

CHELSEA GARDENS - LMS 1416

www.chelseastrata.com

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COUNCIL MEETING MINUTES – TUESDAY APRIL 24, 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

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EMERGENCY CONTACT

24 HOUR SERVICE (778) 578-4445

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

ATTENDANCE:

Zenon Jalbert

Gordon Yamashita

Bob Hurley

Murray Hill

Anita Thompson

Ashley Orton

REGRETS

Victor Monasch

Ross Ruddick, Strata Manager

Jesse Train, Strata Manager

One owner as an observer with some comments/questions

(1) CALL TO ORDER

The meeting was called to order at 1:00 PM by Ross Ruddick, Strata Manager in order to conduct the elections of executive officers among the newly elected council. A quorum was present.

The Strata Manager reviewed for the benefit of the new council members the roles and responsibilities of the 4 executive positions: President, Vice-President, Treasurer and Secretary. The Strata Manager also discussed procedures regarding confidential issues, the review and vetting of the minutes as well as other administrative issues.

Ross Ruddick then called for candidates to run for President and the only one nominated was Zenon Jalbert who will continue in that role for 2018/19. The Vice-President's position was then opened for nominations and two candidates, Anita Thompson and Murray Hill choose to run. After a secret ballot, Murray Hill was announced as the new Vice-President. The Treasurer's position will remain with Victor Monasch and this was a unanimous decision by Council. Anita Thompson was chosen as Secretary.

Mr. Ruddick then turned the chair over to Zenon Jalbert who then consulted with the rest of Council about the various committee responsibilities and assignments. Those positions are reflected in the side bar of this page. Some committees, such as Nominations and Resolutions, are not appointed until well into the fiscal year.

The owner attending the Council meeting wanted to make some comments to Council regarding both the Annual General Meeting and Strata Council meetings. Although owners are required to request, in advance, permission to address Council, the Strata President granted approval.

The owner is of the opinion that the number of votes received by each of the candidates running for Council should be announced and published in the minutes. The Strata Manager noted that he has always refrained from doing so at this and other strata corporations in a desire not to embarrass any candidate. The owner also believes that owners are made to feel unwelcome at Council meetings and that the doors should be left open. The owner also suggested that the Council meetings shift from the Library to the Fireside room to allow for a larger owner audience. The owner also requested that the Council meeting agenda be made available for residents to view.

After the owner had left the meeting, the Strata Council discussed the various points of concern that were raised. The Council is of the opinion that they do not have an unwelcoming atmosphere and they do note that all owners are permitted to attend and observe the non-confidential portions of Council meetings. Should the owner attendance be large, the Council would re-locate to the Fireside Room provided it was not booked for other activities. Regardless of the location, the doors will remain closed (but unlocked) as the outside noise from the lobby or the pub would be distracting. The Council was open to the posting of the Council agenda and this will be done on the Friday before the scheduled meeting as this coincides with the timing of the agenda distribution to the Strata Council.

The Council agreed with the position of the Strata Manager regarding the vote count of the Council elections at the AGM. The Strata Manager noted that, while this count will remain unpublished, he is fully prepared to share the full results to any candidate. Owners should also be aware that the Strata Manager will retain the election ballots for a few weeks prior to shredding.

(2) ADOPTION OF PREVIOUS MINUTES

It was **MOVED** and **SECONDED** to adopt the minutes of the March 20, 2018 council meeting as circulated.

CARRIED

(3) CARETAKER'S REPORT – FEBRUARY 2018 – JOHN UNGER

What a month we have had with things starting to heat up. The smell of fresh flowers, cut grass, and new greenery gives us a renewed vitality in anticipation of the summer to come.

I guess we should start with one of the annual issues that happen at Chelsea Gardens. ANTS! We have been using Atlas Pest control now for a year and I have to say that I am pleased with the response time from them as well as the thorough job they do when they are here. We are looking at doing an exterior spray but this is still a discussion about the validity or effectiveness of pursuing such a program. The treatment for most units appears to be effective but with the warm weather staying on top of the infestations is important.

Flat roof issues are ongoing and we have had estimates regarding pricing and timing in dealing with leaks. The leaks that occur are usually from two major sources. The flashing next to the flat roofs and the integrity of the flat roof itself. It is important to keep an eye on the walls under or surrounding flat roof areas so that we can deal with water ingress before it creates rot and mold issues.

There seems to be some confusion about water leaks and units involved. Each unit affected should contact their insurance provider whether or not they are used and claim numbers noted. The Unit that has caused the leak can then make the decision about paying for the damage out of pocket or proceeding with a claim. If there are issues regarding the damage it is the insurance companies that can battle it out. Accidents happen and last thing I would want to see is owners not getting along. Most important is that claims are noted so the process can start quickly and efficiently. Restoration companies come with a huge price tag so it is important to start the process ASAP and decisions can be made as to who does the repair work.

Telus activity is dying down and for the most part has moved along smoothly. There are still a few issues but nothing that Val or I are not able to coordinate with the rep. If you have any issues with installation please let us know. Telus issues will have to be dealt with through customer service.

Town home repair is about to begin shortly and Jeff has a list of priority issues. It is important to note that a comprehensive list has been put together but again if you see rot that needs to be repaired you can check to make sure it is on our list.

We have had to take down a few trees because of water line issues. I know it seems to take forever to get things back in order but by the time plumbers, gardeners, and maintenance are scheduled it can take quite some time. We have started keeping supplies in the RV lot to help cut down cost by buying supplies in larger quantity. Lattice clean up and necessary repair is about to start (thanks to Lloyd for his work in providing a list), as well as pressure washing the concrete balls on the outside fence and repairs to the bases and then sealing them. If you would like to be involved please sign up on the sheets that will be provided in the Club House Mail room. We are also looking for a volunteer to do some wood work making address signs for the Condos. The ones that were made to replace the old ones were unacceptable so I went to the company hired to do the work and retrieved all the numbers.

The posting for the letter carrier is still open and so once a regular carrier has been appointed to our route the mail delivery time will be erratic. Once we have a full time assigned I will ask him to try and give us a more scheduled time.

Just another reminder for Garbage day. Garbage pickup will be changing on May 7th from our current Wednesdays to Monday's including a pick on the 7th. The gardeners have agreed to do the backs of the townhomes on the Monday and will work on the front yards on the Tuesday. We will see how this works considering that our irrigation goes on Tuesday morning. It is important to make sure that your green compost bins are also locked or are sealed. Each pick up day I clean up bins that have been opened and contents all over the road. Not sure if we have a smart crow or the bins have not been locked properly but your diligence in this matter would be appreciated.

On a final note (although I could go on), just a reminder that after 11.00 pm it is quiet time and noise travels. If you have neighbours below please walk softly so not to disturb them. Until next time. Enjoy the warm weather. John Unger

(4) FINANCIAL REPORT

The Financial Statements have not been prepared as this is a new budget year and the owners only approved the budget at the AGM held on April 23rd. The March and April 2018 financials will be ready for the Treasurer to review at the May Council meeting.

(5) **BUSINESS ARISING FROM THE MINUTES**

- a. **Windsor Water Leak** – Payment has now been received from the owner’s insurance carrier but the deductible remains outstanding and a reminder letter to the owner was sent.
- b. **Recovering Pub Chairs and Stools** – Samples for the pub chairs and stools have been approved by Council and the Social Committee and we are now waiting for the contractor to advise us as to the production schedule.
- c. **Apartment Address Signs** – There was dissatisfaction with the signs produced due to the poor colour rendition and the vendor was unwilling to redo new signs without an additional charge. John Unger obtained the old ones for refurbishment and the invoice will not be paid.
- d. **Fortis In-operational gas meter** – The gas meter in the Windsor was providing inaccurate consumption and this led to invoices that were considerably less than they should be. The CrossRoads accounting department noted this discrepancy to the Council and Fortis was contacted. A new meter was installed and a new invoice was generated by Fortis (we had accrued an estimated amount for accounting purposes). This new invoice appears to properly reflect historical consumption but, to be certain, CrossRoads is running a multi-year history for the Treasurer to review upon his return from holidays.
- e. **Parking Garage Security** – Charlie Sweet had proposed and experimented with a security enhancement for the apartment buildings. This involves loud alarms when there is any tampering along with some physical enhancements to the pedestrian gates to minimize the possibility of unauthorized access. It was **MOVED** and **SECONDED** to proceed in the other apartments. **CARRIED**
- f. **East Pedestrian Gate** – The contractors looking at the structure at the east gate are of the opinion that it will only involve some minor repairs rather than a comprehensive reconstruction and they are preparing cost estimates for the Council to consider.
- g. **Pool Sand Filter** – Imperial Paddock Pools has installed the new sand filter.
- h. **Paid Pub Update** – We are still awaiting a proposal from an insurance broker that would provide an annual blanket policy to cover 3rd party guests at paid pub nights.
- i. **EV Charging Stations and Rebates** – The discussion on EV charging stations has been tabled until more information is available for the Strata Council to discuss.
- j. **Accessibility Assessment** – The Strata Manager is currently waiting for the report from the accessibility assessment.
- k. **Emergency Vehicles Access to Chelsea Gardens** – There have been a couple of incidents when, after an owner has contacted 9-1-1, that the ambulance attending has failed to gain entry at the front gate. This was the fault of the ambulance(s) attending as the fire department had no issues in using their access code. Maureen, at CrossRoads, has communicated with E-Comm and was assured that all emergency responders have the after hours code to access the front gate and all of the apartment buildings. In the recent case where ambulances sat outside of the front gate, it was determined that

they failed to obtain the access code from the 2nd page of their emergency notes. E-Comm has now moved this to the 1st page.

- I. Spindles – The contractor has provided a comprehensive list of all the spindle assemblies that have been completed and that will still need attention.

(6) CORRESPONDENCE

- An owner requested to rent out one of the guest suites for an extended period of time because they sold their unit and will have a period when they will have to wait before taking possession of their new home. The Strata Manager presented the request to Council and after discussion, it was **MOVED** and **SECONDED** to deny the request. The Strata Manager will contact the owner. **CARRIED**
- An owner requested a parking spot in the RV lot for their friends for a few days prior to them leaving on a trip. The owner asked the Strata Manager to contact the RV coordinator in charge of allotting parking spots. Council approved the request and the Strata Manager will be contacting the owner with the parking lot number that was approved.
- An owner inquired to the Strata Manager for approved companies that install awnings. The Strata Manager noted to the owner that the supplier and approved specifications are in the bylaws:

Retractable awnings shall be permitted for installation over windows and patios provided that they are the type manufactured by Arpella Awnings (or a similar manufacturer approved by the strata council) with the approved material style/colour called "Classic Plus" with a white frame. Awnings must not have dimensions greater than 6 inches more than the width of the window and may not extend below 32 inches from the top of the window. Side covers on awnings are not permitted. The installation of any awning shall be subject to the provisions of bylaw 6 and the owner of the strata lot shall be responsible for the maintenance and repair thereof and the maintenance and repair of the common property resulting from the installation of the awning.

- An owner sent correspondence informing the Strata Manager that they have ants in their Strata Lot. It was noted there have been a multitude of owners reporting ant infestation and we are awaiting a quotation for an ant control program. Please use a work order to advise staff of any ant situation.
- An owner informed the Strata Manager of a drain outside their unit that is not functioning. The information will be sent to the caretaker for investigation.
- An owner sent correspondence in regards to a large crack that they think might need repair. This will be examined by the Council member in charge of crack repair to see if it should be added to this year's list.
- An owner sent a complaint in regards to another unit causing a noise disturbance. Council has **MOVED** and **SECONDED** for the Strata Manager to send a letter reminding the owner that they live in a Strata and to be more mindful of the Bylaws and neighbours. **CARRIED**
- An owner informed the Strata Manager that their RV parked in the RV parking lot has had its cover removed several times. It was noted that, because of the extra precautions of securing the cover,

involving four to five straps that tighten like a seatbelt and a rope tied around the cover following through the underneath of the RV, it is impossible that the cover was removed without deliberate interference. The Strata Manager will communicate with the RV committee to investigate the situation.

- An owner sent complaints of an above unit creating unreasonable noise at late hours of the night causing them to wake up. The Strata Council and Manager will work with both owners to assess the noise situation by doing a test.
- An owner sent the Strata Manager a complaint in regards to a resident driving hazardously inside the Chelsea Gardens property. When confronted, the driver reacted with vulgar language. It was **MOVED** and **SECONDED** to have the Strata Manager send a letter to remind the resident to follow traffic regulations inside Chelsea Gardens and to be mindful of other owners. **CARRIED**
- An owner sent correspondence inquiring as to whether a parking stall is rented out by the Strata or if it belongs to an owner. The Strata Manager has contacted the owner and the question has been answered.
- An owner sent correspondence to request to be put on the RV parking lot waitlist. The Strata Manager forwarded the request on to the RV committee.
- The Strata Manager and Council President received an inquiry regarding insurance on our various GIC's. The Strata Manager has confirmed with Westminster Savings that the GIC's are fully insured by the BC Government under a Crown Corporation called the Credit Union Insurance Corporation (CUDIC).
- An owner had forwarded information on a pet waste removal firm called Doggy Detail. If pet owners are interested in this service please contact the company directly. Owners are asked to properly dispose of pet waste. Provided that pet waste does not exceed 5% or the total, it is permitted by the GVRD and AJM (our waste contractor) to be double bagged and placed in the garbage. The addition of kitty litter may exceed this permitted percentage (except in small amounts) and should not be placed in the garbage or organic bins.

(7) COMMITTEE REPORTS

- **TOWNHOUSES** – John has found some more drain line issues throughout Chelsea Gardens. These will be dealt with by volunteers and Edenflo.
- **APARTMENTS** – No issues.
- **CLUBHOUSE** – The office is almost complete. The additional epoxy stone will be done prior to the pool opening day. Telus will be scheduling an owner information event for the clubhouse on May 12th. Come out and find out their new customer incentives.
- **SAFETY AND SECURITY** – The Emergency preparedness group has provided an update that is attached to these minutes.
- **LANDSCAPING** – The landscapers are focusing on pruning and cleaning up.

- **BY-LAWS** – The bylaw amendments that were approved are being prepared for the signatures of two council members prior to filing with Land Titles.
- **RV-LOT** – No report.
- **ADMINISTRATION** – CrossRoads is looking into providing the caretaker a Chelsea Gardens credit card for strata corporation purchases.
- **SOCIAL COMMITTEE** – The Social Committee Council liaison indicated that the Social Committee is seeking a cost sharing agreement for one project. The Council has asked that this request be put in writing.

(8) NEW BUSINESS

- a. **Ants** – Owners have been reporting ants and we are awaiting a quotation for an ant control program.
- b. **AGM Resolutions** – The spending resolutions and newly approved budget were recently delivered to the CrossRoads accounting department so that the next set of financials can reflect those spending expenditures on the balance sheet.
- c. **Street Naming** – The Strata Manager was requested to obtain quotes for these approved street signs.
- d. **Windsor Leak** – The strata manager provided Council with an update on a leak from one unit to another in the Windsor.
- e. **Newspaper Coverings on Windows** – A unit has covered their balcony window with newspapers which is in contravention of the Chelsea Gardens Bylaws. It was **MOVED** and **SECONDED** by Council for this owner to be fined \$100.00 since they have not responded to a written request to remove the newspapers from the window. **CARRIED**
- f. **Balcony Clutter** – An owner has kept their balcony unmaintained and cluttered for an unreasonable amount of time. As this is in violation of the Chelsea Gardens Bylaws, the Strata Council **MOVED** and **SECONDED** to begin fining the owner for every seven days until the balcony is cleared. **CARRIED**
- g. **Townhouse Leak** – The Strata Manager updated Council as to the status of a recent water leak at one townhouse.
- h. **Roof Inspection** – The Council discussed a proposal from the roofing contractor that we regularly use to inspect and provide a written report on the condition of the small flat roofs on the townhouses. While our sloped roofs are in good condition and will last for many more years, these small flat roofs may require a maintenance program to extend their life.

- i. **Fencing** – The Strata Manager was requested to acquire quotes for replacing the fence at the south of the property. The quotations will include both vinyl and cedar fencing so that Council can have options and a full dialogue about the pros and cons of both materials.
- j. **Eden Flo** – Council was advised that Edenflo will be on-site on April 30th.
- k. **Moisture Meter** – The caretaker has requested that we purchase a moisture meter rather than relying on ones owned by CrossRoads or contractors. The Strata Manager presented options for different moisture meters to Council. Council then discussed which one would be the most beneficial to the caretaker and it was **MOVED** and **SECONDED** to purchase the moisture meter. **CARRIED**
- l. **Sensor Relocation** – Council reviewed a quotation for the re-location of temperature sensors in the apartments. The current locations cause the heating system to over-react to outside ambient temperature and this causes the heat in the buildings to be either too hot or too cold.
- m. **Fish Pond** – Discussion tabled for a future meeting.
- n. **Owner FOBS** - Chelsea staff and Council volunteers will commence the program of FOB verification and de-activation on June 1st. This will involve advising owners, in advance, that they will need to come to the office to verify all of the FOBS registered to their units that they are still in use and accounted for. FOBS that cannot be verified will be de-activated. This program will be done in an orderly basis with small groups of units at a time. Notices will be posted. Owners planning to be away for extended periods of time over the summer should advise the office.

(9) ADJOURNMENT

- The meeting was adjourned at 3:46 PM.
- The next council meeting is Tuesday May 15, 2018 – Clubhouse library

Ross Ruddick, Strata Manager - CrossRoads Management
 Jesse Train, Strata Manager – CrossRoads Management

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.