

WELCOME TO  
ONE AT  
WINDERMERE  
AND  
ONE  
HOMEOWNERS  
ASSOCIATION



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Owning property in ONE at Windermere automatically makes you a member of the ONE Homeowners Association (HOA).

The Association manages, maintains and beautifies areas within the community for the benefit of the residents. This includes the community gardens, bushes, column identifiers, feature walls, enhanced lighting, as well as supplementing the City of Edmonton landscaping program to help maintain green spaces.



## ONE AT WINDERMERE

February 5, 2026

**Re: Homeowners Association Fee – Effective April 1, 2026  
One at Windermere HOA**

Dear Owner,

The Board of Directors is pleased to enclose a copy of the 2027 operating budget for the ONE HOA. The budget is a result of the positive feedback the Board received from increased efforts with community landscaping. A copy of the Annual Operating Budget for the 2027 fiscal year is attached for your reference and review.

Your 2027 invoice reflects a year-over-year increase of 37%. The Homeowner's Association fees for your property will be \$360.16 plus GST of \$18.01 for a total of \$378.17, effective April 1, 2026. The GST number for the HOA is 79771 9200 RT0001. This year credit card fees will be charged back to the owners. The HOA paid over \$5,000 in credit card fees last year and wishes to invest its funds fully into the landscaping improvements in the community.

**We would like to remind owners that pre-authorized withdrawals are no longer processed by our office.**

Payments can be made online, via telepay or by cheque.  
Payments are due April 1<sup>st</sup>, 2026.

To pay your invoice online, go to <https://onehoa.ca/> click on "My Account", then click on "Log in" enter your email address and your password. If you are unsure of your credentials, please contact [info@coremanagement.ca](mailto:info@coremanagement.ca).

Amount	Paid
CAD 1.05	CAD 0.00

1. Next
2. Save
3. Next again
4. And follow the prompts to complete your payment

**Collections Process:** Please note, interest will be applied to all outstanding accounts at 18% per annum as of April 2, 2026. Unpaid accounts will be subject to a \$50 additional charge on June 1, 2026, as per the Board of Directors, for additional collection work. If accounts continue to remain unpaid, they will be sent to a collection agency on July 2, 2026, with further additional costs being applied for their services. Any homes who have not paid in 2 years, will be sent to legal on July 3, 2026.

As a property owner in ONE HOA, you are a member of the Association. Membership is mandatory and fees are charged in accordance with the encumbrance registered on your certificate of title.

Regards,  
**One at Windermere**  
Board of Directors

The ONE HOA is managed by the Board of Directors, that is comprised of members of the HOA who are elected at the Annual General Meeting (AGM) in September each year.

Each year the Board is tasked with reviewing the past year financials and using this data to create a budget for the upcoming year.

The budget letter outlines the amount of fees needed to meet the budget, how to pay your fees, what your fees pay for and more!

The budget summarizes the anticipated income and expenses for the Association for the upcoming year.

This budget is used to determine how much each owner will need to contribute to cover the costs.

For the 2027 Fiscal Year, fees will increase to \$378.17.

Please note, the increase is due to additional work to maintain the landscaping to the standard of the community.

Budget Starts: April 1, 2026

Description	FY2023 Actual	FY2024 Actual	FY2025 Actual	FY2026 12 month Budget	FY2027 12 month Budget
HOA Fees	101,800.00	103,198.00	114,525.00	133,100.00	183,321.44
Late Fee Revenue	1,003.84	1,397.90	1,586.72	-	-
<b>TOTAL REVENUE:</b>	<b>102,803.84</b>	<b>104,595.90</b>	<b>116,111.72</b>	<b>133,100.00</b>	<b>183,321.44</b>
<b>EXPENSES</b>					
R&M - Common Area	2,493.23	870.02	971.25	1,000.00	1,000.00
R & M - Electrical			1,268.68	1,000.00	500.00
R & M - Signs				1,000.00	500.00
Utilities - Electricity	(166.05)	2,043.75	2,136.55	2,000.00	2,200.00
Outside Maintenance - Landscaping	47,971.36	56,991.72	56,521.14	82,180.00	132,720.52
Admin - Accounting & Audit	3,120.00	2,145.00	4,080.00	2,500.00	2,500.00
Admin - Legal Fees	515.57	318.81		500.00	500.00
Admin - Management Fees	26,772.48	27,776.43	27,576.00	28,816.92	28,816.92
Admin - Collection fees	75.00	148.59	200.00	500.00	200.00
Admin - IT Application/Software	0.34		3,144.51	3,500.00	3,300.00
Admin - Data Processing	861.00	219.50	270.00	350.00	300.00
Admin - Dues, subscriptions and licences	1,197.00	3,658.90	4,854.66	4,300.00	5,000.00
Admin - Postage/Mailing expense	2,582.82	2,173.14	2,740.44	2,800.00	3,000.00
Misc - CRA back pay GST			12,389.80		
Other - AGM Expense	464.18	292.43	299.00	500.00	500.00
Fixed Expenses - Insurance & Appraisal	1,705.00	1,790.00	1,715.35	1,800.00	1,900.00
Bad Debt - A/R write-off	18.35			100.00	
Bank Charges	49.48	54.63	24.99	100.00	384.00
<b>TOTAL EXPENSES:</b>	<b>88,843.48</b>	<b>98,885.99</b>	<b>118,192.37</b>	<b>132,946.92</b>	<b>183,321.44</b>
<b>SURPLUS/(DEFICIT)</b>	<b>13,960.36</b>	<b>5,709.91</b>	<b>(2,080.65)</b>	<b>153.08</b>	<b>-</b>



# PAYING YOUR INVOICE

- We offer three easy ways to pay your invoice:
  1. ONLINE: You may login to your online account - See instructions below.
  2. TELEPAY: To pay by phone with your credit card call 587.393.3191 and follow the prompts, using the Access Code shown on your invoice.
  3. CHEQUE: Mail your cheque to ONE HOA
    - Suite 1250, 5555 Calgary Trail NW. Edmonton, AB T6H 5P9

To pay your invoice online, go to **ONEHOA.ca** and click on "Log In". Enter your email address and password and follow the process outlined below.

The screenshot illustrates the online payment process. On the left, there is a login form with fields for 'Email' and 'Password', a 'Log in' button, and links for 'Forgot email?' and 'Forgot password?'. A blue arrow points from the login form to a central instruction box: 'Click on Profile then Payments Due'. Another blue arrow points from this box to a payment interface. The payment interface shows a table with columns 'Amount' and 'Paid', displaying 'CAD 1.05' and 'CAD 0.00' respectively. Below the table are several icons: a magnifying glass, a trash can, a percentage sign, a dollar sign, a refresh symbol, and a green dollar sign. A callout box on the right points to the green dollar sign icon with the text: 'Click on Green \$. Then' followed by a numbered list: '1. Next', '2. Save', '3. Next again', and '4. And follow the prompts to complete your payment'.

- If you are unsure of your login credentials, please contact Core
- If you need help paying your invoice or would like to receive a mailed copy, please contact Core

Call Core at 780-651-1577 or email [info@coremanagement.ca](mailto:info@coremanagement.ca)

Payments are due April 1<sup>st</sup> of each year.

Please pay careful attention to pay on time. If payment is not received by April 2nd, you will be charged 18% per annum. Failure to pay will result in collection actions.

# Important dates

## Collections Schedule for Unpaid Accounts

- ▶ February 13<sup>th</sup> – Reminder to look for your invoice on March 2, 2026
- ▶ March 2, 2026 – Invoices sent to all owners for payment.
- ▶ April 1, 2026 – Payment is due in full.
- ▶ April 2 - Interest is applied to all outstanding accounts at (18% per annum).
- ▶ April 15 – Reminder that ONE HOA fees are overdue
- ▶ May 1 - Reminder that ONE HOA fees are overdue
- ▶ June 1 – Final reminder with \$50 collection charge
- ▶ July 2 – All accounts in arrears are sent to collections.
- ▶ July 3 - Any home more than 2 years in arrears is sent to legal

# About Management Fees

We are commonly asked what is included in the Management Fees. We understand that this is a large budget item. The Management Fee is for the management of the day-to-day operations of the HOA on behalf of the Board of Directors.

The fees pay for the services of a professional property manager and includes, but is not limited to:

- Working on behalf of the Board of Directors including establishing procedures and policies, annual budgets, communicating with members, facilitating board meetings, hiring and monitoring contractors, following through on recommendations and mandates as put forward by the board of directors, communicating and enforcing the Association's governing documents, including Bylaws and Rules & Regulations.
- Facilitating Annual General Meetings including arranging venues, producing AGM packages, delivering AGM packages via email or Canada Post, hosting the meeting, presenting the Association's audited financials and facilitating elections, recording AGM minutes and managing the HOA's annual return.
- Managing maintenance items including obtaining quotes, obtaining board approval for expenditures, hiring and monitoring contractors and labourers, completing regular community site visits to ensure quality and contractor compliance.
- Managing membership requirements including verifying and updating owner and property information, providing information to owners and realtors during property sale transactions, educating owners on Homeowner's Associations and the governing documents, providing direction to owners regarding expectations and responsibilities, managing owner disputes, provide IT support for owners to access their online profiles, referring owners to appropriate agencies outside of the HOA, such as EPCOR or the City of Edmonton as appropriate.
- Managing communications with owners, contractors and the Board of Directors including receiving, responding, recording and storing owner questions, concerns and complaints, liaising between owners and the board of directors, receiving and responding to emails, phone calls, letters, visitors, managing financial aspects of the Association including annual invoicing and communications, managing accounts receivable and collections, receiving payments, paying invoices, data entry, compiling monthly financial statements, financial reporting, working with auditors to complete annual audits.

# Important Contact info

ONE HOA is proudly managed by

Core Real Estate Group  
1250, 5555 Calgary Trail NW  
Edmonton, Alberta T6H 5P9

Please contact our friendly staff for questions relating to:

- Association budget and fees
- Help with paying your fees
- Maintenance concerns, such as landscaping, signage, etc.
- Information about the Annual General Meeting
- Volunteer opportunities
- Architectural Guidelines or Association Bylaws

Email: [info@coremanagement.ca](mailto:info@coremanagement.ca)

Phone: 780.651.1577

For more information on ONE HOA, please visit: [ONEHOA.ca](http://ONEHOA.ca)



THANK YOU

