of the home. Street parking is strictly prohibited. Offending vehicles may be towed without notice. Overflow parking is available at the Rec Centre, Lawn Bowling Club or Office areas.

### **Snowmobiles/Dirt Bikes/ATV's**

All the above mentioned are banned from using any roads or common areas of Kenron Estates, unless trailered.

### **Unlicensed/Stickered Vehicles**

All motor vehicles stored on the home site must bear valid license plates & current stickers.

### **Commercial/Highway Vehicles**

No parking of any commercial/highway vehicles with a gross weight of one ton or more is allowed within Kenron Estates.

### **Motor Homes/Trailers**

Licensed trailers &/or motor homes may be stored on the mobile home site, provided they are licensed. Trailer definition includes recreational trailers, boat and utility trailers. The front and/or hitch of the trailer must be kept back five feet from the front of the mobile home.

### **No Soliciting**

Door to door soliciting is strictly prohibited, without prior written approval by the Kenron Residents Association. There is no peddling or commercial enterprise allowed in Kenron Estates, except for home based businesses operating within the unit. There will be no outside storage for these businesses.

Just a friendly reminder to all our residents to ensure windows and doors are kept locked at all times. Also, do not allow anyone in your home that you do not know. Door to door soliciting is NOT allowed in Kenron Estates, however since we are not a gated community, we rely on residents to advise us when solicitors are in the park. Please report any solicitors to the office immediately at 613-394-3388 or after hours at 613-848-8034.

### **Clotheslines**

String clothesline and umbrella type clotheslines are approved, if they are used under the following conditions. They cannot be located in the front yard and must be a minimum of 5 feet back from the front of the unit. Please submit an alteration request to the office prior to installing.

### **Public Transportation**

Quinte Access provides a service of public transportation into Trenton. Please call 613-392-9640 for rates and route information.



**FOR EMERGENCIES DIAL 911**

**Other Helpful Numbers:**

<b>Quinte Waste Solutions</b>	613-394-6266	<b>E360 – Garbage</b>	613-962-7107
<b>Cogeco Cable</b>	1-800-267-9000	<b>Hydro One</b>	1-888-664-9376
<b>EMBRIDGE Union Gas</b>	1-877-969-0999	<b>Bell Canada</b>	1-800-400-2255
<b>OPP</b>	613-392-3535	<b>Animal Control</b>	613-966-4483
<b>Kenron Rec Centre</b>	613-965-6172	<b>KMT &amp; Associates</b>	613-394-3388
<b>Reliance HWT Gas Rental</b>	866-735-4262	<b>Ontario One Call</b>	800-400-2255
<b>Flyer Delivery- Trentonian</b>	613-962-9171	<b>SMILE program</b>	1-888-866-6647
<b>City of Quinte West</b>	613-392-2841	<b>Community Care</b>	613-969-0130

Kenron Recreation Centre

5 Indigo Lane

Belleville, ON, K8N 4Z3

613-965-6172

To: All New Residents

We would like to take this opportunity to welcome you to the Kenron community.

As a new Resident, the KRA invites you to come out and take part in a relaxed environment and perhaps enjoy a friendly game of darts or just a social drink and some stimulating conversation.

Throughout the year, we also schedule dances, BBQs, Music in the Park, live entertainment and other social events. For the convenience of the community, a foot clinic is scheduled on a monthly basis.

There are mixed dart leagues, euchre clubs, and numerous other social activities which are always on the lookout for new members. Should you be interested, we could provide you with contact names and updated schedule.

Our hall is also available for rental for private functions, i.e.: Birthday parties, anniversaries, family gatherings, showers or meetings. Our prices are reasonable. Come in and check them out or contact us at 613-965-6172. Should we not be available, one of our volunteers will return your call. Our business hours are posted on the door off the parking lot or on the bulletin board.

Our Recreation Centre is a community-owned endeavor and is financially dependent on the support of the patrons by way of simply joining in the festivities.

As soon as you are settled in your new home, we look forward to meeting you. Your ideas and suggestions are always welcome.

The Executive Committee

Kenron Recreation Association