

CHELSEA GARDENS - LMS 1416

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COUNCIL MEETING MINUTES – TUESDAY NOVEMBER 20, 2018 – 1:00 PM CLUBHOUSE LIBRARY

STRATA COUNCIL - 2018/2019

PRESIDENT

Zenon Jalbert – TH-202

VICE-PRESIDENT

Murray Hill – K406

SECRETARY

Anita Thompson – W325

TREASURER

Victor Monasch- T153

COUNCIL MEMBERS AT LARGE

Bob Hurley - W-122

Gordon Yamashita - K202

Ashley Orton – T243

COMMITTEE ASSIGNMENTS

Zenon – Bring forward, Exec. Committee

Murray – Townhouses

Gordon – Apartments, RV Liaison

Bob – Social Liaison, Ponds/Fountain, Exec. Comm.

Anita – Clubhouse, Finance

Victor – Executive Committee

Ashley – Landscaping, Security, Volunteers

CLUBHOUSE OFFICE

Valerie Morris

M, TU, TH, and F - 11:00 AM to Noon

Guest suite booking and Keys

CARETAKERS

John Unger - (604) 834-4578

(7:00 AM-3:00 PM-Monday-Friday)Valerie Morris –

Nights/Weekends

(5:00 PM-7:00 AM Monday-Friday)

(7:00AM-1:00PM Saturday)

(604) 834-4578

STRATA MANAGERS

Ross Ruddick – ross@crpm.ca

Jesse Train – jesse@crpm.ca

CROSSROADS MANAGEMENT LTD.

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EMERGENCY CONTACT

24 HOUR SERVICE (778) 578-4445

****MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED****

ATTENDANCE:

Victor Monasch

Anita Thompson

Gordon Yamashita

Bob Hurley

Ashley Orton

Murray Hill

REGRETS

Zenon Jalbert

Ross Ruddick, Strata Manager

Jesse Train, Strata Manager

(1) CALL TO ORDER

The meeting was called to order at 1:00 PM by Murray Hill, Vice-President, and a quorum being present.

(2) ADOPTION OF PREVIOUS MINUTES

It was **MOVED** and **SECONDED** to adopt the minutes of the October 16, 2018 council meeting with two small corrections. The minutes indicated that the July social calendar was attached and it should have said “November”. The correct calendar was, in fact, attached to the minutes. Item number 8 (k) had the word “reaming” rather than “remaining”.

CARRIED

(3) Caretaker Report October 2018

As the season changes and the weather gets colder please make sure that caution is used when exiting your units. With frost and ice in the mornings the ground and, in particular, aggregate surfaces and brick work becomes slippery. I will in the next week or two be putting out salt and deicer at the front doors of the club house to spread outside you unit doors.

Surrey fire carried their annual inspection with some recommendations that we will be working on but no major issues. The one thing that will be inspected by us is the use of lockers and to make sure that there are no objects for storage above the mesh and that there is a 16 inch gap between the ceiling and where the

storage of personal items are kept. The area above allowed storage must be kept clean and clear.

Crossroads is in contact with Telus to find out how we did with % signup or if it will have impact on your monthly statements. It is still everyone's responsibility to contact Telus should you feel rates are not as promised. If you are not satisfied with the response you have received from Telus regarding your bill or discount when the customer service has been contacted you can call Rodel at 604-310-3343. He was the person in charge of the Telus program at our site.

Theft becomes an issue at this time of year more so than any other. Please make sure vehicles are locked. Ashley Orton has been instrumental in making positive changes to the RV lot since the last break in as well as improvement of security issues on site. Any sign of break in or suspicious behavior should be reported to staff so that logs can be kept and provided to the RCMP who should also be contacted so they can investigate or at least patrol. ICBC should also be notified should theft or damage be greater than the deductible. Option is yours when it comes to making a claim or paying for damage or loss.

Construction woes. I have to reiterate again that if you are not happy with what a contractor is doing at the time they are here you are to contact the office and not give the workers a piece of your mind. When work is carried out there will be times when it is inconvenient and concessions have to be made but work is carried out as quickly as possible. I would rather hear the complaint from a resident than have to hear it from the contractors. New floor was installed, in the Kensington with painting to start in January. Mayfair painting of halls and stairwells is going very well and the workers are doing a great job of staying on schedule and are meticulous in their endeavor.

In light of the recent floods we have had in a few units, it is important to know where your main shut off for water and gas are. Because of the age of some of the taps when you shut off a tap, as an example under your kitchen sink, the rubber washer that would normally seal the water can't because it may have deteriorated or has dissolved altogether. Changing the shutoffs to ¼ turn ball valves when your budget allows will save tremendous headaches in the future. Please make sure that if you shut off a tap under a sink or laundry that the seal is complete. To test this place a paper towel under the shut off to see if water appears on the sheet. For town house owners or 1st floor condo owners that have taps outside their units now is the time to put the Styrofoam insulators on.

I have received complaints about noise during the night. For the courtesy of those below you if you are having an insomnia moment or have other issues that keep you up in the night please remember to walk softly so as not to disturb those in units above or below.

A container has been purchased by the emergency response committee and will be stored in the RV lot. It will contain all the essentials required should disaster hit. This proactive approach is to everyone's benefit and will be an example to the community what it means to be prepared. It is also important to make sure that each and everyone have a small kit of supplies ready should we find ourselves without house and home or should services be shut off.

Rental of the Fire Side during the Christmas season is not refundable should cancellation occur within 30 days of the booking. Rates are as follows: \$50.00 for the rental, \$250.00 damage deposit returned after the event. \$40.00 for suite rental and guests must be out of the room by 9.30 AM unless other arrangements have been made. Small fobs are \$10.00 and the 3 button grey fobs are \$60.00.

Please ensure that rented facilities, including the guest suites are left clean. This is particularly important on transition days where we do not have regular cleaners.

As Christmas comes closer and the lights are all aglow it is a time to remember the less fortunate. The response for the food and clothing drive organized by Christiane was impressive and showed genuine concern for those without. Thanks to the many who gave.

John Unger

(4) FINANCIAL REPORT

The Treasurer reviewed the Financial Statements for the month of October 2018 with Council. It was **MOVED** and **SECONDED** to approve the financial statements prepared by CrossRoads Management. **CARRIED**

The Strata Manager reviewed the arrears which are minimal.

(5) BUSINESS ARISING FROM THE MINUTES

- a. **Street Names** – The Strata Manager was directed to discuss this proposal with the Emergency Preparedness Committee.
- b. **Bowed Windows** – The glass company has completed this work.
- c. **Back Steps to Clubhouse** – This project was recently completed by Jeff and the results look good.
- d. **Hot Tub Track Gate** – We are still waiting for the quotation for this project.
- e. **Clubhouse Cleaning** – Val Morris is stepping away from her janitorial duties in the clubhouse (but will remain as the resident caretaker). The Council did approve a contract with Cleantech Service Group to perform janitorial tasks. This company will be doing the clubhouse cleaning on Monday, Tuesday, Thursday, Friday and Saturday. They will be using two cleaning staff for approximately two hours each day. They will also be cleaning the guest suites after rentals. There will be days where this is not possible due to scheduling and, although Val Morris will fill in as required, the owner renting the guest suite must ensure that their guests leave the rooms clean. Val will continue to do guest suite rentals and FOB programming but with a new schedule that hopefully will cater (on a couple of days) to Chelsea Gardens owners who work during the day. Monday, Tuesday and Saturday will continue in the 11:00 AM to noon slot but Thursday and Friday's hours will be from 4:00 PM to 5:00 PM. These new hours commence on December 1, 2018. Val will also be doing the morning rounds and that should free up time for John Unger to do other tasks.
- f. **Kensington Lobby Renovations** – The new flooring was recently installed and the painting contractor is scheduled to commence work on January 8th. They were unavailable until mid-December and we did not want that disruption during the Christmas season. The new lighting is being installed shortly although

the new chandelier will need to wait until January when the painting contractor will have scaffolding available for the electrician.

- g. **Mayfair Hallways, Doors and Flooring** – The painting is almost completed and the flooring contractor begins installation on November 26th. This is expected to take the full week. It was **MOVED** and **SECONDED** to approve a quotation from Nova to remove the existing MDF baseboards in the lobby, hallways and amenity room and to replace them with 4 ½ inch pine flat stock. Also approved in the quotation is the replacement of utility door stickers. **CARRIED**
- h. **Emergency Repair** – The restoration company is continuing the work in the two units damaged by the motor vehicle.
- i. **Guest Suite Hallway painting** – This is planned for March of 2019.
- j. **Office door lock/reader** – It was **MOVED** and **SECONDED** to approve a quotation from Blue Mountain to install a FOB reader at the Chelsea Gardens office and to re-locate the existing lock to the janitorial room with a limited key distribution. **CARRIED**
- k. **Make-Up air units** – An additional quotation was received for the replacement of all five make-up air units in the apartments and these will have cooling capabilities built in. This quotation will be given to the Resolution Committee.
- l. **Perimeter Drains** – There are several companies providing quotations for the next Council meeting.
- m. **Crack Filling** – This project has been completed.
- n. **Gutter Cleaning** – The contractor has completed the initial gutter cleaning. The agreement allows us to call them back for unlimited service calls when necessary. Please do work orders for these requests.
- o. **Leaky Pipe** – Repairs were to have been made to a small pipe leak in the pool pump room and John Unger is to follow up.
- p. **Bathroom/Changeroom Fans** – This work has been completed with the installation of motion sensors to activate the fans. Trotter Morton still has to look at the venting system.
- q. **Parkade Power-washing and Line Painting** – The project will be done in the spring.

(7) CORRESPONDENCE

- An owner wrote Council to express their appreciation for movie night. They did offer to assist the organizers.
- There were some new leaks on windows previously repaired a few years ago. These have been corrected.

- An Owner thanked Council for sending out Peak Glass to address issues with a sliding glass door. They noted that no replacement was necessary...only new rollers.
- The Council received correspondence from an owner who had overheard concerns about one owner receiving compensation for landscaping. This rumor is untrue. The Strata Council did have a quotation from our landscaper to do necessary work on some common property landscaping. This quotation came in around \$2500.00. The owner was able to source the required plants far cheaper and provided free labour so the cost of the plants (just under \$1000.00) was re-imbursed upon presentation of receipts.
- A letter was received from an apartment owner requesting repairs to the car wash tap. These repairs have been done.
- The Council received two additional written complaints about the actions of a visitor to townhouse. These actions include yelling, crying, extreme profanity and slamming doors. The Council has directed the Strata Manager to correspond with the townhouse owner.
- The Council received a "petition" signed by owners of 18 units expressing support for an owner who has been going through a trying time with a visitor to their unit. The actions of this visitor have been noted in the minutes on numerous occasions. The "petition" submitted by these owners would appear to imply that the Strata Council is unsympathetic to the situation involving this visitor. This is not the case. The Strata Council, Strata Managers and the multiple owners who have submitted written complaints are very sympathetic to that owner and fully understand the medical background that leads to these outbursts. Being sympathetic does not, however, relieve the Strata Council from their obligation to enforce the bylaws of the Strata Corporation. The activities of this visitor include loud profanity, yelling, slamming doors and takes place at various times including late at night. One owner, once awakened by these incidents, could not get back to sleep as it was very upsetting. The Council does encourage the owner to reach out to support groups in the immediate vicinity including the local MLA. The Council had also received a letter from that owner seeking the removal of a previous fine for this bylaw infraction. The Council declined to reverse the fine as it was not only nominal...it was only imposed after multiple letters were sent requesting the bylaw infraction be stopped. The owner also requested a letter from the Strata Manager and that was sent.
- An Owner noted to the Strata Council that another owner in the Kensington has been removing the local newspapers and taking them to the recycling area prior to other owners having sufficient opportunity to pick them up. Depending on the date of issue, these newspapers often contain the weekly flyers that owners like to view. All owners are asked to refrain from this and to leave disposal to our staff. Should an owner believe that we are receiving too many copies, please submit a work order requesting a reduction in the quantity. If staff and Council agree to the request, then Strata Management would contact the newspaper publisher.
- The Strata Managers received correspondence from an owner in the Kensington regarding concerns about accessibility for owners with disabilities in that building. The Strata Manager did note to the owner that we are getting an accessibility study done by the Rick Hanson Foundation. This assessment is scheduled for January but we are on a waiting list for any earlier slot that might open up through a cancellation. In the meantime the Strata Manager is engaged in discussions with the owner about

what options they are proposing. CrossRoads has also reached out to the emergency first responders to ensure that adequate and capable personnel respond to Kensington emergencies.

- An email was sent to the Strata Manager suggesting automatic leak detection/shut offs for various water using appliances. The owner had provided contact information to one company that was found to be a non-starter when previously contacted by CrossRoads. Strata Management does consider this to be a high priority as water claims continue to be the largest insurance loss.

(8) COMMITTEE REPORTS

- **TOWNHOUSES** – The remaining units to receive new garage doors in 2018 will be done over a 3 day period, December 3, 4 and 5. Jeff Morin continues to work on envelope repairs.
- **APARTMENTS** – Reports about the Kensington lobby renovation and the interior painting/carpet replacement project in the Mayfair were included earlier in these minutes. As we move forward on all apartment renovations, owners are reminded not to put up pictures or décor without Council permission. Un-authorized items will be removed and given to charity.
- **CLUBHOUSE** – Val and John are to organize our collection of common area keys. We do ask for the return of all keys previously issued to volunteers who are no longer active.
- **SAFETY AND SECURITY** – There was a recent break-in at the RV lot and some Council members and other volunteers have since worked to beef up security and harden the target. Although the breach was underneath the chain link fence, there is a concern about ladders in the RV lot. Some, owned by the Strata Corporation or our contractors, will be secured by locks and chains. Other ladders, property of the RV owners, will be required to be locked and secured to the RV. If they are found unsecured, they will be locked to the light poles.
- **LANDSCAPING** – Owners are reminded that any requests for landscaping alterations or additions are to be put in writing and given to the Council landscaping chair (Ashley Orton). They are not to be given to members of the landscaping crew or our caretaking staff. The Strata Manager was asked to talk to the landscaping firm as to the timing of planting a replacement tree previously approved by Council. The owner has been quite patient in this matter.
- **BY-LAWS/RULES** – Various bylaw/rule change suggestions are being compiled by the Strata Manager for reference by the Resolution Committee (when established in 2019).
- **RV-LOT** – See above regarding the security breach.
- **ADMINISTRATION** – At the request of a Council member, the Council and the Strata Manager reviewed some procedural and administrative concerns regarding Council activities. The Strata Manager did offer some suggestions that Council found to be valuable.
- **EMERGENCY PREPAREDNESS COMMITTEE** – Their most recent report is attached.
- **SOCIAL COMMITTEE** – the December calendar of events is attached to the back of these minutes. The

Social Committee also provided Council with their financial statements to the end of October. The Social Committee also submitted a synopsis of events added at the end of these minutes.

(8) NEW BUSINESS

- a. **Water Leak Prevention** – A number of recent leaks have been caused by old plumbing that use shut off taps rather than the preferred ¼ turn ball valves. Please see John’s caretaker report above for advice on what to do when shutting off your water supply (which should be done when you are going to be absent from the unit). This internal plumbing is an owner responsibility and converting to ball valves is a relatively inexpensive preventative maintenance plan.
- b. **Winterization** – Townhouse and apartment owners who have exterior hose bibs are reminded to shut off the water supply to these taps, then drain out the remaining water and install the Styrofoam cover for insulation. Please see John if you do not have the Styrofoam cover.
- c. **Loading Zone in front of Clubhouse** – Council discussed the circular area in front of the clubhouse. Although intended for short term use (picking up mail or dropping off Social Committee supplies) there are owners who abuse the area. One owner parked and played pool for an hour! It was **MOVED** and **SECONDED** to have two “10 minute Loading Zone” signs installed in the circular area. **CARRIED**
- d. **Rodent Exclusion** – Council reviewed a quotation from Atlas Pest to do rodent exclusion at one townhouse. It was **MOVED** and **SECONDED** to approve this quotation from Atlas Pest. **CARRIED**
- e. **Annual Fire Inspection** – The Strata Manager did discuss some compliance orders with the Surrey Fire Department and was advised that there is no urgency for some of the requested modifications. The issues will be resolved prior to next year’s inspection.
- f. **Christmas Security** – The Council discussed using some overnight security during the Christmas season as was done last year. It was **MOVED** and **SECONDED** to bring in Spectrum Security over this Christmas and New Year’s period. **CARRIED**
- g. **Legal Opinion** – The Council was provided a legal opinion regarding accessibility and it confirms we are on the right track.

(9) ADJOURNMENT

- The meeting was adjourned at 3:20 PM.
- The next council meeting is Tuesday December 18, 2018– Clubhouse library
- The Annual General Meeting has been scheduled for Monday, April 29, 2019. It will be held at Eaglequest Golf Course.

Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.

CrossRoads Management - EMERGENCY CONTACT- 24 HOUR SERVICE - (778) 578-4445

Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 Call centre who will then contact the Strata Managers (or their back-up) at home or cell phone.

Synopsis of Social Committee Events (Nov.2018)

Grey Cup & Chili: Sunday, Nov. 25th in the pub and the fireside room (both televisions will be on for the 3:00 p.m. kick off). Homemade chili for \$5 a cup or \$7 a bowl. Dave Pritchard is organizing the football pool.

Choral Afternoon: Saturday, Dec. 1st, the choir will be performing songs from "The Phantom of the Opera" A short skit, "Santa of the Opera...and the Mrs." will entertain you before the choir returns to perform Christmas carols. Snacks and goodies will be served after the performance.

Food Bank: Collection boxes for donations put in the clubhouse and condo foyers. Money donations can be made and cheques put in an envelope and inserted in the Social Committee mailbox in the mailroom. Members of the Social Committee will collect the food on a regular basis and ensure the food will be delivered to the Food Bank.

Christmas Events: **Cash Bar @ Pub Night** on Friday, Dec. 14th – all to bring appies to share. Check poster and chelseatoday.org for more information. **Hayride** – Monday, Dec. 17th – Santa will once again lead the way while Dave Pritchard and friends lead us in singing Christmas carols. The hayride will wind its way through Chelsea gardens ending at the Windsor were the residents will again be serving hot chocolate and goodies...bring the children. Check post and chelseatoday.org for more information. **Ugly Sweater/Cash Bar & Pizza** on Friday, Dec. 21st...the bar will be serving a special Christmas drink. Everyone will be encouraged to purchase a 50/50 ticket as the Social Committee share will go to the "Make A Wish Foundation" (our tradition), the official sponsor of the Ugly Sweater Night. There will be quizzes as well as the ugly sweater competition. Check posts and chelseatoday.org for more information. **New Year's Eve Dinner/Dance** is on Monday, Dec 31st – tickets and table reservations will begin mid December. The dinner caterer is from Cloverdale this year. Music for the dance is once again by Sincerely Yours. Check poster and chelseatoday.org for more information. The Polar Bear Plunge will take place on January 1st. Breakfast will be served after the plunge. Check posters and chelseatoday.org for more information.