

August 12, 2025

Re: Waters Edge – Access Control System Upgrade

Dear Owners,

Waters Edge Condominium Corporation has upgraded the building's access control system from HykVision to Micron. The top priority of this upgrade is to improve safety and security, alongside simplifying access management and delivering stronger long-term capabilities.

The distribution of fobs will happen over the next two weeks with the new system being online on Friday, August 22, 2025. The following is everything you need to know.

What's Changing:**1. New Door & Garage Fobs**

- A new style of door and garage opener is required.
- The Corporation will be supplying each unit with 1 door fob and 1 garage opener (the garage opener also works as a door fob).
- Additional fobs/remotes can be purchased — details below.

2. Additional Access Point

- Additional fob readers have been added to the exterior doors at both the King Street and Centennial Drive Condo entrances.
- The existing fob readers on the interior lobby doors are still in place and functioning

3. Exterior Door Locking Schedule

- The exterior doors at both the King Street and Centennial Drive entrances will automatically lock at 9:00 PM and unlock at 6:00 AM each day (hours may be adjusted at the Board's discretion).
- This schedule is intended to reduce unauthorized entry into the vestibule during evening and overnight hours.

- While the exterior doors are locked, the intercom will not be accessible for anyone without a valid fob
- Interior vestibule doors will continue to remain locked at all times and will still require a valid fob for access.

4. Removal of Garage Fob Arm

- The new garage remotes operate without the existing fob arm and reader.
- The current arm and reader will be removed after the transition period is complete.
- With the new system, simply pressing the button on your remote will open the garage door—no additional fob tap is required.

Key Dates

- Pick-Up of New Devices Starts: Tuesday, August 19, 2025
- Old Fobs Deactivate: Friday, August 22, 2025
 - **New fobs will not work until this date – it is advised to carry both fobs during the day on August 22, 2025 as the changeover will happen at some point before close of business.**

Where to Pick Up Your New Fob/Remote

****If Your Unit is Managed by LIAM (LIAM or Topaz Fort McMurray):**

- **LIAM will contact you directly with pickup instructions. Please follow their process.**

All Other Owners/Tenants:

- **Option 1 – Office Pickup**
Fort Management Ltd. Office – 10019 Fraser Avenue
 - Monday–Thursday: 8:30 AM – 5:00 PM
 - Friday: 8:30 AM – 12:00 PM
- **Option 2 – On-Site Pickup at Waters Edge (Centennial Drive Lobby)**
 - Saturday, August 16, 2025: 1:00 – 3:00 PM
 - Wednesday, August 20, 2025: 7:00 – 9:00 AM and 7:00 – 9:00 PM

What You Need to Bring for Pickup:

- **Photo ID** matching the registered owner/tenant/authorized representative name on file with Fort Management Ltd.

- If you have a tenant that is not registered with Fort Management Ltd., please ensure you have updated this information with us by clicking [here](#).
- If someone is picking up for you: Email written authorization to admin@fortman.ca before pickup.
- Devices will not be issued without proper ID and authorization.

Additional Fobs

- If you would like to have an additional fob or garage remote, you can purchase them at the Fort Management Ltd. office or from a Fort Management Ltd. representative on site during distribution days.
- Additional door fobs are \$75 + GST and garage remotes are \$125 + GST.
- Payment methods are cash, debit or credit. Please note for debit transactions there is a \$1 surcharge and for credit, a 3.75% surcharge.
- Owners must preapprove all additional fob purchases prior to being picked up by tenants or authorized representatives

Attached is a **Frequently Asked Questions (FAQ)** document with more information. If you have any questions, please contact us.

Thank you for your cooperation as we work to improve the security and convenience of our building.

Sincerely,

ON BEHALF OF THE BOARD OF DIRECTORS
WATERS EDGE CONDOMINIUM CORPORATION NO. 1423988

Fort Management Ltd.

780-743-4295

admin@fortman.ca