5050 Dufferin Street, Suite 222
Toronto, ON M3H 5T5

TO WHOM IT MAY CONCERN

RE: Request for Status Certificate Process Memoranda

Dear Unit Owner and/or Legal Representative of a Unit Owner,

Under the *Condominium Act, Section 76*, the Status Certificate can be provided at the request of a party upon receipt of the payment of a prescribed fee. Section 76(3) stipulates that the Status Certificate shall be provided within 10 days from the receipt of the request AND payment of the prescribed fees.

Please note that it is the procedure of our office to commence the preparation of the Status Certificate ONLY when both: the request and the payment are made. The time for the release of the Status Certificate counts from the date of receipt of the latest.

(1) REQUEST FOR STATUS CERTIFICATE:

The request for the Status Certificate must be in writing. It shall contain the detailed municipal address, name of registered owner(s), legal unit (if available), telephone number and the email address of the Owner where the Status Certificate shall be forwarded once completed. In addition, we encourage the registered owners to provide our office with as much information as possible, such as the date of scheduled closing, the nature of the transaction (i.e. sale or refinancing), the name of the future buyer(s), etc.

The request for a Status Certificate can be made by any party; however, it is the procedure of this office not to release the Status Certificate to any party other than the Unit Owner or His/Her respective solicitor/legal representative. If the owner wishes that someone other than him/her or his legal representative receive the Status Certificate, he/she is required to submit a written Direction to our office. The Direction can be sent to us by regular letter mail, fax or email (status@jtbgroup.ca) and must contain the Owner's signature.

Please contact our office for a copy of the Direction form should you wish someone other than yourself to receive the Status Certificate.

The individual (non-owner) picking up the Status Certificate is also expected to sign the receipt of the Status Certificate and the Waiver, which stipulates that said individual undertakes to safeguard the Status Certificate while having it in possession and deliver it to the unit owner.

(2) PAYMENT FOR STATUS CERTIFICATE

We recommend submitting the Request & Payment together to avoid delays in processing.

The fees for the Status Certificate are $100.00, inclusive of HST. Within 10 days of receipt of both the request and the payment, the Status Certificate will be emailed to the unit owner at the email provided by the said unit owner. If the owner requires a paper copy, there will be additional fees charged for the photocopying. We recommend that the Unit Owner contact our office should a paper copy be required for the estimated cost of photocopying, as it varies from corporation to corporation and depends on the number of pages that would form the enclosures to the Status Certificate. The owner may choose to submit an estimated flat rate fee of $35.00 to avoid delay in receiving the estimate for photocopying.

We offer RUSH/EMERGENCY SERVICES (subject to our explicit consent and approval) for the preparation of a Status Certificate:

2 – 3 business days service / 48-72 business hours – $338.50+HST (excluding weekends & holidays)

4 – 5 business days service / 72-120 business hours – $188.50+ HST(excluding weekends & holidays)

These fees include the prescribed fees for the Status Certificate.

METHODS OF PAYMENT:

(A) **Cheque**, either personal or certified, made payable to JTB MANAGEMENT GROUP INC.
(B) **Credit Card** payment – this option is only available to owners through our web portal requests and is also subject to additional fees charged by the third-party provider.
(C) **Email transfers** – by sending the email transfer to STATUS@JTBGROUP.CA; In the message, the sender must indicate the address of the property for which the status certificate sent. The password for receipt of funds must be ***status*** **(all small letters, no numbers or gaps between the letters).**
(D) **Cash** – by delivering the payment to our head office at 5050 Dufferin Street, Suite 222, Toronto, Ontario, M3H 5T5.

Any dishonoured cheques will result in an additional NSF charge of $50.00 payable to JTB Management Group Inc.

The Status Certificate fees are NON-REFUNDABLE unless claimed back by the sender within 24 hours from the time the funds are received by our office, and subject to the condition that we have not started preparing the said Status Certificate.

Some owners may feel that the fees for a Status Certificate are excessive and unfair while envisioning a simple "one-page document". We would like to take this opportunity to clarify that the Status Certificate is a legal and binding document containing information about your unit and the information respecting the Condominium Corporation itself. It outlines the financial health of the Condominium, any upcoming major repairs, and expenditures, any potential increases in common elements fees, confirms whether any legal actions have been commenced against the Condominium Corporation and any further information that may impact daily operations or long-term forecasts. The enclosures to the Status Certificate are as follows: Declaration, By-Laws, Rules & Regulations, Budget, Audited Financial Statements, Certificate of Insurance, Reserve Fund Studies, most recent Newsletters, Notices and Communications to Owners, Corporation standard forms and any other relevant information and documentation to the Corporation. The Status Certificate, together with the enclosures, can be anywhere between 70 pages and 1,000 pages, depending on the condominium corporation.

There are at least 3 professionals involved with the preparation of the Status Certificate: administrator, accountant and of course, the property manager. Hence, we require approval for any rush or expedited service, subject to the availability and workload of our personnel.

Due to the size of the document, it is usually sent to a unit owner via email in parts to avoid exceeding the data size allowed for electronic transfer in one email communication.

Should the owner request to have the Status Certificate picked up by a courier, it is advisable to provide our office with the notice containing the name of the courier company. Any arrangements with a courier company, including the payment for delivery, shall also be made directly by the unit owner and are the responsibility of the unit owner.

If the Status Certificate is requested to be received by email, the Owner of a Unit must ensure our office has the email information and any details.

If you have any questions regarding the Status Certificate process or payment, please do not hesitate to contact our office.

Sincerely,
JTB MANAGEMENT GROUP INC.

E. & O.E.