

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

***Held on Thursday, March 28, 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
GUEST:	Owner	8500 Building (9:05 a.m. to 9:15 a.m.)
	Owner	8520 Building (9:16 a.m. to 9:26 a.m.)
STRATA MANAGER:	May Le	FirstService Residential

REMINDERS



WATER DAMAGE DEDUCTIBLE: PLEASE BE ADVISED THAT THE NEW WATER DAMAGE DEDUCTIBLE IS \$20,000. PLEASE ENSURE YOU HAVE ADEQUATE COVERAGE WITH YOUR PERSONAL INSURERS.

MOTOR VEHICLE STORAGE INSURANCE: PLEASE BE REMINDED THAT UNLICENSED MOTOR VEHICLES, MOTORCYCLES, TRAILERS, BOATS, AND RECREATIONAL VEHICLES MUST DISPLAY ON DASH A COPY OF STORAGE INSURANCE WITH A MINIMUM THIRD- PARTY LIABILITY COVERAGE OF \$200,000.00, A COPY OF WHICH IS TO BE PROVIDED TO THE QUEEN'S GATE OFFICE, PER THE STRATA'S BYLAWS.

NEW RESIDENTS: OWNERS ARE REMINDED THAT ANY NEW RESIDENTS THAT MOVE INTO THEIR UNIT MUST BE REGISTERED WITH FIRSTSERVICE RESIDENTIAL, PER THE STRATA'S BYLAWS.

6(2) *WITHIN TWO WEEKS OF BECOMING A RESIDENT, OCCUPANT OR TENANT THE STRATA CORPORATION SHALL BE PROVIDED WITH THE OCCUPANT'S NAME, STRATA LOT NUMBER AND TELEPHONE NUMBER.*

PETS: PLEASE BE ADVISED THAT THE STRATA'S BYLAW REGARDING PET SIZES APPLY TO ALL PETS, INCLUDING VISITORS' PETS, AND PETS THAT ARE TEMPORARILY RESIDING IN THE UNIT (IE. DOGSITTING). ALL PETS THAT ARE KEPT IN A STRATA LOT MUST BE REGISTERED AT THE QUEEN'S GATE OFFICE.

DRAIN BACKUP: 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.

The meeting was called to order at 9:00 a.m.

GUEST BUSINESS

An Owner at 8500 Building attended the meeting to bring up concerns relating to the March Strata fee payment which was rejected by the Owner's bank. The Strata Manager spoke to the Owner's bank representative and informed the Owner of the reason behind the payment being rejected, and advised the Owner that the issue should be resolved now, but to wait until mid-April to ensure the April Strata fee payment has cleared. Council then thanked the Owner for attending the meeting and the Owner left at 9:15 a.m.

An Owner at 8520 Building attended the meeting to respond to two Bylaw infraction letters regarding the window blinds and entering the Lounge during a private function. The Owner advised Council that the Owner is planning to replace the window blinds after the walls are painted and the floors are replaced, and that the Owner did not know that there was a private function going on at the time as the Owner entered the Lounge from the second floor and did not see a sign posted. The Owner was requested to leave the meeting at 9:26 a.m.

APPROVAL OF STRATA COUNCIL MEETING MINUTES

It was moved and seconded to approve the minutes of the Strata Council Meeting held on February 27, 2019, as distributed. **CARRIED.**

FINANCIAL REPORT

1. ***Review of Accounts Receivable:*** Council reviewed the Accounts Receivable Report and directed the Strata Manager to confirm that the Pre-Authorized Debit form was received from the Estate for a deceased unit Owner. Council discussed another Owner who hasn't paid Strata fees since June of 2018 and currently has a Certificate of Lien registered against the title to the unit. After discussion, it was moved and seconded to proceed with legal proceedings against the Owner, via the Civil Resolutions Tribunal (CRT). **CARRIED.**
2. ***Report on Unapproved Expenditures:*** Enterphone Installation \$17,470.66, expensed from the Contingency Reserve Fund as an unapproved expenditure, and is to be ratified at the next Annual General Meeting (AGM).
3. ***Monthly Statement(s):*** It was moved and seconded to approve the February 2019 financial statement(s), as circulated. **CARRIED.**

It was then moved and seconded to transfer the surplus from the Deck Repair, Elevator, Parkade Gate, and Roof reserves back to the Contingency Reserve Fund and close the accounts. **CARRIED.**

The Strata Manager provided an option to Council to change the financial reporting from accruals to cash. The Strata Manager informed Council that moving to cash financial reporting will not reflect accurate monthly expenses until the end of the fiscal year when all unpaid expenses are accounted for and the audit adjustments are applied. After discussion, it was moved and seconded to change the financial reporting to cash, effective April 1, 2019. **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. **2017/2018 Audit:** The draft audit for 2017/2018 fiscal year is in progress by Dong Russell.
5. **2018/2019 Audit:** Council reviewed a quotation from Dong Russell to prepare the 2018/2019 audit and to file the T2/T1044 forms. After discussion, it was moved and seconded to approve Dong Russell's quotations, in the amounts totaling \$4,125.00 (plus GST). **CARRIED.**

REPORT ON LITIGATION

The CRT has ordered the Strata Corporation to arrange with Richmond Fire-Rescue (RFR) and up to two Council members to inspect a unit at 8520 Building to determine whether the Owner of the unit is contravening three Strata Bylaws, within thirty days from the date of the Order dated March 5, 2019.

An inspection of the unit was carried out with the Fire Prevention Officer, Bob Whitty. A report from RFR is currently pending.

BUSINESS ARISING

1. **Annual and Routine Maintenance:**
 - (a) **Annual Fire Inspection:** The follow-up visit for the deficiencies and to test the smoke alarms in the missed units, has been scheduled for April 1 to 3, 2019. **Post Meeting Update: Vancouver Fire and Radius Security confirmed that all deficiencies have been repaired and the smoke alarms in the missed units have been tested/replaced.**
 - (b) **Window Cleaning:** Mark Wareham is scheduled to clean the exterior inaccessible windows on April 23 to 27, 2019, per his approved quotation in the amount of \$5,000.00 (plus GST).
 - (c) **Carpet Cleaning:** Citrus-O Carpet Care is scheduled to clean the common area carpets on April 25 and 26, 2019, at the same cost as last year. Optional in-suite carpet cleaning will be available at the Owners' cost, payable at the time of the cleaning. Owners are requested to contact Citrus-O directly at 1-855-248-7875 to arrange for in-suite carpet cleaning.
 - (d) **Dryer Duct Cleaning:** Michael A. Smith Duct Cleaning (MASDC) is scheduled to clean the exterior dryer ducts on May 6 to 7, 2019, at the same cost as last year. Optional in-suite dryer duct cleaning will be available, at the Owners' cost, payable

at the time of the cleaning. Owners are requested to contact MASDC directly at 604-589-2553 or email masduct@live.ca to arrange for inside dryer duct cleaning.

- (e) **Fountain Cleaning:** The fountain cleaning and paint touch-up has been rescheduled to mid-May, subject to the weather and the plumber's schedule.
- (f) **Drain Cleaning:**
 - (i) **Drain Backup:** Xpert Mechanical cleared the kitchen sink backup in a unit at 8560 Building and installed a cleanout in the parkade for future cleaning.
 - (ii) **Drain Cleaning:** Council reviewed quotations to flush the horizontal and vertical lines at Queen's Gate. After discussion, it was moved and seconded to approve Xpert Mechanical's quotations, in the amounts totaling \$8,050.00 (plus GST). **CARRIED.**
- 2. **Fibre Optic Network:** Currently on Novus Entertainment's waiting list. Council directed the Strata Manager to request that the TELUS representative from Ledcor attend an Information Meeting two weeks prior to the AGM to inform Owners of TELUS' proposal to bring fibre optic network into Queen's Gate.
- 3. **Failed Windows:** Following the last Council Meeting, Island Glass will arrange a site visit to confirm the window trim colour used when replacing the window glass at 8560 Building, after receiving a complaint from the Owner that the trim did not match.
- 4. **Balcony Sliding Doors:** Island Glass completed the replacement of the patio door roll beads at two units in 8500 Building.
- 5. **Access Gas:** The most recent Access Gas Services' invoices were distributed to Council for their information.
- 6. **Open Claim:** There is an open water claim with Hub/Coastal for damages relating to a sink overflow in a 3rd floor unit at 8560 Building. Repairs have been completed and the insurance deductible invoice is currently pending.
- 7. **Bylaws:** Council reviewed two quotations for legal services to update the current Strata Bylaws. After discussion, it was moved and seconded to approve Lesperance Mendes Law Corporation's quotation, in the amount of \$1,200.00 (plus GST), to review the entire Strata Bylaws and prepare resolutions and amendments. **CARRIED.**
- 8. **Fire Panel Replacement:** Replacement of the fire panel at 8580 Building will be scheduled once the parts are received from the supplier. **Post Meeting Update: Vancouver Fire Radius and Security completed the installation of the fire panel at 8580 Building on April 23, 2019. A new stainless-steel faceplate will be installed on the fire panel once the part is received from the supplier.**
- 9. **Deck Drains:** Installation of two deck drains at the south-end of 8580 Building will be scheduled by Rainsafe in April when the weather improves.
- 10. **Drywall Repairs:** BSB Construction completed the drywall repairs for two units at 8500 Building.
- 11. **CDVI Software:** Apex Security completed the upgrade to the CDVI Software.

12. **Guest Suites:** The new guest suite beds and bed frames have been received from Sleep Country per their approved quotation, in the amount of \$2,719.92 (including GST). The beds are covered under an eight-year warranty.

BUILDING MANAGER'S REPORT

The Building Manager's Report for February 15, 2019 to March 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:** It was moved and seconded to approve the Garden Committee Meeting Minutes of March 11, 2019. **CARRIED.**

Owners may view the Garden Committee Meeting Minutes on **FSRConnect™**.

4. **Landscaping:**
 - (a) **Back Lawn / Gravel Pathway:** M & V Complete Landscaping completed the removal of the rotted wood along the back pathway and reseeded the back lawn.
 - (b) **Wood Edge:** M & V Complete Landscaping will schedule the replacement of the rotted wooden edge around the pond bricks with ProFlex paver edging material in the Spring.
 - (c) **Paver Edging:** M & V Complete Landscaping will schedule to install paver edging at the entrance of the lobby to divide the gravel from the soil, in the Spring.
 - (d) **Tree Maintenance:** Tags have been ordered by Council to carry out an inventory of the trees at Queen's Gate. The tree removal and pruning has not yet been scheduled by Bartlett Tree Experts.
 - (e) **Plantings:** Council reviewed a quotation for Spring planting at the lounge garden and front gates, and additional plants for the four sun pots and four shade pots. After discussion, it was moved and seconded to approve Jill Wright's quotations, in the amounts totaling \$966.00 (plus GST). **CARRIED.**

It was then moved and seconded to pre-approve a budget of \$500.00 for Jill Wright to source out additional perennial plants. **CARRIED.**

CORRESPONDENCE

Owners are invited to write to the 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 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 to Council, three chargeback letters sent to Owners since the last Council Meeting. Council reviewed a response from an Owner regarding a charge back for half of the cost to replace the strip around the window frame of the balcony door. After discussion, Council directed the Strata Manager to respond to the Owner accordingly.

BYLAW INFRACTION LETTERS

Council reviewed four Bylaw infraction letters sent to Owners since the last Council Meeting. After discussion, it was moved and seconded not to levy fines. **CARRIED.**

CORRESPONDENCE

1. Council reviewed correspondence from an Owner at 8500 Building requesting that Council consider replacing the common area carpets and painting the walls in the stairwells. After discussion, Council agreed to review all building carpets and stairwells.
2. Council reviewed correspondence from an Owner at 8520 Building reporting that the balcony door track appears to be grinding metal and is difficult to open. Council advised that the balcony door wheels require replacing and the cost would be the responsibility of the Owner as it is due to wear and tear from usage.
3. Council reviewed correspondence from an Owner at 8520 Building regarding concerns with the new enterphone not working at times and that there is only one phone line used for all enterphones. Council advised that deficiencies with the enterphones have now been addressed by Viscount and that one phone line is sufficient for the enterphones as use of more than one enterphone at one time rarely occurs.
4. Council reviewed correspondence from an Owner at 8560 Building requesting that the Council waive the NSF charge due to a mix up with the Owner's bank. Council advised that the NSF charge cannot be waived as this is a charge from the bank and the Strata has incurred this charge.
5. Council reviewed correspondence from an Owner at 8560 Building regarding ceiling repairs resulting from a roof leak. Council advised that the source of the leak has been repaired, and directed the Strata Manager to advise the Owner to proceed with the in-suite repairs as the damages fall below the Strata's water damage deductible.
6. Council reviewed correspondence from an Owner at 8500 Building requesting the trees on the south side of 8500 Building be reduced in height. After discussion, Council denied the Owner's request as the trees are reviewed by an Arborist on an annual basis and recommendations are provided by the Arborist to maintain the health of the trees.
7. Council reviewed correspondence from an Owner at 8580 Building requesting to lower the fireplace mantel, install a television above the fireplace mantel, and build a desk next to the fireplace. After discussion, it was moved and seconded to approve the Owner's request. **CARRIED.**
8. Council reviewed correspondence from an Owner at 8580 Building disputing the \$200 fine for parking the vehicle at the front driveway. The Owner claims that the cost of towing

fees would not exceed \$130.00 if the vehicle is claimed the next morning from the towing lot. Council advised that the fine is for contravening a Bylaw and remains valid. Council directed the Strata Manager to return the uncashed cheque to the Owner which is for partial payment for the remaining balance of the fine only.

9. Council reviewed correspondence from an Owner at 8520 Building providing suggestions to Council regarding the review of the Strata's Bylaws. Council directed the Strata Manager to respond to the Owner to acknowledge the correspondence.
10. Council reviewed correspondence from an Owner at 8580 Building reporting that the door hinges at 8580 Building slam each time it is used. Council advised that the hinges cannot be adjusted as this will cause the door to not lock/latch properly.
11. Council reviewed correspondence from an Owner at 8580 Building reporting rat droppings on the patio. The Strata Manager is waiting to hear back from the pest control company regarding a solution to address the issue.

RENOVATIONS

Renovations to the following units were approved since the last Council Meeting:

- 305-8580

NEW BUSINESS

1. **Record of Water Problems:** A Council Member distributed a list of water related problems which occurred in March 2019, for Council's information.
2. **Incident Reports:** The Strata Manager distributed the incident reports from February 22 to March 11, 2019, for Council's information.
3. **Insurance Renewal:** Council reviewed the two options provided by Hub/Coastal for renewal of the Strata's insurance coverage. After discussion, it was moved and seconded to approve Hub/Coastal's quotation, in the premium amount of \$152,875.00, effective March 31, 2019, and includes the Platinum Legal Services Retainer with Clark Wilson LLP. **CARRIED.**
4. **Parkade Gate:** Ideal Door will be replacing the worn out gear box on the north 8500 operator and the worn out brake assembly on the 8520 parkade gate per their approved quotation in the amount of \$1,435.00 (plus GST).
5. **Parkade Leak:** Council reviewed a quotation to repair a leak in the parkade ceiling. After discussion, Council directed the Strata Manager to obtain a quotation for repairing the parkade ceiling using the Kryton repairing system.
6. **CCTV Update:** Apex Security replaced the DVR to improve the power supply to the cameras in order to address the issue with the 8520/8560 Building cameras not recording, per their approved quotation in the amount of \$1,268.00 (plus taxes).
7. **Building Manager Sick Leave:** Council directed the Strata Manager to confirm with Human Resources that the proper protocol is followed prior to the Building Manager going on sick leave.

8. **Roof Leak:** Council reviewed Incredible Restorations' findings after a non-invasive investigation of water damage in a 3rd floor unit at 8500 Building. The thermal imaging and moisture reader confirmed that elevated moisture was present and recommended a roofing contractor be retained to inspect all roofing and flashing. After discussion, Council directed the Strata Manager to arrange for Incredible Restorations and Harvard Industries to inspect the roof above the unit.
9. **Exterior Painting:** Council reviewed a quotation to paint the first level of the exterior stucco walls on the perimeter of all buildings. After discussion, it was moved and seconded to approve Imad's quotation in the amount of \$20,500.00 (plus GST), to be expensed from the Contingency Reserve Fund, and subject to approval by the Owners at the next AGM. **CARRIED.**
10. **Recirculation Pipe:** Council reviewed a quotation to replace the leaking recirculation pipe and repair the ceiling in the 1st floor hallway at 8500 Building. After discussion, it was moved and seconded to approve Xpert Mechanical's quotation to replace the leaking recirculating pipe in the amount of \$2,220.00 (plus GST) and BSB Construction's quotation to repair the ceiling thereafter, in the amount of \$3,150.00 (plus GST). **CARRIED.**

TERMINATION OF MEETING

There being no further business, the meeting was terminated at 12:53 p.m.

Next Council Meeting: Wednesday, May 1, 2019 at 9:00 a.m. Within the Lounge.

Annual General Meeting: Thursday, May 30, 2019 at 7:00 p.m. Within the Lounge

FirstService Residential BC Ltd.



May Le
Strata Manager
Per the Owners
Strata Plan NW 3119
ML/db

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**

did you
KNOW?

Toilet Leaks

Did you know that almost 30% of water use in an average home comes from the toilet? A silent leak inside or underneath the tank can lead to wasted water, damaged floors, high utility bills, and even damage to neighbouring units! If your toilet is leaking, you may see water on the floor, there may be a soft, spongy feeling on the floor near your toilet, or you may occasionally smell sewer gas. Leaks will typically occur in the tank, at the shutoff valve, in the supply line, or even underneath the toilet.

Things to consider:

- Learn to shut off your toilet valve before a leak occurs
- Recognize signs of a potential leak:
 - sounds of running water
 - the need to “jiggle” the handle to complete a flush
 - trickling water on inside of bowl
- Purchase a leak detection system
- Perform a leak test using a toilet tablet or food colouring
- Maintain adequate limits of personal insurance including water damage and sewer back-up



If a leak does occur, shut off the water supply and call a plumber ASAP!

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