

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

*Held on Wednesday, January 30, 2019
Within the Lounge of Queen's Gate
8520/8560 General Currie Road*

COUNCIL IN ATTENDANCE:	Carol Yap-Chung	President
	Percy Cheung	Vice-President
	Danny Hui	Treasurer
	Laurette Vital	Member
	Francis Wu	Member
	Miriam Wexler	Member (9:00 a.m. – 9:30 a.m.) (via telephone conference)
GUEST:	Owner	8560 Building (8:55 a.m. – 9:07 a.m.)
STRATA MANAGER:	May Le	FirstService Residential

REMINDERS



MEDICAL EMERGENCY ASSISTANCE: COUNCIL WOULD LIKE TO REMIND RESIDENTS THAT ACCESS TO UNITS CANNOT BE ARRANGED WITH THE QG OFFICE IN THE EVENT OF A MEDICAL EMERGENCY. COUNCIL WOULD LIKE TO ENCOURAGE RESIDENTS TO ARRANGE FOR ACCESS WITH A NEIGHBOUR (PREFERABLY WITHIN THE SAME BUILDING) FOR ASSISTANCE.

ABSOLUTELY NO GREASE OR FOOD WASTE IS TO BE POURED DOWN THE DRAINS, AND ONLY TOILET PAPER CAN BE FLUSHED DOWN THE TOILETS. DRAINS ARE BACKING UP INTO THE LOWER UNITS CAUSING UNNECESSARY WATER DAMAGE. PLEASE BE EXTRA CAUTIOUS AND RUN HOT WATER DOWN THE DRAINS FROM TIME TO TIME TO HELP CLEAR UP ANY BLOCKAGES. RESIDENTS WHO ARE AWAY ARE REQUESTED TO ASSIGN SOMEONE WITH A KEY TO THE UNIT TO RUN HOT WATER DOWN THE DRAINS ON A REGULAR BASIS.

ANY RESIDENTS USING THE LOUNGE KITCHEN MUST CLEAN UP AFTER EACH USE.

PLEASE BEWARE OF SHORT-TERM ACCOMMODATION RENTALS (I.E. AIRBNB). IF OWNERS OBSERVE A POSSIBLE SHORT-TERM ACCOMMODATION RENTAL, PLEASE REPORT IT TO THE STRATA MANAGER IMMEDIATELY.

ALL CARDBOARD MUST BE FLATTENED. AND DEPOSITED INTO THE CARDBOARD BIN LOCATED IN THE VISITOR PARKING.

The meeting was called to order at 8:55 a.m.

GUEST BUSINESS

The Owner at 8560 Building attended a hearing, per the request of the Council, to address the Bylaw infractions relating to the Owner's pet. Council and the Owner discussed the Bylaw infractions and resolutions to ensure that the pet remains under the Owner's full control while on Queen's Gate common property. Council thanked the Owner and the Owner left the meeting at 9:07 a.m.

Council then discussed the Owner's response and directed the Strata Manager to send a letter to the Owner with conditions that the Owner must follow while the pet is on the interior and exterior common property of Queen's Gate.

APPROVAL OF STRATA COUNCIL MEETING MINUTES

The following amendments were made to the minutes of the Strata Council Meeting held on November 28, 2018:

1. **Amend Committee Reports Item #2(a) – Pub Television:** Council reviewed correspondence from the Social Committee requesting that the Strata cover half the cost to purchase a new flat screen television that is currently being used for Social Committee activities, **as well as, other Queen's Gate activities**, as the current television is making a buzzing sound. After discussion, it was moved and seconded to deny the Social Committee's request as the cost for a flat screen television has been significantly reduced over the years.
2. **Amend Correspondence Item #4 –** Council reviewed correspondence from an Owner at 8500 Building expressing concerns regarding the cancellation of the Sunday morning coffee meeting due to the lounge being rented by an Owner. The Owner requested that cancellation of the Sunday morning coffee meetings only be authorized by Council. Council has since dealt with the Owner's concerns. Years ago, the Strata's Bylaws permitted the lounge to be rented starting at 11:00 a.m., but has since been amended to permit rentals starting at 9:00 a.m. **After discussion, Council agreed that when the lounge is rented on a Sunday, the Sunday Coffee Group will use the pub.**

It was then moved and seconded to approve the minutes of the Strata Council Meeting held on November 28, 2018, as amended. **CARRIED**

FINANCIAL REPORT

1. **Review of Accounts Receivable:** Council reviewed the accounts receivable report and directed the Strata Manager to send an arrears letter to an Owner at 8520 for an outstanding balance. Council discussed an Owner at 8580 Building who is in significant arrears for outstanding Strata fees, and after discussion, it was moved and seconded to approve registering a Certificate of Lien against the title to the Strata Lot. **CARRIED**
2. **Report on Unapproved Expenditures:** Enterphone Installation \$17,470.66, expensed from the Contingency Reserve Fund as an unapproved expenditure, to be ratified at the next General Meeting.

3. **Monthly Statements:** The November and December 2018 financial statements have been deferred to the next meeting.

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. **2017/2018 Audit:** The draft audit for 2017/2018 fiscal year is 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 ongoing.

BUSINESS ARISING

1. **Annual & Routine Maintenance:**

- (a) **Annual Fire Inspection:** Vancouver Fire & Radius Security completed the annual fire inspection. Council reviewed the quotation to test the elevator devices (no charge), test the missed suites. and replace 76 old and faulty smoke alarms. After discussion, it was moved and seconded to approve Vancouver Fire & Radius Security's quotation, in the amount of \$9,302.00 (plus GST). **CARRIED**

2. **Fibre Optic Network:** Currently on Novus Entertainment's waiting list.

3. **Building Manager Sick Leave:** Council discussed implementing a sick leave policy for the Building Manager as there is currently no policy in place. After discussion, it was moved and seconded to approve ten (10) paid sick days per calendar year for the Building Manager. **CARRIED**

Council directed the Strata Manager to send an amended employment contract to the Building Manager to sign.

4. **Failed Windows:** Island Glass is scheduled to replace the faulty window glass at 8560 Building on January 31, 2019.

5. **Balcony Sliding Doors:** Council reviewed quotations to replace the roll beads on the patio doors at two units in 8500 Building. After discussion, it was moved and seconded to approve Island Glass' quotations, in the amounts totaling \$370.00 (plus GST). **CARRIED**

6. **Access Gas:** The Strata Manager advised Council that FortisBC will only accept Strata Corporation clients every November, as such, the Strata will need to remain with Access Gas until November. FortisBC has been notified of the switch over to commence on November 1, 2019. A termination letter will be sent to Access Gas in August.

Council discussed their concerns regarding the interest charges that have been paid to Access Gas over the last year. Access Gas invoices for 2018 were distributed to Council for their review. The Treasurer will conduct a detailed analysis of the 2018 invoices. Council directed the Strata Manager to include the monthly Access Gas invoices in the agenda for every meeting, moving forward.

The Strata Manager is currently corresponding with Access Gas to come to an agreement to waive the interest charges that have been paid in the past as there have been issues with receiving the invoices.

7. **Door Sweeps:** Door sweeps have been installed on a few exit doors, the pub, the library, and the pool doors.
8. **Open Claim:** A water claim has been opened with Hub/Coastal (the Strata's insurer) for water damages resulting from water overflow originating in a 3rd floor unit at 8560 Building. The insurance deductible of \$15,000.00 will be charged back to the responsible unit.
9. **Canada Furnace:** Canada Furnace has completed the replacement of the broken pressure gauge on January 10, 2019. Council directed the Strata Manager to follow up with Canada Furnace regarding the terms of the contract agreement which included three free annual service visits, but Canada Furnace has not yet scheduled a service visit.
10. **Bylaws:** Council discussed proposing some amendments to the Bylaws at the next Annual General Meeting (AGM). The Strata Manager advised Council that it is highly recommended to have the Strata's Bylaws reviewed by a lawyer from time to time to ensure each Bylaw is still valid and enforceable. After discussion, Council directed the Strata Manager to obtain a budget quotation from Clark Wilson LLP for a full review of the Strata's Bylaws. Council will also review the current Bylaws, and discuss what changes may need to be proposed at the AGM.

BUILDING MANAGER'S REPORT

The Building Manager's report for December 15, 2018 to January 15, 2019 was distributed to Council for their reference.

COMMITTEE'S REPORTS

1. **Emergency Response Committee (ERC):** Owners may view the ERC Meeting Minutes on **FSRConnect™**.
2. **Social Committee:** Owners may view the Social Committee Meeting Minutes on **FSRConnect™**.
3. **Garden Committee Minutes:** Owners may view the Garden Committee Meeting Minutes on **FSRConnect™**.
4. **Landscaping:**
 - (a) **Back Lawn/Gravel Pathway:** A quotation has been requested from M & V Complete Landscaping for repairs to the gravel pathway.
 - (b) **Fall Cleanup:** M & V Complete Landscaping has completed half of the fall cleanup.
 - (c) **Wood Edge:** A follow up has been sent to M & V Complete Landscaping to provide a timeline for the replacement of the rotted wooden edge around the pond bricks with ProFlex paver edging material.

- (d) **Tree Maintenance:** Council reviewed a quotation to apply treatment to the trees at Queen's Gate to help promote growth and vitality. After discussion, Council directed the Strata Manager to obtain a second quotation from a different arborist.

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.

CHARGE BACK LETTERS

The Strata Manager distributed to Council, two charge back letters sent to Owners since the last Council Meeting. Council reported that the incorrect unit was noted on an invoice from Xpert Mechanical. After discussion, Council directed the Strata Manager to obtain a revised invoice from Xpert Mechanical and send a charge back letter to the correct unit, as well as, a redaction letter to the incorrect unit. There was also a clerical error in the second charge back letter which had the wrong mailing address for the Owner. Council directed the Strata Manager to revise the letter and resend the letter to the Owner.

BYLAW INFRACTION LETTERS

Council reviewed six Bylaw infraction letters sent to Owners since the last Council Meeting. After discussion, it was moved and seconded to levy fines of \$200 to three units; one unit at 8560 Building for a Pet Bylaw, one unit at 8520 Building for interference with the lounge rental, and one unit at 8520 Building for window coverings. **CARRIED**

Council directed the Strata Manager to obtain legal advice relating to the alleged ongoing noise emanating from a unit at 8580 Building and send a Bylaw infraction letter to a unit at 8500 Building for parking in an unpaid rental parking stall, as well as, the Owner's visitor who has exceeded the maximum duration to park in the covered visitors' parking.

CORRESPONDENCE

1. Council reviewed correspondence from an Owner at 8500 Building requesting that the Council propose an amendment to the Lounge Bylaws, to enable the Strata to fine an Owner if that Owner interferes with the use of the Lounge when the Lounge is rented for a private function. After discussion, Council denied the Owner's request as Bylaw 3(4) covers such incident.
2. Council reviewed correspondence from an Owner at 8500 Building regarding the Pub TV and the Sunday Coffee Group that was mentioned in the November 28, 2018 Council Meeting Minutes. The amendments to the minutes, mentioned under "Approval of Strata Council Meeting Minutes" addresses the Owner's concerns.
3. An Owner at 8560 Building forwarded a letter to Council for reference which was sent to a third-floor unit Owner regarding damages to the unit resulting from putting non-permitted items down the drain causing backups into the unit.

4. Council reviewed correspondence from the Owners at 8500 and 8580 Buildings reporting that the Lounge oven was malfunctioning. Council advised that service has been called to repair the Lounge oven.
5. Council reviewed correspondence from an Owner at 8500 Building reporting that the windows in the living room leak whenever it rains. Council advised that the Building Manager will review the windows.
6. Council reviewed correspondence from an Owner at 8500 Building reporting that due to the pipe burst in September of 2018, the wood flooring in the unit hallway was damaged and requires replacing. Council directed the Strata Manager to send an Indemnity Agreement to the Owner.
7. Council reviewed correspondence from an Owner at 8580 Building requesting that Council reduce the Bylaw fine that was levied for parking the vehicle at the entrance of 8580 Building as the cost to retrieve the vehicle, if the vehicle was towed, would be less than the fine. After discussion, Council denied the Owner's request as the cost for towing to an impound lot is significantly higher than towing a vehicle to an Owner's preferred location.

The Owner also responded to a Bylaw infraction letter regarding uninsured vehicles parked in the assigned parking stall and the rental parking stall. After discussion, Council directed the Strata Manager to respond to the Owner accordingly.

8. Council reviewed correspondence from an Owner at 8520 Building requesting Council to waive the fine and interest for late strata fee payments. The Strata Manager has spoken to the Owner to clarify the pre-authorized payment versus the online payment set-up, as there was confusion with the Owner. After discussion, it was moved and seconded to approve the reversal of the fine and interest as the Owner has now been informed of the payment process, and full payment has been received. **CARRIED.**
9. Council reviewed correspondence from an Owner at 8580 Building reporting ongoing noise from the unit above. No further action until the Strata Manager obtains legal advice on the matter.
10. Council reviewed correspondence from an Owner at 8580 Building requesting that the pest control company check the mouse trap on the deck every time they are on site as there are many droppings seen on the deck. Council advised that due to the cold weather, there is an increase in mice activity, and that the pest control visits have been increased from once per month to twice per month.
11. Council reviewed correspondence from an Owner at 8500 Building reporting that the tiles/grout in the pool area require a thorough cleaning, and the carpet near the main entrance of 8500 Building has a very noticeable dark stain. Council advised that the tiles in the pool area are washed daily and the carpet stain cannot be removed after several attempts.
12. Council reviewed correspondence from an Owner at 8500 Building reporting that there is rain water collecting in the sliding tracks of the east facing window in the dining room. The Strata Manager advised that the Building Manager has provided the Owner with a solution to resolve the issue.

13. Council reviewed correspondence from an Owner at 8580 Building denying the allegations regarding ongoing noise emanating from the unit. No further action until the Strata Manager has obtained legal advice on the matter.
14. Council reviewed correspondence from an Owner at 8580 Building reporting water ingress at the east-facing dining room window when the wind drives the rain directly onto the window. Two Council members volunteered to review the window as the Owner is only available outside of the Building Manager's work hours. **Post Meeting Update: Council has reviewed the window and directed the Strata Manager to obtain a quotation to repair the window.**
15. Council reviewed correspondence from an Owner at 8560 Building reporting a leak at the window frame located in the living room. Council advised that the window requires caulking and directed the Strata Manager to obtain a quotation to re-caulk the window frame.
16. Council reviewed correspondence from an Owner at 8580 Building reporting that rodents have chewed up the wires in the vehicle electronic system causing costly repairs to the vehicle. The Strata Manager advised Council that a possible solution would be to install the Rid-A-Rat which flashes an LED light, deterring rodents from entering the vehicle engine, and attaches to the car battery.
17. Council reviewed correspondence from the Owners of 8580 Building requesting that Council resolve their issue with the rain water that falls onto the exterior flashing and hits the metal window sill causing loud splashing sounds in the middle of the night. The Building Manager has been requested to review the Owners' concern.
18. Council reviewed correspondence from an Owner at 8520 Building reporting that food odours are still coming into the unit through the kitchen vent. Council advised that due to the design of the building, the vents are in stacks, shared between units. Council suggests that Owners turn on their kitchen fans to eliminate the food odours.

NEW BUSINESS

1. **Record of Water Problems:** A Council Member distributed a list of water related problems which occurred in December 2018 and January 2019 for Council's information.
2. **Incident Reports:** The Strata Manager distributed the incident reports from November 28, 2018 to January 14, 2019, for Council's information.
3. **Fire Panel Replacement:** Council reviewed a quotation to replace the fire alarm panel at 8580 Building which is currently still operating after some modifications were made, but requires replacement as soon as possible. After discussion, it was moved and seconded to approve Vancouver Fire and Radius Security's quotation, in the amount of \$11,926.00 (plus GST), subject to approval of additional requested information (warranty terms, whether an engineer is required to review the project, and pictures/sizes of the new fire alarm panel.) **CARRIED**
4. **Deck Drains:** Council reviewed a quotation to install two deck drains at the south-end of 8580 Building after an inspection was carried out in December to inspect the restored decks for water pooling. After discussion, it was moved and seconded to approve Rainsafe's quotation, in the amount of \$970.00 (plus GST). **CARRIED**

5. **MUA Repairs:** Airstream Heating & Air Conditioning completed the repairs to the make-up air (MUA) unit #3, per their approved quotation, in the amount of \$819.70 (plus GST).
6. **Use of Swords:** Legal advice was obtained regarding use of metal swords in the recreational areas. Amendment to the Bylaws will be required to prohibit the use of metal swords in common areas. Further discussion at the next meeting.
7. **Telus Fibre Network:** Council reviewed a proposal from TELUS Communications to install fibre optic network at Queen's Gate. After discussion, Council directed the Strata Manager to invite the TELUS project coordinator to the next Council Meeting for clarification on the installation.
8. **Charge Back Procedures:** Due to a clerical error made by a contractor with regards to the incorrect unit noted on the invoice, Council created a new charge back form which will be completed by the Building Manager and forwarded to the Strata Manager to track the invoices that are charged back to Owners, to ensure the correct unit is being charged back.
9. **Weather Stripping:** Council directed the Strata Manager to send a letter to an Owner of 8520 Building to replace the failed weather stripping on the unit door.

TERMINATION OF MEETING

There being no further business, the meeting was terminated at 11:40 a.m.

Next Council Meeting: Wednesday, February 27, 2019 at 9:00 a.m. within the Lounge.

FirstService Residential BC Ltd.



May Le
Strata Manager
Per the Owners
Strata Plan NW 3119

ML/db

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.

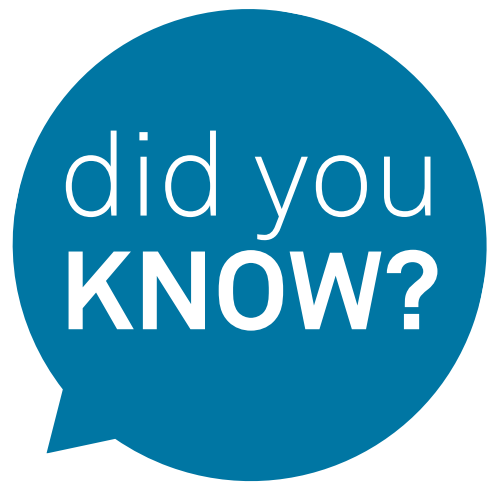
FSRConnect™ REGISTRATION

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.

For those Owners who have already signed up to **FSRConnect™** you may access the website at <http://bc.fsrconnect.ca/NW3119>



**FS Insurance
Brokers**



Condo Owners' Coverage

Imagine returning home from the month-long vacation of your dreams to an onslaught of voice-mails and letters. You soon discover that a leak originated in your unit while you were away, and even though you'd thought about getting insurance, you never did. Now, you are legally (and personally) responsible for damages and repairs. The Strata Council is seeking payment of the building's insurance deductible and your neighbors are suing for damages. *Did you know* that Condo Owners' Coverage is available to help in situations exactly like this? Don't wait until it's too late!

Condo Owners' Coverage provides protection for:

- Deductible Assessment Insurance
- Loss Assessment Coverage
- Additional living expenses
- Upgrades inside the unit
- Personal contents
- Personal liability
- Leak originating in your unit causing damage to:
 - Your unit
 - Neighboring units
 - Common property



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