

MINUTES

SPECIAL STRATA COUNCIL MEETING

THE OWNERS STRATA PLAN NW 3119

QUEEN'S GATE

*Held on Friday, June 19th, 2020
In the Lounge of Queen's Gate with social distancing measures followed
8520/8560 General Currie Road*

COUNCIL IN ATTENDANCE:	Brian Katz	President
	Danny Hui	Treasurer/Vice-President
	Miriam Wexler	Member
	Donna Lenz	Member
	Dvora Mendelzys	Member
	Lynn Cohen	Member
	Val Chuy	Member

Residents, Have your Say (confidentially)

There's a **new email address**, FeedbackQG@gmail.com, to receive your:

- positive suggestions & great ideas,
- petitions,
- complaints,
- concerns and
- constructive criticism

about the Strata or your Council

Suggestion boxes will be placed in mail rooms after AGM voting closes.

Those are informal communications to help Council know how better to serve the Residents. They are not minuted and a direct response from Council is unlikely.

They go to all Council members, not to the Strata Manager and do not form part of the Strata's documents. Any action take, will not be associated with the author's identity (unless specifically requested!)

Please see **Communication from Owners**, below, for details on confidentiality and the rules of operation.

NOTE: The new address is very different from nw3119@gmail.com, letters delivered to the QG office or placed in the Strata Mail Box (in the 8520 Mail Room) which are formal, minuted, require a response and, where applicable, direct action.

If you See Something, Please Tell Us!

Council has limited the Building Manager's daily walkabout, to free up 1.5 hours/day of his time for other tasks.

As such, we ask Residents to notify us of any deficiencies you see that require repair.

These include burnt out bulbs, leaks in the hallways or other common areas, broken or faulty equipment, torn carpet or any other fixture or equipment that appears to require attention.

Please report these to the QG Office at (604)279-9122 (please leave a message if office is unattended).

If the problem is not attended to within a reasonable time, please report the problem to nw3119@gmail.com, or by letters placed in the Strata Mail Box (in the 8520 mail room)

The meeting was called to order at 9:03A.M.

REPORT ON LITIGATION

Access Law Group has filed a Petition to the Court on behalf of the Strata, against a 2nd floor unit at 8580 Building for outstanding Strata Fees. The unit is currently under foreclosure and has been listed for sale.

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

BUSINESS ARISING

1. ***AGM Information Meetings (Town Hall Meetings):*** The process and notice were discussed, and the Strata Manager was requested to distribute a Pre-AGM Town Hall Meetings notice setting the dates as follows:
 - a. A Virtual Town Hall WebEx video- and tele-conference on Monday June 29th, 2020 at 7:00pm
 - b. 2 in-person Information Meetings on
 - i. June 30th, 2020 at 7:00pm and
 - ii. July 2nd, 2020 at 7:00pm
 - c. Draft Resolutions were discussed and amended, and the Strata Manager was requested to include them in the Pre-AGM Town Hall Meetings notice.

2. **Courtyard lighting:** Rather than installing costly path lighting, Council optimised the existing lighting by installing the brightest LED lights available, cleaned the lenses and added reflectors where lenses were painted black. This has made a noticeable difference.

However, if owners still find the lighting inadequate, please provide feedback or request further action with details of difficulties experienced.

3. **Communication Improvements:** Council seeks to reduce the time it takes to advise owners of decisions made in response to requests and complaints and for action to be taken. Council seeks also to improve communication between Council and owners.

To that end, it was moved and seconded to approve the following motion:

- a. Residents will be contacted by the Council to advise of decisions made in response to requests and complaints.
- b. Council will contact the Resident in the same manner as used by the Resident. However, if the Resident includes their phone number, the Resident will be called by a Council member.
- c. Every attempt will be made to reduce the amount of time taken to distribute the Minutes to less than the 14 days required by our Bylaws. (The Council President apologises for his delay in distributing these minutes do to the AGM Information Meetings, the AGM and the Performance Management Process).
- d. Council's decisions will be explained more fully in the minutes but as briefly as possible.

CARRIED (All in favour).

4. **Communication from Owners:** Council has created an additional, informal feedback mechanism to inform council of their suggestions and opinions (now referred to as "Feedback").

Feedback is independent of and in addition to our existing, formal contact methods (nw3119@gmail.com, letters delivered to QG Office or to the Strata Mailbox (in the 8520 mail room) and calls to FirstService Residential). Effective immediately, Residents may email FeedbackQG@gmail.com.

PLEASE NOTE the following rules in relation to such Feedback:

- a. Feedback is informal.
- a. Feedback will not be responded to or minuted directly, and owners should not expect that action will necessarily be taken.
- b. All Feedback will be forwarded to all Council members and will be read by Council.
- c. Anonymous Feedback will be ignored
- d. The identity of the Feedback author is confidential, but the content may be shared with Residents.

After the AGM a suggestion box will be installed if so, directed by the new Council to receive Feedback letters.

CARRIED (All in favour)

5. ***Building Manager Productivity Improvement:*** Council has initiated a Performance Management Process and improvements should become noticeable to Residents.

Please note that Council is limiting the daily walkabout to locations not visible to Residents such as mechanical, storage and electrical rooms and technical equipment such as HVAC fans. This is expected to free up 1.5 hours/day for other tasks.

Please see the notice box titled "If you See Something, Please Tell Us!"

6. ***Social Committee's July 1 Celebration:*** Council thanks the Social Committee for planning this event and for updating the COVID-19 safety plan. It was moved and seconded to approve the updated plan.

CARRIED (All in favour).

PLEASE NOTE: Attending events at Queen's Gate is at each Resident's own risk and discretion, particularly Residents in higher risk categories.

7. ***Gym Reopening:*** It was moved and seconded to approve that the gym be reopened, effective July 2nd, 2020, with the following restrictions:
- a. Maximum of 1 person or household at a time for a maximum session of 1 hour.
 - b. Users are to disinfect any equipment and areas they have touched.
 - c. Users are to assume that equipment and areas are infected and need to be sterilized before use.
 - d. Open designated windows and turn on the fan for the full session.
 - e. No guests or visitors permitted.

- f. To limit multiple residents coming to the gym, a roster will be posted for Residents to book only the times they will be using the gym, with due consideration to other gym users.
- g. Use of the gym (and all other facilities) are at User's own discretion and risk.

CARRIED (All in favour)

8. ***Billiards reopening:*** It was moved and seconded to approve that billiards be permitted, effective July 2nd, 2020, with the following restrictions:
- a. Maximum of 2 (two) people at one time, keeping two metres apart by giving the other person the space
 - b. Disinfect frame, bridges/rakes, table & billiard balls between games.
 - c. Players use their own cues.
 - d. Players to disinfect any other equipment and areas they have touched.
 - e. Players are to assume that equipment and areas are infected and need to be sterilized before use.
 - f. No guests or visitors permitted.
 - g. Use of the Pub and billiards equipment (and all other facilities) are at players' own discretion and risk.

CARRIED (All in favour)

CORRESPONDENCE

9. ***Application for Unit Alteration - 205-8580:*** Council members performed sound tests in another unit with ceramic tiles installed with underlayment. They found that while impact sounds were audible in the unit below, the sounds were dull and not disturbing.

Council is concerned that a ceramic tile installation without an approved acoustical underlayment will not adequately insulate impact sounds and will disturb the residents in the unit below.

The applicant Owner is requested to select an acoustical underlayment for ceramic tiles and resubmit the application with a sample of the underlayment they undertake to use.

Such products also offer anti-fracture and crack prevention benefits.

It was moved and seconded to reject the application and invite resubmission, augmented as required above **CARRIED (All in favour)**

Post-meeting update: The owner has clarified the scope of work to indicate that ceramic tile is being installed only in the entrance and kitchen. As such, the Bylaws do not require underlayment and Council will approve the application.

10. ***Request for reimbursement from owner on 1st floor of 8580 building.***

- a. When investigating a leak into the Owner's unit, 2 holes were opened into the unit's main bathroom ceiling.
- b. The purpose of the holes was primarily to investigate the leak that turned out to be in common Strata plumbing.
- c. The leak did cause damage to the unit's ceiling that may have needed repair for which the Owner is responsible.
- d. In all the above circumstances, Council determined that the cost of repairing the unit's ceiling should be shared equally between the Strata and the owner.
- e. The Owner had paid \$1,050.00 for the repairs
- f. It was moved and seconded that the Strata Manager be requested to refund the owner the amount of \$525.00. **CARRIED (All in favour)**

11. ***Queen's Gate Exercise Class:*** Having satisfied Council of the multiple steps that will be taken by the instructor and participants in limiting the risk of COVID-19 spread it was moved and seconded that the classes may proceed in the Pub with a maximum of 8 participants, at their own risk. **CARRIED (All in favour)**

12. ***Patio Complaint:*** An owner of a 1st floor unit Owner at 8560 Building complained of the state of the 8560-8580 patio. Council was already aware of the problem and had scheduled the Building Manager to clean all patios, assigning priority to that patio.

13. ***Hornbeam Tree behind 8560:*** The Strata's arborist examined the tree and determined that the tree is health. He also determined that while the tree has a shallow root system, most trees do, and this tree has a particularly wide system. As such, it is not likely to be blown over in high winds. Adding to that stability, the arborist determined that the large trees on either side also provide cover to high winds. As such, Richmond City would not grant a permit to remove the tree.

The Council has, however, approved an estimate to trim the tree when other trees are trimmed later this summer.

NEW BUSINESS

14. **New Rule:** To protect the Strata from liability associated with re-opening facilities, it was moved and seconded to approve the following Rule and to propose a motion for its ratification and the upcoming AGM:

"Virus Exposure Risk, Responsibility and Liability"

By using any facilities within the Queen's Gate Strata property, Owners, Residents and their Visitors and Guests do so at their own risk and on the assumption that, notwithstanding any precautions, restrictions or actions taken by the Strata Corporation or other such users, that they may be exposed to viruses and germs harmful to their health.

Further that Owners, and Residents indemnify the Strata Corporation against any liability arising directly or indirectly from their use of such facilities and the use by their Visitors and Guests.

Each Owner, Resident and their Visitors and Guests shall take all such precautions as are recommended by the Governments of the Province of British Columbia and of Canada to protect themselves and others from spreading and contracting viruses and germs harmful to their health."

CARRIED (All in favour)

There being no further business, the meeting was adjourned at 12:15pm