

**MINUTES
STRATA COUNCIL MEETING
THE OWNERS STRATA PLAN NW 3119
QUEEN'S GATE**

***Held on Wednesday, February 28, 2018
Within the Lounge of Queen's Gate
8520/8560 General Currie Road***

COUNCIL IN ATTENDANCE:	Carol Yap-Chung	President
	Al Schroeder	Vice-President (<i>left at 11:46 a.m.</i>)
	Danny Hui	Treasurer/Building/Finance
	Ernest Leung	Landscape/Finance
	Percy Cheung	Building/ERC/Block Watch
REGRETS:	Miriam Wexler	Member/Landscaping
	Laurette Vital	Member
GUEST:	Owner	8520 (<i>9:00 a.m. to 9:14 a.m.</i>)
	Owner	8500 (<i>9:15 a.m. to 9:37 a.m.</i>)
STRATA MANAGER:	May Le	FirstService Residential

The meeting was called to order at 9:05 a.m.

GUEST BUSINESS

An Owner at 8520 Building attended a hearing to respond to a Bylaw infraction letter and offered to donate his saw table to the Strata Corporation. Council thanked the Owner for attending the meeting as the Owner left the meeting at 9:14 a.m. After Council's discussion regarding the Bylaw infraction, it was moved and seconded to levy a fine of \$200 against the unit Owner. **CARRIED.** Council will discuss the Owner's offer to donate his saw table once the Hobby Room has been cleaned up.

The Owners at 8500 Building and their window contractor attended the meeting to request approval to change their unit windows, and to provide information on the window design and specifications. Council thanked the Owners and their contractor for attending the meeting as they left the meeting at 9:37 a.m. Council discussed the Owners' request, and a few members were unable to make a decision at the time, therefore, Council will continue to review the information provided, and a decision will be made via email. **Post Meeting: The majority of Council voted via email, to decline the Owners' request to replace their windows.**

APPROVAL OF STRATA COUNCIL MEETING MINUTES

It was moved and seconded to approve the Minutes of the Strata Council Meeting held on January 31, 2018, as circulated. **CARRIED.**

FINANCIAL REPORT

1. **Review of Accounts Receivable:** Owners are reminded that strata fees are due on the 1st of each month. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. **Report on Unapproved Expenditures:** There are no unapproved expenditures to report. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statement(s):** It was moved and seconded to approve the financials statements of November and December 2017, and January 2018. **CARRIED**

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on "Forms and Documents", then "Financial Document", and then selecting the desired file.

4. **Audit:** The audit for the 2016/2017 fiscal year is currently in progress by Dong Russell.

REPORT ON LITIGATION

There is currently a Notice of Dispute filed with the Civil Resolutions Tribunal against the Owners, Strata Plan NW 3119. The Dispute is currently in the facilitation process.

BUSINESS ARISING

1. **Annual & Routine Maintenance:**
 - a) **Fire Inspection Follow Up:** Council reviewed a quotation from Vancouver Fire to repair deficiencies at 8580 building. After discussion, it was moved and seconded to approve Vancouver Fire's quotation, in the amount of \$806.00 (plus GST). **CARRIED**
 - b) **Carpet Cleaning:** Council reviewed two quotations to clean the common area carpets. After discussion, it was moved and seconded to approve Citrus-O Carpet Cleaning's quotation, in the amount of \$4,500.00 (plus GST). **CARRIED**
 - c) **Dryer Duct Cleaning:** Council reviewed two quotations to clean the exterior dryer ducts. After discussion, it was moved and seconded to approve Michael A. Smith Duct Cleaning's (MASDC) quotation, in the amount of \$2,220.00 (plus GST). **CARRIED**

Council directed the Strata Manager to obtain a quotation from MASDC to clean the hallway ventilation systems and the pool system.

****A sign-up sheet will be posted for those Owners wishing to have their inside dryer ducts cleaned. The cost of \$25.00 (including GST) will be the responsibility of the unit Owner, payable at the time of the service.****

- d) **Window Cleaning:** Mark Wareham has scheduled the cleaning of the exterior inaccessible windows (not including balcony windows) for April 9 to 13, 2018, per his approved quotation, in the amount of \$4,800.00 (plus GST).

Council directed the Strata Manager to obtain a cost from Mark Wareham to clean the decks and balconies as an option for any Owners wishing to have their decks or balconies cleaned. The cost will be the responsibility of the unit Owner.

2. **302-8580 Balcony Repair:** Tabled as the work is proposed to be done at the same time as the common area decks. Please refer to Business Arising, item #3.
3. **Common Area Deck Repairs & Drainage:** At the Executive Meeting held on March 21, 2018 (attached), Council approved Rainsafe's quotation to repair the common area decks, in the amount totaling \$68,400.00 (plus GST). The repairs will be scheduled for May, weather permitting.

Rainsafe is currently in the process of installing eight drains at 8500 Building.

4. **Parkade Gate Damage:** The Strata Manager reported that a reimbursement cheque has been received from Tetra Tech's insurer for damage to the parkade gate at 8560 Building.
5. **Welcome Package:** This item is deferred.

BUILDING MANAGER REPORT

The Building Manager provided Council with his monthly report.

COMMITTEE REPORTS

1. **Landscaping:**
- (a) **Monthly Report:** Contour Landscaping provided a landscaping report for January 2018 to Council.

CORRESPONDENCE

Owners are invited to write to the Strata Council via the Management Company regarding any Strata related matters. Owners are to note that response letters will be issued only on those matters as required in accordance with the *Strata Property Act* and Regulations, otherwise, all correspondence will be noted in the minutes as acknowledgment along with any follow-up action or directive as the Strata Council sees fit, and that no further written response to the Owner(s) is deemed necessary. Anonymous letters will not be acknowledged or noted in the minutes.

Chargeback Letters

The Strata Manager distributed one chargeback letter that was sent to an Owner since the last Council Meeting.

Bylaw Infraction Letters

Council reviewed bylaw infraction letters that were sent to Owners since the last Council Meeting. After discussion, it was moved and seconded to levy a fine to a unit at 8520 Building for not providing access during the fire inspection follow up. **CARRIED**

Correspondence from Owners

1. Council reviewed correspondence from a lawyer on behalf of an Owner at 8520 Building requesting an extension to provide access for the fire in-suite testing. After discussion, Council directed the Strata Manager to respond to the Owner's lawyer accordingly.
2. Council reviewed correspondence from an Owner at 8560 Building reporting that the tree on the east side of 8560 has a vertical split down the side of the trunk. Council will report this to the Arborist during their visit in the Spring.
3. Council reviewed correspondence from an Owner at 8580 Building reporting numerous rat droppings on her patio. Council reported that the Pest Control company has installed traps in that area since the last report from the Owner, and has increased the visits from monthly to semi-monthly. There will be no further action at this time.
4. Council reviewed correspondence from an Owner at 8560 Building reporting that his exterior vent cover is rusted and requires painting. Council will have the vent cover painted in the summer.
5. Council reviewed correspondence from an Owner at 8520 Building reporting that there is lack of hot water in her shower since the new boilers were installed. Council has informed the Owner that the lack of hot water in her shower is probably due to a defective faucet or cartridge.
6. Council reviewed correspondence from an Owner at 8520 Building regarding the following:
 - (a) Request further action to those Owners that do not provide access during the annual fire inspection. Council is taking action by way of sending a Bylaw infraction letter, and possibly fining the Owner, as permitted by the *Strata Property Act*.
 - (b) Request for details of the litigation noted in the minutes. No details can be provided at this time as the dispute is still ongoing.
 - (c) Request for pruning the birch tree on the west side of 8520. All trees at the front and back of the buildings are given equal attention, and Council approves tree pruning according to the Arborist's recommendations. The next visit with the Arborist will be during the Spring.

- (d) Request upgrades to the guest suites if the rental fees will be increased. Council will be looking into this during the next fiscal year.
 - (e) Request Council to add a Bylaw to address the upcoming legalization of marijuana. The Strata Manager advised Council that this item has already been added to the AGM preparation which will be discussed in the upcoming meetings leading to the AGM in May.
7. Council reviewed correspondence from an Owner at 8500 Building reporting that the blue recycle bins were dirty and required cleaning. Council will look into having the bins washed on a weekly basis.

Residents are reminded to wash their recycled containers before depositing them into the recycle bins.

8. Council reviewed a complaint from an Owner at 8560 Building regarding an altercation with an Owner in the lounge.
- Owners are reminded that if an Owner requires exclusive use of the lounge, the Owner must pay a rental fee of \$100.00 and a damage deposit of \$100.00. When the lounge is not rented, the use of the lounge is open to all Residents of Queen's Gate.
9. Council reviewed correspondence from an Owner at 8560 Building reporting hearing plumbing noise throughout the day. Council advised that the noise is due to vibration of the water pipes, and will consult the Strata's plumber.

NEW BUSINESS

1. **Record of Water Problems:** A Council member distributed a list of water related problems which occurred in February of 2018, for Council's information.
2. **Incident Reports:** The Strata Manager distributed the incident reports for February 2018. Council directed the Strata Manager to forward all invoices relating to any roof repairs.
3. **Parkade Gate Replacement:** Council reviewed a quotation to replace the parkade gate at 8560 Building. An additional quotation is pending. Further discussion at the next meeting.
4. **Insurance Renewal:** This item is deferred as a second quotation is pending.
5. **Garbage Room:** Residents are reminded that plastic bags are not permitted in any of the recycle bins. All household refuse should be deposited into the garbage bin. Please do not leave any items outside of the bins.
6. **Weekend Building Manager:** Council discussed the snow removal duties during the weekend. After discussion, Council agreed that should snow shoveling and ice melt application be required during the weekend, the office will be closed to accommodate this work.

7. **AGM Preparation:** The Strata Manager presented Council with a quick review of possible Bylaw amendments to be presented to the Owners for consideration at the next Annual General Meeting.
8. **Council Update:** Council member, Al Schroeder, resigned, leaving six members on Council. Council would like to thank Al Schroeder for his contribution on Council this past fiscal year.

TERMINATION OF MEETING

There being no further business, the meeting was terminated at 12:06 p.m.

Next meeting: Wednesday, March 28, 2018 @ 9:00 a.m. within the Lounge

FirstService Residential BC Ltd.



May Le
Strata Manager
Per the Owners
Strata Plan NW 3119

Direct Line: 604.601.6404

General: 604.683.8900 (24 hours emergencies)

Customer Care Centre: 1.855.273.1967 (24 hours non-emergency)

www.fsresidential.com

Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.

FSRConnect™ REGISTRATION

To benefit from **FSRConnect™** and help your Strata save money, please contact Connect Customer Care at connect.bc@fsresidential.com to further assist you in your registration process.



**FS Insurance
Brokers**

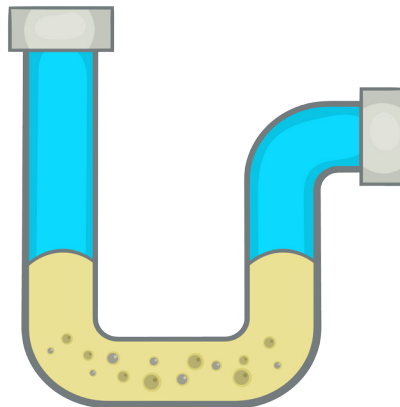
did you
KNOW?

Think Before Dumping it in the Sink

Did you know pouring grease down your kitchen sink may lead to clogs in the drainage lines, which may ultimately lead to flooding of units and the building itself? **As a unit owner, you may be responsible for the cost of repair and clean-up if the clog is sourced to your unit.**

Keep the following away from sink drains:
(and tub drains, shower drains, and toilets, too!)

- Grease, fats, oils
- Coffee grounds
- Egg shells
- Produce stickers
- Flushable cat litter
- Paper towels
- Cotton balls



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Minutes of Executive Council Meeting held on
Wednesday, February 21, 2018, 0900 in the Lounge

In Attendance: Al Schroeder Ernie Leung
Danny Hui Percy Cheung
Laurette Vital Carol Yap Chung

1. Emergency Procedures

There was a discussion regarding the process followed by First Service when calls are received from owners at their Call Centres. It was agreed that the following procedure would be effective in reducing the cost of irregular operations and unnecessary overtime service calls:

1800 - 2300 - Contact a Council Member to request Approval for Contractor.
0700 - 0900

2300-0700 - FSR Agent on call authorized to call Contractor if emergency.

Strata will accept responsibility only for authorized service calls. Unapproved calls made to contractors by owners or First Service Agent will be a chargeback and the responsibility of the source of call. Person who originates call will pay.

The water damage in December which originated in a unit at 8520 Building incurred unnecessary and excessive cost of equipment rental due to Circle Restoration Service call made by First Service Agent without approval of Council and failure to communicate with QG Office. A courtesy call with voicemail would have offered assistance.

Council reviewed the correspondence from owner regarding the chargeback for smoke detector replacement and unanimously agreed to reverse the charge as the call was originated by the First Service Duty Agent.

2. Building Manager Contract

Following a discussion regarding the Fire Alarm incident on December 31, 2017, it was unanimously agreed that the following be added to the Employment Agreement of the Building Manager:

Compensation for Emergency Call-out (Fire and Water Incidents):

1800 - 2400 1 1/2 × regular time
0600 - 0900 1 1/2 x regular time

2400 - 0600 2 × regular time
Statutory Holidays 2 x regular time

Chargeback to Owner responsible for incident.

3. Insurance Claim History

It was brought to Council's attention that there is a Service Charge charged to the insurer for each service call by a Claims Adjuster. The Hub Agent has requested Council's cooperation to request the

service of the Claim Adjuster only when necessary and there is substantial damage which will involve a claim.

It was agreed that FSR Agent is authorized to 'Open' Insurance File. Request for Claims Adjuster requires Approval of Council.

Fortunately, the Insurance coverage applies to the Expense of the current Legal Counsel retained by Council which to date totals \$15,000.00.

4. Deck Repairs

Council reviewed the 3 quotes received for the Deck Repairs:

Complete Waterproofing	- \$ 68,400 plus Drainage Hole \$450.00 each
Remdal	- \$ 87,684
Polycrete	- \$112,000

The vote was 5 in favour, 1 abstention to award the project to Complete Waterproofing.

Matt Crispin of Complete Waterproofing was invited to clarify a few details. Regarding the surface of the deck, Matt advised that the industry standard grade of sand surface will be utilized. Weather permitting, a minimum temp. Of 10c. Is required, the project is scheduled for a duration of one week in May with 3 men.

5. Parking Stall Assignment

Further discussion when details received from FSR re pertinent legislation of 2014.

6. Pool Ceiling Repair

The ceiling in proximity to the windows by the hot tub requires repair approx. \$8,000.00. It was suggested that the repairs be conducted during the Change Room Repairs.

7. Men and Women Change Rooms Water Leak

There is evidence of water under the floor tiles close to the shower wall below the sink. Further investigation is being conducted to determine the source of the water.

A new counter top and mirror will be considered during these repairs.

8. Quotes for Carpet Cleaning and Duct Cleaning will be requested for Spring Project.

There being no further business, the meeting terminated at 11.45 a.m.