



Frequently Asked Questions

Bookings/Room Rentals

How far in advance can I book space?

Residents of Cranston may book space in Century Hall one year in advance. Non-residents may book space 6 months in advance. The facility may be rented for private functions only. Rental for public events is not permitted. The facility may be used for activities that are not advertised, no fees charged, and there is no intention to market or sell products or services.

All rental charges must be paid in full at the time of booking (cheques may be post dated up to six (6) months prior to the booking).

Do I need to put down a deposit?

Yes, a security deposit of \$500 is required before any rental can be confirmed. If it is in the form of a cheque it must be dated for the day of the function.

Is set up time included in the rental?

No, If you require additional time before or after your rental for set-up or clean-up you must book that additional time.

Does CRA provide caterers?

CRA does not provide caterers. You must bring your own caterer for your event.

Do you provide clean-up services?

CRA provides cleanup services on a case by case basis. For more information please contact the Century Hall staff.

Am I allowed to sell alcohol at my event?

You are responsible for any permits (i.e. liquor) required. You may sell alcohol at your event with the proper liquor license issued by the Alberta Gaming and Liquor Commission.

For more information visit: www.aqlc.gov.ab.ca

Program Registration

Resident Program Registration:

Online registration visit www.cranston-connect.com

You will need your username and password to access CRA's online registration option. Please ensure all family members are registered with Century Hall in order to include them in online registration.

Please note: online transaction is not complete until you can view a receipt.

Non-Resident Program Registration:

If you are a non-resident wishing to register for a program please contact the Century Hall staff at 403.781.6614 or in person during regular office hours:

Monday to Friday 9:00 am to 5:00 pm

A non-resident fee will be added to the cost of any registered program(s). Non-residents will also be required to pay a \$5 fee for drop in programs.

Telephone/ Walk-In Program Registration:

Telephone and walk-in registration availability will be announced on www.cranston-connect.com. For telephone program registration please call Century Hall at 403.781.6614.

*Debit and/or Credit Cards accepted (GST included)
Based on 2009 prices
Subject to change without notice.*

Program Cancellation Policy

Century Hall reserves the right to cancel any programs with insufficient registration. Full refunds will be granted or you may transfer to another course if space is available. Requests to withdraw from a program 7 or more days prior to the first day of the program will result in a \$20 administration fee.

Requests to withdraw from a program less than 7 days prior to the first day of the program will be issued for medical reasons only. A \$20 administration fee will apply.

Up to 2 classes into the program, refunds are issued for medical reasons only. A \$20 administration fee will apply. Refunds are pro-rates at the time of the request.

After 2 classes into the program, refunds will not be issued.

Seasonal Upkeep

Who is responsible for clearing the snow in some areas of Cranston?

If there is a walkway between your house and your neighbour's house, both homeowners are responsible for clearing the snow, similar to the front walkway. Please review your title for more details.

Areas that the CRA currently assists with snow clearing are as follows:

- 1) Cranston Blvd.
- 2) Cranleigh Gate
- 3) MR Phase 32
- 4) MR Phase33
- 5) Pond
- 6) Multi-Family & Church Site
- 7) South School Site
- 8) North School Site

The fences need repair – who looks after them?

Fences that are between public and private property are home-owners responsibility.

The trees on the boulevard or the green space are not faring well or dying – who looks after those?

Please call 311

Include location and all pertinent details

Drop-in Gym Rules

- 1) Drop-in programs are unsupervised and are on a first come, first serve basis.
- 2) All children under the age of 12 must be accompanied by an adult.
- 3) You must be 18 years or older to participate in adult drop in programs.
- 4) Non-members will be charged a \$5 drop in fee.
- 5) Membership cards/collateral will be required to use CRA equipment.
- 6) Please respect the sharing of equipment and gym space.
- 7) No outside footwear. Proper attire, including shirts, shorts and non-marking gym shoes must be worn at all times.
- 8) Drop-in gym users need to help with the set up and take down of equipment.
- 9) No food is allowed in the gym. Drinks are allowed in plastic containers only.
- 10) Store personal belongings in the lockers located near gymnasium.
- 11) Profanity or vulgar language will not be tolerated.

Residents Association Membership & Fees

Is a community association the same as the Residents Association, as titled by Carma in the brochures given to homeowners at the time of their possession?

No, the Community Association is a volunteer organization dependent upon sponsorship and fundraising to operate. The Residents Association is a not for profit company incorporated, in CRA's case, under the Companies Act, and which has mandatory membership of all property owners and an assured source of revenue to fund its operations. The community association is involved in community matters (Soccer Registration and other community run programs, issues involving city officials, etc.), whereas the Residents Association's mandate revolves around providing the necessary resources to maintain Cranston Residents' Association exclusive facilities for the enjoyment of all Cranston residents.

Do all Cranston residents currently pay a Residents Association fee?

All residents and property owners have their title encumbered with the Cranston Encumbrance.

How often are the Residents Association fees collected?

The Cranston Residents Association fees will be invoiced annually in April, which is the start of the fiscal year.

Will the residents be notified in advance of the upcoming bill?

Residents will be notified directly by mail and through the Cranston newsletter, the Annual General Meeting, www.cranston-connect.com, and or other meetings.

Do the commercial properties planned for Cranston pay the Residents Association fee as well?

Yes, all property owners pay the annual fees, including multi-family developments, institutions, churches and commercial sites.

How does a resident of Cranston become more involved in the Residents Association?

Letting Directors know of your interest to stand for and attending the Annual General Meeting is usually the best means.

Who collects the Residents Association fee?

The Residents Association fees are collected by the CRA.

What are the benefits to the resident of Cranston for paying the Residents Association fees?

Residents benefit by having in their community certain amenities and assets which, because of their unique nature, could not otherwise be provided, as the City would not normally accept responsibility for their maintenance. As the City is seldom prepared to accept maintenance responsibilities for certain improvements to public parks, the only way to have the improvements is to have the Residents Association assume responsibility for their operation and maintenance. Other benefits include enhanced maintenance of certain public spaces and the ability to enter into contracts with the City to partially fund enhanced maintenance activities. The other benefit is for features or amenities such as the windmill that is on a private site, which will be given to the Cranston Residents Association by Carma. Other communities who did not have Residents Associations set up by the developer (i.e. Douglasdale, Christie Estates, etc.) have petitioned the City to collect additional taxes through local improvement bylaws to fund enhanced maintenance of open spaces by the City.

Is the Residents Association solely funded by the collection of resident's fees?

Not necessarily. In other communities, McKenzie Lake, McKenzie Towne, Tuscany, the City has agreed to contribute funds annually towards the maintenance of certain public spaces based on what they would budget for the normal maintenance. These funds do not usually cover 100% of the maintenance costs but do help offset the costs to the residents. Other potential sources of revenue (rental revenue of the proposed Residents Association building) have not been explored. The Cranston Residents Association, thanks to the assistance of Calgary Shaw MLA Cindy Ady, was the beneficiary of Alberta Lottery Fund funding, for the pathway linking Cranston to Chinook Nature Park and to Fish Creek Provincial Park in 2001.

Is there a relationship between the Residents Association and the municipal officials?

Not formally, although communications with both elected officials and administration does occur.

How is the Residents Association governed?

The Residents Association is governed via bylaws and a Board of Directors. The Cranston Residents Association brochure provides all the details including the Memorandum of Association, the Articles of Association, the Encumbrance itself and the Management agreement between the Association and Carma. A Board of 10 Directors were elected at AGM to govern the Cranston Residents Association.

Who elects the representatives for the Residents Association and when does that occur?

The Members of the respective associations elect their Board of Directors annually at the Annual General Meeting. Carma has retained the right to appoint three Directors to the Cranston Residents Association, as it is financially responsible for its viability and operation until it is turned over to the residents.

Are the residents of Cranston able to guide the Residents Association in matters important to the residents?

The mandate of the Residents Association is spelled out in the Memorandum of Association. Members can elect or defeat any Member standing for a Residents Association Directorship, and in that way guide the direction of the association. Ultimately, the association will be run entirely by the residents.



11 Cranarch Rd. SE, Calgary, AB T3M 1V1

For more information:

Phone: (403) 781-6614 (*main*)

Email: info@cranstonresidents.ca

Web: www.cranston-connect.com