

CHELSEA GARDENS - LMS 1416

www.chelseastrata.com

E-Mail: ross@crpm.ca or chelseacouncil@crpm.ca

COUNCIL MEETING MINUTES – TUESDAY OCTOBER 16, 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.

1001- 7445 132ND STREET,

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT

24 HOUR SERVICE (778) 578-4445

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

ATTENDANCE:

Zenon Jalbert

Victor Monasch

Anita Thompson

Gordon Yamashita

Bob Hurley

Ashley Orton

Murray Hill

REGRETS

Several owners as guests for the Hearing.

Ross Ruddick, Strata Manager

Jesse Train, Strata Manager

(1) CALL TO ORDER

The meeting was called to order at 1:00 PM by Zenon Jalbert, President, and a quorum being present.

OWNER HEARING

Two Owners attended the meeting to bring forward their concerns on certain events and decisions made by Council. The details on these hearings are stated later in the minutes.

(2) ADOPTION OF PREVIOUS MINUTES

It was **MOVED** and **SECONDED** to adopt the minutes of the September 25, 2018 council meeting with a correction that the boiler heat exchanger replacement was in the Mayfair and not the Kensington. **CARRIED**

(3) Caretaker Report September 2018

It's that time of the year again so a big Boo to everyone. So much has happened during the summer with great progress made on the repair to the town homes. There is of course still a ways to go but we have been able to be proactive on many of the issues concerning rot and water ingress. Thanks to Jeff for his concerns and his ability

to do such a great job on the repairs. Once the weather starts to turn he will start on replacing the dryer vents which are brittle or already breaking in the town homes.

Kymar gutters will be on site in the next week or two to do repairs and deal with issues relating to gutters. If you think you have a problem other than leaves that need to be cleaned out please let me know in the next week and I'll make sure you are on the list of issues to be resolved. Gutter cleaning is going to commence on Oct. 26th – Nov. 4th. This year it will be done with a vacuum truck instead of scraping by hand.

If you have the opportunity to take in some of the Emergency Response presentations it is well worth the time and well presented. There has been a tremendous amount of work that has gone into the planning for this venture and Doug and his teams deserve a big hand.

All the chairs have now been recovered in the Fireside room and in the pub. They look great both in colour and finish. I don't want to start sounding like I'm repeating myself but please make sure that items other than bicycles are removed from in front of cars in the parkade. We will start removing items and if they are large such as furniture there will be a charge back to the resident.

I have been receiving complaints about visitor parking and would like to remind everyone that these are for guests only.

It has been a relatively quiet month thank goodness and with the golf cart and gas cart tuned up we are ready to put the plow on in preparation for winter. We have a great supply of salt and de-icer on hand and as a skier am looking forward and am dreaming of a White Christmas.

Until next time.

John Unger

(4) FINANCIAL REPORT

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

There was a request from the Emergency Planning Committee for funding for the needed supplies and a storage facility and it was **MOVED** and **SECONDED** to approve \$7000.00 of the requested \$15,000.00 with more to follow in the next fiscal year. **CARRIED**

The Treasurer noted that there is a GIC in the amount of \$200,000.00 that matures on October 24, 2018 and it was **MOVED** and **SECONDED** to renew this GIC plus an additional \$50,000.00 as a one year fixed. **CARRIED**

The Strata Manager reviewed the arrears which are minimal other than one large charge-back for insurance and this is anticipated to be paid shortly.

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

- a. **Street Names** – The Strata Manager reviewed the costs and logistics for the proposed street signs. Council wishes to table this until the next fiscal year.
- b. **Bowed Windows** – The glass company is finishing off window installation in two units and then the Strata Managers and staff will review other options for vendors. There has been some confusion about the quoting and payment process and this was reviewed with Council. There are two measurements. The first is only for quoting purposes and is only approximate. Once a quote has been approved, a second measurement to exact dimensions is required. The current company does require a 50% payment deposit...not 100% as some owners believe.
- c. **Back Steps to Clubhouse** – These plan to be completed in the next two weeks.
- d. **Hot Tub Track Gate** – An additional quote is to be received shortly.
- e. **Kensington Lobby Quote** – The new flooring has been ordered and the painting contractor has been given the approval to schedule the project. New lighting is stored at the office of the Strata Managers and the committee has agreed on some of the required décor and furniture items but not every aspect.
- f. **Mayfair Hallways, Doors and Flooring** – The contractor for the painting has been chosen. The Strata Managers, as requested, presented an additional quote for carpets and it was **MOVED** and **SECONDED** to accept the quotation from Mira Flooring for this project. **CARRIED**

The owners still need to choose the hallway carpet tile style and colour.

- g. **Emergency Repair** – Two owners attended the Council meeting to get an update on the progress of the repairs to their unit. They were concerned about the lengthy delay in getting these repairs underway to the unit so that they can return. The Strata Manager explained the insurance process to them and gave the reasons why it takes so long. The owners and Council agreed that this explanation should be provided to all owners so that there is a greater understanding as to why insurance claims take so long.

When there is an insurance claim the first response is to dispatch a restoration company to deal with the immediate issue so as to mitigate against further damage such as mould. The responding restoration company is also responsible to take all steps necessary to restore fire wall separation, remove damaged drywall, lift carpets and other measures but only to the extent of the emergency repairs. They are not permitted to start any final repairs. At the same time, the content insurers are also involved to remove and store contents, to assess the costs they will bear for improvements and betterments, to provide the owner alternate living accommodation.

At the completion of the emergency repairs, the original restoration contractor is to develop a scope of work of what will be required to bring the unit back to its original condition prior to the event. This scope of work is provided to the Strata's insurance adjuster. It then is entirely up to the adjuster as to the next steps. Should the scope of work indicate that the final repairs be under a certain dollar threshold (most often \$10,000.00 to \$15,000.00) the adjuster may choose to award the contract to that original restoration company. This would allow the work to begin immediately. That was the case with

another claim that we recently had where, although the process was still time consuming, did proceed far faster. In this claim, since the total cost of the emergency repairs and the estimated final repairs are approximately \$100,000.00, the adjuster required two quotations (and it is surprising that they did not require more than two). This adds to the process since both bidders need to first agree on the scope of work with the adjuster (so that quotes are apples to apples) and are then given time to work up their quotations. One of the bidding firms neglected to include some required items and was given time to re-do the quote. Had that firm been removed from the bidding because of this it would have added to the timeline since another bidder would have been required. These quotes will be in the hands of the adjuster next week and, once compared, the winning bidder will be authorized to commence the final repairs.

Start to finish, some insurance claims can take four to six months to resolve and the Strata Corporation and Strata Managers are powerless to accelerate this process as it is the insurance company who is paying the invoices. The Strata Managers have been in regular contact with the adjuster and the strata insurance company to try to speed things up as much as possible.

- h. Emergency Preparedness Meeting** – The Emergency preparedness team will be hosting a presentation on October 20th at 2:30PM.
- i. Clubhouse use permissions for 2019** – The Council reviewed the clubhouse use requests (one Council member left the room for two conflicting requests) and awarded the 2019 permissions. All requests were approved as submitted with two slight modifications. Arts and Crafts will share the Fireside Room on Monday afternoons with one bridge group. Ladies Fun Dance is cut off at 6:45 PM to accommodate another bridge group but can start a little earlier than the requested 3:30 PM. User groups wishing to confirm their time can contact the Strata Managers.
- j. Fence Painting** – The fence painting company contacted to paint the newly installed fence panels started work today. There was a fence, between another property and ours, that had some failing sections. The Strata Manager did contact them to obtain permission for our volunteers to address this (and they gave permission) but the other property did arrange for their contractor to deal with the problem areas.
- k. Guest Suite Repairs** – These have been completed.
- l. Office door lock/reader** – We are waiting for Blue Mountain to confirm that we can install a proximity reader for this office.
- m. Make-Up air units** – Three contractors are working up quotations for new make-up air units that will have cooling capabilities built in.
- n. New Owners Meeting** – There is a meeting on Sunday, October 21st, 2018 at 2:00PM in the fireside room. This is to welcome the new Owners to Chelsea Gardens.

(7) CORRESPONDENCE

- An owner who had received bylaw contravention letters regarding issues with their occasional visitor attended the Council meeting, along with some neighbours in support, to further explain what is being done to deal with the matter.
- There have been multiple complaints about an Owner vehicle parking in visitor parking all over the complex. If this is witnessed please take down the license plate of the vehicle and document where it was parked and for how long.
- An Owner asked that a relative be permitted to use their assigned parking stall from time to time and Council approved this request.
- A letter was received from a townhouse owner thanking Shawn, Ashley and the gardening crew for the amazing job of cleaning up their back area.
- An owner asked the Strata Manager to change the locks to one unit and to invoice them back accordingly.
- An Owner noted to the Strata Manager that they needed to have some levelling done prior to putting down new laminate. The owner asked if the Strata could assist in this financially and was declined as this is an owner responsibility.
- The Council received an email from an owner regarding the timing of some approved hedging installation. It is being completed this week.
- A complaint was received from an apartment owner regarding nocturnal noises from a unit above. With permission from Council, a bylaw violation letter has been sent and hopefully will have the effect of stopping this unreasonable noise.
- An Owner sent further correspondence about smells that they believe to be coming from an another unit. The Caretaker and a Council member had visited the unit and they do not smell anything out of the ordinary. The Strata will, however, have National Air Technologies check out the other apartment.

(8) COMMITTEE REPORTS

- **TOWNHOUSES** – All of the damaged garage doors will be repaired by the end of October. Envelope repairs are on-going. Concrete work has commenced.
- **APARTMENTS** – It was reported that the hallways are getting warmer now that the heat has been turned back on.
- **CLUBHOUSE** – The guest suites and hallway will be painted in March of 2019. A TV was installed in the clubhouse, this is to display all the notices and information for Owners. It was reported that an Owner

who rented the Fireside room left the doors to the clubhouse wide open with no supervision for their guests to come in. Council reminds Owners that this is a security issue and to refrain from doing so.

- **SAFETY AND SECURITY** – Nothing new to report
- **LANDSCAPING** – A Townhouse privacy hedge is starting to die and provides no privacy to their back patio, it was **MOVED** and **SECONDED** to replace this large hedge. **CARRIED**
- **BY-LAWS/RULES** – No new Bylaws to bring forward
- **RV-LOT** – No report.
- **ADMINISTRATION** – A request was made by a volunteer. Council discussed this in camera and no decision has been made at this time.
- **EMERGENCY PREPAREDNESS COMMITTEE** – Their most recent report is attached as well as a call tree for Owners.
- **SOCIAL COMMITTEE** – the July calendar of events is attached to the back of these minutes.

(8) NEW BUSINESS

- a. **Water Main Leak** – The leak outside of townhouse 304 was repaired by Blue Mountain Services.
- b. **Apartment Perimeter Drains** – The Strata Manager has requested EdenFlo drain services to quote on flushing out the apartment perimeter drains as the downspouts seem to be backing up.
- c. **Underground Parkade Line Painting and Power Washing** – It was **MOVED** and **SECONDED** to have the apartment parkades pressure washed or power swept and have all the lines painted. **CARRIED**
- d. **Electrician Jobs** – The Strata Manager has a list of tasks for the Electrician to take care of and a follow-up will be done.
- e. **Crack Filling** – There are a multiple cracks in the parkades that are in need of repair. It was **MOVED** and **SECONDED** to have Huinink Ventures Ltd. Inject these cracks with a polyurethane material to stop the water from dripping into the parking garage. **CARRIED**
- f. **Gutter Cleaning** – The gutters will start on October 26th – November 4th this will be done by Service Master utilizing a vacuum system.
- g. **Guest Suite and Hallway Painting** – It was **MOVED** and **SECONDED** to spend up to \$2000 to have the guest suites, hallway, ceiling and baseboards painted in the new fiscal year. **CARRIED**
- h. **New Fence Painting** – The painting of the new perimeter fence started on October 17.

- i. **Events Insurance** – CMW Insurance was able to secure 3rd party liability insurance for all the remaining events of 2018.
- j. **Pool Room Leak** – Trotter discovered on a preventative maintenance check a pipe has a very slow leak. It was recommended by Trotter to have this leak fixed at the next scheduled preventative maintenance day. It was **MOVED** and **SECONDED** to approve the quote. **CARRIED**
- k. **Garage Door** – It was noted that a unit’s garage door was damaged; it seems as if someone or something had struck the panel. Council reviewed the door and indicated that it is an original door and replacement will be sooner than later. It was **MOVED** and **SECONDED** to agree the Owner should be responsible for 25% of the garage door replacement and the Strata will pay for the remaining 75% of the bill. This door will be replaced in the next fiscal year. **CARRIED**

(9) ADJOURNMENT

- The meeting was adjourned at 4:16 PM.
- The next council meeting is Tuesday November 20, 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.