

CHELSEA GARDENS - LMS 1416

www.chelseatoday.org E-Mail: ross@crpm.ca / jesse@crpm.ca / bogdan@crpm.ca

COUNCIL MEETING MINUTES –TUESDAY, NOVEMBER 19, 2019 1:00 PM CLUBHOUSE LIBRARY

STRATA COUNCIL - 2019/2020

PRESIDENT

Zenon Jalbert – TH-202

VICE-PRESIDENT

Murray Hill – K406

SECRETARY

Anita Thompson – W325

TREASURER

Victor Monasch- T153

COUNCIL MEMBERS AT LARGE

Ashley Orton – T243

Norm Reid – T302

Bill Zemianski – T329

COMMITTEE ASSIGNMENTS

Zenon – Executive, Bring Forward, Website

Murray – Townhouses, Irrigation

Bill – Clubhouse, Social Liaison, RV Liaison, Bylaws

Anita – Finance, Executive

Victor – Executive Committee

Ashley – Landscaping, Security, Volunteers, Ponds and Fountains

Norm – Apartments

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

Bogdan – bogdan@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:

Anita Thompson

Ashley Orton

Murray Hill

Norm Reid

Victor Monasch

Bill Zemianski

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) HEARING

An Owner requested a hearing to come before Council to dispute bylaw violation and alteration letter. Council listened to this Owner and requested the Strata Manager to send their response by letter.

(3) ADOPTION OF PREVIOUS MINUTES

It was **MOVED** and **SECONDED** to adopt the minutes of the October 15, 2019.

CARRIED

(4) CARETAKER REPORT OCTOBER 2019

Caretaker Report November 2019

It's that time of the year again when the lights go up and family gets together and we await the day we join waist watchers (in January).

The Windsor has seen the renovations take place and like everything doesn't always go according to plan. Some issues have yet to be dealt with but, for the most part, the foyer looks great. Carpet cleaning is in discussion at the moment and although the quality and condition of the carpets are still good for the most part there is a question regarding the cleaning job that is being done. The Kensington has some areas on the stairs that need to be

addressed because of wear and tear.

The Mayfair has had the water leak into the lockers dealt with and had to rework the electrical because one of the drill holes went through the conduit and severed the emergency lighting. Electrical in the storage areas of the Mayfair and Windsor have been brought up to code.

Some of the town homes still have some rodent issues but these, are slowly being resolved. It is that time of year when they want to find a place warm and sheltered. It is Important to keep food items out of reach. There are quite a few garages that are full of merchandise which makes a perfect place to live.

We had an interesting conversation with a technician from Trotter Morton regarding the heating in the club house and are currently looking at a better way of controlling the heat in the separate areas such as pub, library and fireside room. Just a reminder, that bookings for the month of December will not be reimbursed should you cancel during that month. This was brought about because we had cancellations a few days before Christmas that could have been used by others. The Fireside room is also available only on the date that it is booked for, so set up for the event can only happen on the day of the booking.

The clothing drive for the homeless had an extremely good response. The Union Gospel mission was extremely grateful for all the donations. A dry goods food drive is being considered and notices will be posted if it is going to happen.

Hot tub still has a few issues but is getting better when it comes to maintaining chemical composition. The Hayward system that was put in needs some work done to it and all will be good. At the moment the balance is done manually in conjunction with the automated chemical feed. Imperial Paddock the company that supplies our chemicals is doing some further water tests. There is conversation about going to an ozone purification system instead of chemicals since we are at a stage where filters need to be looked at for replacement. Fraser Health will check to see if ozone filters can be used in commercial application.

Gutters are being cleaned as well as driveway drains. With most of the leaves on the ground hopefully we won't see any more waterfalls from the gutters. Christmas lights can be turned on Nov. 25th to kick start the holiday season.

The air conditioning / heating systems have been hoisted on top of the condo's. It was quite an event watching the process. This improvement will be a welcome relief for those living in the three buildings. I'd like to thank Ivan for coming on board. He has been a tremendous asset in getting things done around the complex. That's it for now. Let the baking begin.

John

(5) FINANCIAL REPORT

The Treasurer reviewed the Financial Statement for the month of October 2019 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.

(6) BUSINESS ARISING FROM THE MINUTES

- a. **MUA** – The Make-up Air units have arrived and are ready for install. There are some issues we have had in dealing with Trotter as they have been less than prepared for this job and have given the Council and other trades little to no time to react to their needs. The Strata Manager will discuss this directly with Trotter and hopefully compensation can be obtained for the unprofessionalism.

- b. **Accessibility Grant** – The Strata Manager obtained some information on a possible lift and a ball park price to have the lift installed. Proper quotes will be obtained and other firms will be asked to quote on this project.
- c. **Crack Injections** – The crack injection in the Mayfair locker room is complete. However, during the work when drilling into the crack the contractor hit the conduit causing electrical issues. The electrician had to come out to fix the issue. The bill will be sent to the crack injection company.
- d. **Gutters** – Gutter cleaning is ongoing.
- e. **TH Smoke Alarms** – The Electrician is going to provide Crossroads with an up to date list of what townhouse smoke detector units need to be replaced in 2020. Most of the units were done in 2013 and requiring replacement in 2023.
- f. **Xeriscaping Information** – Council discussed the issues that are coming up with Owners wanting to xeriscape their yards. Council has provided information to follow on the Chelsea Today website, however, there is still confusion on what should be done in the yards. A Xeriscaping/Alterations Committee will be formed to come up with a proper guideline for Owners to follow. It was **MOVED** and **SECONDED** for Ashley Orton to head the committee and to work with the landscapers and a couple of Owners to come up with the official guidelines for Chelsea Gardens Xeriscaping and such alterations. **CARRIED**
- g. **Broken Fence** – A repair has been made to the broken fence. It now needs to be painted to match the existing color.
- h. **New Railings at back of Units** – The new railing has been installed at the back of town house 304. This is going to be the regular replacement moving forward as it is a more modern look and is also 1/3 the price of replacing a spindle assembly. If Owners do not like this style they can request to have the old spindle style installed, however, the difference in price will be the responsibility of the Owner.
- i. **Root Grinding** – Various areas around the complex have lifting concrete due to roots. A quote was reviewed to have these roots cut down. It was **MOVED** and **SECONDED** to go ahead with this work as well to start a permit process to remove a tree. **CARRIED**
- j. **Electrical Upgrade to Apartment Buildings** – The new Make-up Air units require an upgrade in electrical capacity to accommodate the AC components of the new MUA's. Unfortunately the amount of work is substantially more than originally anticipated when deciding a resolution amount. Stable electrical submitted a quote to carry out this upgrade. It was **MOVED** and **SECONDED** to have this work completed. **CARRIED**
- k. **Renovation Plans moving forward** – Council discussed the possible renovation resolutions to bring to the Owners in 2020. It was **MOVED** and **SECONDED** to propose to finish the Kensington Hallways and stairwells in 2020 and finish the Windsor hallways and stairwells in the 2021. This would be painting and flooring replacement. **CARRIED**
- l. **Clubhouse Bathroom Floors** – Council discussed the issues had with the bathroom floors of the clubhouse. A quote was reviewed, however, Council would like to obtain more quotes.

- m. **CRT** – It was **MOVED** and **SECONDED** to approve the funds to take an Owner to the CRT. **CARRIED**
- n. **Clubhouse Groups** – At the September meeting the group request table reviewed had an error in it that was approved by Council at the time. The spreadsheet produced indicated the Euchre group request to hold their event in the Library on Friday evenings. This was an error as their request was for Thursdays. This in turn struck a conflict with the Wine group. Council reviewed the spreadsheet again and found that there is an opening on Wednesday evening for the Wine Group to host their event in the fireside room. It was **MOVED** and **SECONDED** to approve this time slot for the Wine Club. Wine Club will be: The 3rd Wednesday of January, March, May, September and November at 7:00PM to 9:00PM in the fireside room.

(6) CORRESPONDENCE

- A complaint was received about the Hymn Sing group handing out their event information door to door. This was approved by Council. The resolution committee will discuss this for the next AGM.
- A complaint of a dog being off leash. A letter will be sent to the Owner in violation.
- An Owner sent an appreciation letter to the landscapers about them using rakes for leaves rather than just blowers.
- An Owner reminding all owners that the carts in located in the underground are for communal use and should be returned after use.
- A response was received from a hearing result indicating that they do not agree with the result but will pay for the chargeback.
- An Owner sent correspondence about accessibility problems in the Kensington building and that the Strata is not handling it properly. The Strata has a plan in place to accommodate accessibility in these areas. Council will be looking into legal action on the Owner to cease and desist on the issue.
- A request for Council to reconsider their decision on trimming trees at a particular unit. Council again has denied the request.
- An Owner would like to remind all the other Owners of Rule #34
"The containers for each unit must be kept within the strata lot and not be outside except between 6pm the day before the scheduled collection and 9 pm the day of collection."

Garbage

- 34 (1) Any articles or material other than normal household garbage and recyclables must be removed by, and at the expense of, the owners, tenants and occupants of the strata lot from which the articles or materials originated. All normal household garbage, organics or recycling must be stored in containers with secure lids, and all government regulations pertaining to recycling must be followed. A secure lid can be quite simple provided that it makes it difficult for birds, rodents and animals to access. Organic bins or totes must have the handle moved to the locked position. For those units who receive curbside collection of garbage, green waste and recyclables the containers for each must be kept within the strata lot and not outside except between 6 PM the day before the scheduled collection and 9 PM the day of collection. Owners are responsible for cleaning up any mess made by birds or animals.
- It was **MOVED** and **SECONDED** to send letters to a number of units about violation of the above bylaw. **CARRIED**

(7) COMMITTEE REPORTS

- **TOWNHOUSES** – The next set of garage doors is on order. Some of the new doors have not come with weather stripping. The Strata Manager will reach out to CASP and see why this is. True level has been onsite doing all the concrete remediation work and getting rid of tripping hazards.
- **APARTMENTS** – There is an issue with the newly installed floor in the Windsor. The flooring installation representative and flooring manufacturer were out to inspect. They will replace the affected areas and monitor the situation. As there are some areas that seem to be lifting and flush. The companies both said they will make it right. There seems to be marks in the flooring of the Mayfair which may be caused by scooters. The Strata Manager will have the flooring company come and examine this issue as well.
- **CLUBHOUSE** – It was **MOVED** and **SECONDED** to pass a new rule stating: No confetti or any similar type of product or material is to be used or brought into the clubhouse. No exceptions.
CARRIED
- **SAFETY AND SECURITY** – No Report
- **LANDSCAPING** – Tree trimming had to be done in order to get the MUA units on the apartment roofs. Currently the landscapers are doing fall clean up and staying on top of the leaves.
- **BY-LAWS/RULES** – It was **MOVED** and **SECONDED** to fine two units for carrying out alterations before Council approval. **CARRIED**
Reminder of the below rule:

Caretaker Service Fee:

Council understands that John has had to deal with Owner issues on Strata Time. Council has asked John to take note of Owner issues done and a service fee of \$25.00 will be charged to the Owner for the Strata time spent. A New rule proposed: If the caretaker requires to deal with Owner issues on Strata Time a service fee of \$25.00 will be charged to the unit. It was **MOVED** and **SECONDED** to approve this rule. **CARRIED**

- **RV-LOT** – Council is investigating the potential use of the vacant fenced area beside the RV lot.
- **ADMINISTRATION** – Council reviewed a number of items for better communication between Council, caretakers and Crossroads.
- **EMERGENCY PREPAREDNESS COMMITTEE** – The latest report from the Committee is attached.
- **SOCIAL COMMITTEE** – Summary is attached to these minutes

(8) NEW BUSINESS

- a. **Clubhouse Telus Issues** – Currently Ashley and Crossroads are working with TELUS to try and resolve issues with the WI-FI and TV's within the Clubhouse. The public WI-FI that was installed some time ago will be put into operation and another public WI-FI zone will be installed at the other end of the clubhouse. This should insure that the full clubhouse has access to free public WI-FI. A reminder that public WI-FI is NOT a secure network and no one should be doing banking while connected to these networks.
- b. **Carpet Cleaning** – Council reviewed all the carpet cleaning quotes. It was **MOVED** and **SECONDED** to terminate Service Master and enter a contract with CRS Carpet Cleaning. **CARRIED**
- c. **Light Bollards and photo cells** – The electrician has replaced a number of photo cells around the complex and had made adjustments to the bollards so that they are working properly. He did finally find the controls for some walkway lighting that had been not working properly. The electrician will produce a quote for this repair.
- d. **Clubhouse Closet Door** – The closet doors in the clubhouse were recently repaired by Ashley Orton. Thank you Ashley.
- e. **Kensington and Windsor Carpet Damage** – There are a few spots in the two buildings that seem to have a lot of wear and tear. The Strata Manager will ask the new carpet cleaning company to have a look to see what can be done as they have stated this is work they do as well.
- f. **Depreciation Report** – Council requested to have a separate meeting to go over the depreciation report in depth.
- g. **Fireplace/Boiler Servicing** – It is recommended to have your fireplaces and boiler systems serviced once a year to make sure preventative maintenance is done on these components of your units. This is at an Owners expense. It was noted that one of the fireplaces in the complex blew out the glass of the unit which caused considerable damage in the unit. This is something that could have been caught by the maintenance contractor. Strata is looking at obtaining bulk pricing for Owners to sign up, at their expense, to have the service done in a more ideal time of year. If you are interested in having this service done immediately a couple recommended contractors are:

Al the Plumber – 604-897-6706
Ashton Mechanical (boilers) – 604-256-5224
Service Only - 604-309-5533
Hilltop Plumbing – 604-536-5545
- h. **Caretaker Guide** – Council has requested that the knowledge of the caretaker be documented in a better way moving forward so that when John is away there are instructions and guide lines of what to do.

i. Traffic Circle 101-

- As you approach a roundabout, reduce your speed, check for signage, watch for pedestrians and be prepared to stop.
- Yield the right-of-way to vehicles already in the roundabout which will be approaching immediately from the left. The vehicles already in the roundabout have the right-of-way, so you may have to stop.
- When there is a sufficient opening in the traffic, enter into the roundabout to your right, and drive counter clockwise.
- Once you are in the roundabout, follow the steady flow of traffic. You cannot pass another vehicle or stop in the roundabout unless it is necessary to avoid an accident. If you miss your exit, you can do an extra trip around the traffic circle in order to get another opportunity to exit the intersection.
- Always use your signal light as you leave the roundabout, check for pedestrians at the crosswalks and be prepared to stop

(9) ADJOURNMENT

- The meeting was adjourned at 5:10 PM.
- The next council meeting is Tuesday, December 17, 2019 – 1:00 PM - Clubhouse library

Jesse Train, Strata Manager – CrossRoads Management

Owners are advised that they should retain their electronic or 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. PDF copies can also be obtained from the website.

**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.

Balance Sheet (Accrual)
CHELSEA - Contingency - 02 - (lms1416c)
October 2019
AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

Page 1
11/14/2019
09:09 AM

Prepared For:
Strata Plan LMS 1416 - CRF

Prepared By:
Crossroads Management Ltd.
#1001 - 7445 132nd Street
Surrey, BC V3W 1J8

ASSETS

1025-0000 Bank - Westminster - Contingency	1,635,683.80
1038-1237 WSCU GIC - 2.5% - Feb.25/20	200,000.00
1038-1238 WSCU GIC - 2.5% - Apr.26/20	300,000.00
1038-1242 WSCU GIC - 2.4040% - Jun.01/20	300,000.00
1109-0100 Due to CRF from Operating-Insurance	92,400.36

TOTAL ASSETS

2,528,084.16

LIABILITIES

2012-2500 Accrued Expenses	1,664.40
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TOTAL LIABILITIES

1,664.40

OWNERS' EQUITY

3500-0000 Net Income - Prior Years	2,276,165.64
3510-0000 Net Income - Current Year	250,254.12

TOTAL OWNERS' EQUITY

2,526,419.76

TOTAL LIABILITIES AND EQUITY

2,528,084.16

Date: NOV. 14/19
Accountant: [Signature]
Property Manager: [Signature]

Budget Comparison (Accrual)
CHELSEA - Contingency - 02 - (lms1416c)
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AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

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Surrey, BC V3W 1J8

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
INCOME									
4010-5000 Strata Fees - Apartment	12,027.83	12,027.83	0.00	0.00	96,222.64	96,222.64	0.00	0.00	144,334.00
4010-6000 Strata Fees - Townhome	26,168.00	26,168.00	0.00	0.00	209,344.00	209,344.00	0.00	0.00	314,016.00
TOTAL	38,195.83	38,195.83	0.00	0.00	305,566.64	305,566.64	0.00	0.00	458,350.00
4031-0000 Interest Income	9,628.00	0.00	9,628.00	0	41,529.51	0.00	41,529.51	0	0.00
4031-6000 Interest Income- Insur. L	599.17	0.00	599.17	0	4,793.36	0.00	4,793.36	0	0.00
TOTAL	10,227.17	0.00	10,227.17	0	46,322.87	0.00	46,322.87	0	0.00
TOTAL INCOME	48,423.00	38,195.83	10,227.17	26.78	351,889.51	305,566.64	46,322.87	15.16	458,350.00
6276-2019 Windsor Lobby/Parkade	19,153.49	2,916.67	-16,236.82	-556.6	23,666.54	23,333.36	-333.18	-1.43	35,000.00
6278-2019 Apt MUA Replacement	0.00	15,000.00	15,000.00	100.0	401.63	120,000.00	119,598.37	99.67	180,000.00
TOTAL EXPS. BEFORE UTILITIES	19,153.49	17,916.67	-1,236.82	-6.90	24,068.17	143,333.36	119,265.19	83.21	215,000.00
TOWNHOUSE EXPENSES									
6342-2019 2019 Townhouse Envelo	10,984.27	7,500.00	-3,484.27	-46.46	43,505.22	60,000.00	16,494.78	27.49	90,000.00
6344-2019 Garage Doors	10,888.50	2,083.33	-8,805.17	-422.6	10,888.50	16,666.64	5,778.14	34.67	25,000.00
TOTAL OPERATING EXPS. - T.H.	21,872.77	9,583.33	-12,289.44	-128.2	54,393.72	76,666.64	22,272.92	29.05	115,000.00
COMMON EXPENSES									
REPAIR & MAINTENANCE- GENER									
6511-2019 Landscaping Remediatio	5,040.00	2,916.67	-2,123.33	-72.80	23,173.50	23,333.36	159.86	0.69	35,000.00
6512-2019 Accessibility Improveme	0.00	1,666.67	1,666.67	100.0	0.00	13,333.36	13,333.36	100.0	20,000.00
TOTAL REPAIR & MAINT.	5,040.00	4,583.34	-456.66	-9.96	23,173.50	36,666.72	13,493.22	36.80	55,000.00
TOTAL COMMON EXPENSES	5,040.00	4,583.34	-456.66	-9.96	23,173.50	36,666.72	13,493.22	36.80	55,000.00
TOTAL EXPENSES	46,066.26	32,083.34	-13,982.92	-43.58	101,635.39	256,666.72	155,031.33	60.40	385,000.00
NET INCOME (LOSS)	2,356.74	6,112.49	-3,755.75	-61.44	250,254.12	48,899.92	201,354.20	411.77	73,350.00
REVENUE UTILITIES									
UTILITY EXPENSES									

Balance Sheet (Accrual)
CHELSEA - Operations - 02 - (lms1416)
October 2019

Page 1
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AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

Prepared For:
 Strata Plan LMS1416
 Surrey, BC

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Prepared By:
 Crossroads Management Ltd.
 #1001 - 7445 132nd Street
 Surrey, BC V3W 1J8

ASSETS

1010-0000 Petty Cash	500.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	65,825.40
1027-0000 Bank - Water Surcharge	76,486.61
1028-1300 Bank - Golf Tournament Funds	3,037.78
1029-0000 Bank - Apt Utilities	21,901.40
1030-0000 Bank - Exercise Room	1,186.88
1040-0000 Bank - Social Committee	5,471.59
1200-0000 Prepaid Insurance	94,796.99
1205-0000 Prepaid Expenses	4,177.68
1220-0000 Caretaker Suite	74,305.56
1300-0000 Accounts Receivable	11,762.72

TOTAL ASSETS

359,457.61

LIABILITIES

2010-0000 Accounts Payable	85,050.81
2017-0000 Social Committee Fund	5,471.59
2018-0000 Exercise Room	1,186.88
2019-0000 Golf Tournament Fund	3,037.78
2035-0000 Security Deposits	300.00
2040-0003 Due to Contingency-Insurance	92,400.35
2040-0011 Due to CRF -Insurance interest	2,396.64
2170-0000 Vacation Payable	1,741.35
2250-0000 Pre-Paid Fees	27.90

TOTAL LIABILITIES

191,613.30

OWNERS' EQUITY

3499-0000 Owners' Equity/Caretaker Suite	74,305.56
3500-0000 Net Income - Prior Years	32,412.70
3510-0000 Net Income - Current Year	31,044.26
3510-2000 Net Income - Utilities	16,372.21
3510-3000 Net Income - Water & Sewer	13,709.58

TOTAL OWNERS' EQUITY

167,844.31

TOTAL LIABILITIES AND EQUITY

359,457.61

Date: NOV 14 2019
 Accountant: [Signature]
 Property Manager: [Signature]

Budget Comparison (Accrual)
CHELSEA - Operations - 02 - (lms1416)
October 2019

AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

Prepared For:
 Strata Plan LMS1416
 Surrey, BC

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Prepared By:
 Crossroads Management Ltd.
 #1001 - 7445 132nd Street
 Surrey, BC V3W 1J8

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
INCOME									
4010-0000 Strata Fees	44,943.96	44,943.83	0.13	0.00	359,551.68	359,550.64	1.04	0.00	539,326.00
4012-0000 CRF Strata Fees - Apart	-12,027.83	-12,027.83	0.00	0.00	-96,222.64	-96,222.64	0.00	0.00	-144,334.00
4015-0000 Parking & Scooter Parki	481.00	208.33	272.67	130.8	3,668.00	1,666.64	2,001.36	120.0	2,500.00
4022-0000 Move in/out	0.00	66.67	-66.67	-100.0	800.00	533.36	266.64	49.99	800.00
4025-0000 Prior Year Surplus (Defic	2,534.92	2,534.92	0.00	0.00	20,279.36	20,279.36	0.00	0.00	30,419.00
TOTAL	35,932.05	35,725.92	206.13	0.58	288,076.40	285,807.36	2,269.04	0.79	428,711.00
4030-0000 Strata Fees	80,877.17	80,877.17	0.00	0.00	647,017.36	647,017.36	0.00	0.00	970,526.00
4032-0000 CRF Strata Fees - Town	-26,168.00	-26,168.00	0.00	0.00	-209,344.00	-209,344.00	0.00	0.00	-314,016.00
4037-0000 Prior Year Surplus	2,974.42	2,974.42	0.00	0.00	23,795.36	23,795.36	0.00	0.00	35,693.00
TOTAL	57,683.59	57,683.59	0.00	0.00	461,468.72	461,468.72	0.00	0.00	692,203.00
OTHER									
4040-0000 Rental - Fireside Lounge	0.00	83.33	-83.33	-100.0	550.00	666.64	-116.64	-17.50	1,000.00
4045-0000 Rental - Caretaker Suite	600.00	600.00	0.00	0.00	4,800.00	4,800.00	0.00	0.00	7,200.00
4050-0000 Rental - Guest Suites	0.00	733.33	-733.33	-100.0	6,100.00	5,866.64	233.36	3.98	8,800.00
4055-0000 R.V. Parking	780.00	650.00	130.00	20.00	6,745.00	5,200.00	1,545.00	29.71	7,800.00
4061-0000 Bylaw Fines	0.00	0.00	0.00	0	200.00	0.00	200.00	0	0.00
4062-0000 Dish and Cutlery Rental	0.00	0.00	0.00	0	25.00	0.00	25.00	0	0.00
4065-0000 Interest Income	177.13	100.00	77.13	77.13	1,535.74	800.00	735.74	91.97	1,200.00
4066-0000 Remote Control Sale	0.00	125.00	-125.00	-100.0	1,875.00	1,000.00	875.00	87.50	1,500.00
4084-0000 Keys	0.00	0.00	0.00	0	30.00	0.00	30.00	0	0.00
TOTAL OTHER	1,557.13	2,291.66	-734.53	-32.05	21,860.74	18,333.28	3,527.46	19.24	27,500.00
TOTAL INCOME	95,172.77	95,701.17	-528.40	-0.55	771,405.86	765,609.36	5,796.50	0.76	1,148,414.00
6030-0000 Apt Janitor/Contract Ser	1,450.00	1,500.00	50.00	3.33	11,127.50	12,000.00	872.50	7.27	18,000.00
6208-0000 Building Maint. - Apartm	248.94	4,102.00	3,853.06	93.93	34,461.61	32,816.00	-1,645.61	-5.01	49,224.00
6215-0000 Equipment Maint.-Apart	5,114.25	4,080.17	-1,034.08	-25.34	37,327.72	32,641.36	-4,686.36	-14.36	48,962.00
6268-0050 Elevator Maint. - Apartm	1,795.67	1,291.67	-504.00	-39.02	12,009.31	10,333.36	-1,675.95	-16.22	15,500.00
6275-0000 Gate & Door Maint. - Ap	0.00	583.33	583.33	100.0	2,360.03	4,666.64	2,306.61	49.43	7,000.00
6279-0000 Garbage Pick-up - Apts.	2,066.32	1,878.58	-187.74	-9.99	14,335.89	15,028.64	692.75	4.61	22,543.00
TOTAL EXPS. BEFORE UTILITIES	10,675.18	13,435.75	2,760.57	20.55	111,622.06	107,486.00	-4,136.06	-3.85	161,229.00
TOWNHOUSE EXPENSES									
6315-0000 Building Maint. - Townho	3,155.41	4,605.42	1,450.01	31.48	27,038.24	36,843.36	9,805.12	26.61	55,265.00
6320-0000 Garbage Pick-up - Town	4,911.96	4,583.33	-328.63	-7.17	37,253.22	36,666.64	-586.58	-1.60	55,000.00
TOTAL OPERATING EXPS. - T.H.	8,067.37	9,188.75	1,121.38	12.20	64,291.46	73,510.00	9,218.54	12.54	110,265.00
COMMON EXPENSES									
LANDSCAPING & GROUNDS									
6415-0000 Landscape Contract	11,550.00	11,550.00	0.00	0.00	92,746.50	92,400.00	-346.50	-0.38	138,600.00
6425-0000 Drainage Repair & Maint	0.00	416.67	416.67	100.0	0.00	3,333.36	3,333.36	100.0	5,000.00
6435-0000 Plant Replacement & Im	-4,990.00	1,416.67	6,406.67	452.2	16,867.62	11,333.36	-5,534.26	-48.83	17,000.00
6440-0000 Irrigation System	112.50	333.33	220.83	66.25	1,591.37	2,666.64	1,075.27	40.32	4,000.00
6455-0000 Snow Removal	39.91	833.33	793.42	95.21	337.41	6,666.64	6,329.23	94.94	10,000.00
TOTAL LANDS. & GROUNDS	6,712.41	14,550.00	7,837.59	53.87	111,542.90	116,400.00	4,857.10	4.17	174,600.00
REPAIR & MAINTENANCE- GENER									
6510-0000 Repair & Maintenance	3,213.75	2,000.00	-1,213.75	-60.69	11,353.42	16,000.00	4,646.58	29.04	24,000.00
6515-0000 Equipment Rep. & Maint	273.35	1,583.33	1,309.98	82.74	4,514.30	12,666.64	8,152.34	64.36	19,000.00
6520-0000 Supplies Equipment - Co	41.43	666.67	625.24	93.79	4,229.08	5,333.36	1,104.28	20.71	8,000.00
6525-0000 Supplies Maintenance-C	116.31	166.67	50.36	30.22	2,290.48	1,333.36	-957.12	-71.78	2,000.00
6530-0000 Supplies Cleaning - Com	0.00	41.67	41.67	100.0	89.87	333.36	243.49	73.04	500.00
6535-0000 Enterphone and Security	0.00	291.67	291.67	100.0	1,577.53	2,333.36	755.83	32.39	3,500.00
6560-0000 Gate Repair & Maint. - C	0.00	333.33	333.33	100.0	218.69	2,666.64	2,447.95	91.80	4,000.00
6565-0000 Pest Control - Common	243.77	583.33	339.56	58.21	2,565.91	4,666.64	2,100.73	45.02	7,000.00
TOTAL REPAIR & MAINT.	3,888.61	5,666.67	1,778.06	31.38	26,839.28	45,333.36	18,494.08	40.80	68,000.00

Budget Comparison (Accrual)
CHELSEA - Operations - 02 - (lms1416)
October 2019

AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
UTILITIES									
6576-0000 Electricity	194.00	250.00	56.00	22.40	1,727.00	2,000.00	273.00	13.65	3,000.00
6577-0000 Electricity Ponds - Com	422.00	416.67	-5.33	-1.28	3,016.00	3,333.36	317.36	9.52	5,000.00
6580-0000 Electricity Stream - Com	638.00	708.33	70.33	9.93	5,104.00	5,666.64	562.64	9.93	8,500.00
6595-0000 Telephone Caretaker	67.20	75.00	7.80	10.40	537.60	600.00	62.40	10.40	900.00
TOTAL UTILITIES	1,321.20	1,450.00	128.80	8.88	10,384.60	11,600.00	1,215.40	10.48	17,400.00
RV LOT EXPENSES									
6640-0000 Repair & Maintenance -	0.00	125.00	125.00	100.0	862.50	1,000.00	137.50	13.75	1,500.00
6690-0000 Electricity - RV Lot	65.00	75.00	10.00	13.33	520.00	600.00	80.00	13.33	900.00
TOTAL OPERATING EXPS-RV LOT	65.00	200.00	135.00	67.50	1,382.50	1,600.00	217.50	13.59	2,400.00
RECREATION CENTRE - COMMON									
6710-0000 Bldg Repair & Maint-Rec	0.00	833.33	833.33	100.0	7,776.36	6,666.64	-1,109.72	-16.65	10,000.00
6712-0000 Equip. Rep. & Maint.-Clu	627.80	1,250.00	622.20	49.78	19,310.42	10,000.00	-9,310.42	-93.10	15,000.00
6715-0000 Lock Up Costs - Rec. Ce	135.00	175.00	40.00	22.86	1,162.38	1,400.00	237.62	16.97	2,100.00
6720-0000 Guest Suites Telephone	50.70	100.00	49.30	49.30	415.50	800.00	384.50	48.06	1,200.00
6725-0000 Exercise Equip R & M-R	0.00	250.00	250.00	100.0	965.38	2,000.00	1,034.62	51.73	3,000.00
6730-0000 Workshop R & M-Rec. C	0.00	125.00	125.00	100.0	51.49	1,000.00	948.51	94.85	1,500.00
6735-0000 Pool Repair & Maint.-Re	211.05	708.33	497.28	70.20	6,640.72	5,666.64	-974.08	-17.19	8,500.00
6740-0000 Pool Supplies & Chemic	766.12	291.67	-474.45	-162.6	3,612.89	2,333.36	-1,279.53	-54.84	3,500.00
6750-0000 Cleaning Supplies-Rec.	560.92	200.00	-360.92	-180.4	1,402.59	1,600.00	197.41	12.34	2,400.00
6755-0000 Window & Carpet Cleani	0.00	83.33	83.33	100.0	0.00	666.64	666.64	100.0	1,000.00
6764-0000 Electricity - Rec. Centre	1,929.00	1,933.33	4.33	0.22	14,807.00	15,466.64	659.64	4.26	23,200.00
6765-0000 Gas - Rec. Centre	1,544.02	1,108.33	-435.69	-39.31	8,772.72	8,866.64	93.92	1.06	13,300.00
TOTAL OPER. EXPS-REC. CENTRE	5,824.61	7,058.32	1,233.71	17.48	64,917.45	56,466.56	-8,450.89	-14.97	84,700.00
SALARIES & BENEFITS									
6820-0000 Caretaker Salary and Be	5,390.13	5,250.00	-140.13	-2.67	40,246.19	42,000.00	1,753.81	4.18	63,000.00
6830-0000 Caretaker Assistant Wag	1,458.34	1,625.00	166.66	10.26	11,195.63	13,000.00	1,804.37	13.88	19,500.00
6865-0000 R. C. Janitor Wages and	1,821.75	1,875.00	53.25	2.84	14,489.92	15,000.00	510.08	3.40	22,500.00
6875-0000 Payroll Costs	888.14	750.00	-138.14	-18.42	7,096.87	6,000.00	-1,096.87	-18.28	9,000.00
6890-0000 Workers Compensation	0.00	125.00	125.00	100.0	1,257.85	1,000.00	-257.85	-25.79	1,500.00
TOTAL SALARIES & PAYROLL COS	9,558.36	9,625.00	66.64	0.69	74,286.46	77,000.00	2,713.54	3.52	115,500.00
OFFICE EXPENSES									
6910-0000 Equipment Rep. & Maint	0.00	33.33	33.33	100.0	73.29	266.64	193.35	72.51	400.00
6915-0000 Supplies	20.16	83.33	63.17	75.81	695.13	666.64	-28.49	-4.27	1,000.00
6920-0000 Telephone & Cable - Offi	417.15	425.00	7.85	1.85	3,399.64	3,400.00	0.36	0.01	5,100.00
TOTAL OFFICE EXPENSES	437.31	541.66	104.35	19.26	4,168.06	4,333.28	165.22	3.81	6,500.00
ADMINISTRATION									
6970-0000 AGM Expenses - Admin.	0.00	375.00	375.00	100.0	4,529.02	3,000.00	-1,529.02	-50.97	4,500.00
6975-0000 Council Expenses - Adm	212.59	241.67	29.08	12.03	1,186.10	1,933.36	747.26	38.65	2,900.00
6980-0000 Legal Expenses	0.00	83.33	83.33	100.0	115.39	666.64	551.25	82.69	1,000.00
6984-0000 Postage and Printing	1,567.79	1,416.67	-151.12	-10.67	12,230.08	11,333.36	-896.72	-7.91	17,000.00
6990-0000 Insurance Premiums	23,100.08	23,045.92	-54.16	-0.24	184,800.64	184,367.36	-433.28	-0.24	276,551.00
6992-0000 Insurance Carrying Char	599.17	599.17	0.00	0.00	4,793.36	4,793.36	0.00	0.00	7,190.00
7000-0000 Management Fees	5,785.74	5,785.75	0.01	0.00	46,285.92	46,286.00	0.08	0.00	69,429.00
7010-0000 Property Taxes - Admin.	0.00	37.50	37.50	100.0	325.00	300.00	-25.00	-8.33	450.00
7020-0000 Security - Admin.	2,569.11	2,333.33	-235.78	-10.10	16,188.33	18,666.64	2,478.31	13.28	28,000.00
7025-0000 Bank Charges	10.00	12.50	2.50	20.00	80.00	100.00	20.00	20.00	150.00
7030-0000 Strata Web Site	0.00	37.50	37.50	100.0	181.83	300.00	118.17	39.39	450.00
7050-0000 Miscellaneous	0.00	0.00	0.00	0	34.76	0.00	-34.76	0	0.00
7051-0000 Statutory Financial Revi	0.00	16.67	16.67	100.0	176.40	133.36	-43.04	-32.27	200.00
TOTAL ADMINISTRATION EXPENSE	33,844.48	33,985.01	140.53	0.41	270,926.83	271,880.08	953.25	0.35	407,820.00
TOTAL COMMON EXPENSES	61,651.98	73,076.66	11,424.68	15.63	564,448.08	584,613.28	20,165.20	3.45	876,920.00
TOTAL EXPENSES	80,394.53	95,701.16	15,306.63	15.99	740,361.60	765,609.28	25,247.68	3.30	1,148,414.00
NET INCOME (LOSS)	14,778.24	0.01	14,778.23	147.7	31,044.26	0.08	31,044.18	38.80	0.00
REVENUE UTILITIES									
Revenue - Apartment Utilities									
9260-0000 Utilities Income - Apts.	9,859.00	9,859.00	0.00	0.00	78,872.00	78,872.00	0.00	0.00	118,308.00
9262-0000 Utilities Interest Income	49.89	0.00	49.89	0	311.44	0.00	311.44	0	0.00

Budget Comparison (Accrual)
CHELSEA - Operations - 02 - (Ims1416)
October 2019

AS OF THE 8TH MONTH ENDING OCTOBER 31, 2019

	<u>MTD Actual</u>	<u>MTD Budget</u>	<u>\$ Var.</u>	<u>% Var.</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>\$ Var.</u>	<u>% Var.</u>	<u>Annual</u>
9264-0000 Prior Year Surplus (Defic)	0.00	0.00	0.00	0	13,873.74	13,874.00	-0.26	0.00	13,874.00
Total Apartment Utilities	9,908.89	9,859.00	49.89	0.51	93,057.18	92,746.00	311.18	0.34	132,182.00
UTILITY EXPENSES									
Gas									
9360-0000 Electricity Kens & Mayfai	2,282.00	2,416.67	134.67	5.57	18,256.00	19,333.36	1,077.36	5.57	29,000.00
9365-0000 Electricity Windsor	1,448.00	1,583.33	135.33	8.55	11,584.00	12,666.64	1,082.64	8.55	19,000.00
Total Electricity - Apart.	3,730.00	4,000.00	270.00	6.75	29,840.00	32,000.00	2,160.00	6.75	48,000.00
Gas - Apartments									
9410-0000 Gas - Mayfair	1,314.94	1,664.75	349.81	21.01	11,373.59	13,318.00	1,944.41	14.60	19,977.00
9420-0000 Gas - Kensington	1,998.03	2,587.75	589.72	22.79	17,420.57	20,702.00	3,281.43	15.85	31,053.00
9430-0000 Gas - Windsor	2,216.22	2,762.67	546.45	19.78	18,050.81	22,101.36	4,050.55	18.33	33,152.00
Total Gas - Apartment	5,529.19	7,015.17	1,485.98	21.18	46,844.97	56,121.36	9,276.39	16.53	84,182.00
TOTAL UTILITIES - APARTMENT	9,259.19	11,015.17	1,755.98	15.94	76,684.97	88,121.36	11,436.39	12.98	132,182.00
NET INCOME (LOSS) UTILITIES	649.70	-1,156.17	1,805.87	156.1	16,372.21	4,624.64	11,747.57	254.0	0.00
REVENUE - WATER INCOME									
9650-0000 Water - Apartments	5,120.00	5,120.00	0.00	0.00	40,960.00	40,960.00	0.00	0.00	61,440.00
9700-0000 Water - Townhouses	7,488.00	7,488.00	0.00	0.00	59,904.00	59,904.00	0.00	0.00	89,856.00
9725-0000 Water - Interest Income	158.82	0.00	158.82	0	1,169.29	0.00	1,169.29	0	0.00
9745-0000 Prior Year Surplus (Defic)	0.00	0.00	0.00	0	26,539.65	26,540.00	-0.35	0.00	26,540.00
TOTAL WATER INCOME	12,766.82	12,608.00	158.82	1.26	128,572.94	127,404.00	1,168.94	0.92	177,836.00
WATER EXPENSE									
9850-0000 Water Usage	18,318.02	14,819.67	-3,498.35	-23.61	114,863.36	118,557.36	3,694.00	3.12	177,836.00
TOTAL WATER	18,318.02	14,819.67	-3,498.35	-23.61	114,863.36	118,557.36	3,694.00	3.12	177,836.00
NET INCOME (LOSS) WATER	-5,551.20	-2,211.67	-3,339.53	-151.0	13,709.58	8,846.64	4,862.94	54.97	0.00



CHELSEA GARDENS EMERGENCY PREPAREDNESS

November 2019

Chelsea Program Goal – To ensure to the best of our abilities that, following an emergency event, Chelsea Gardens residents and visitors are kept safe from any subsequent hazards, treated immediately and effectively for injuries incurred, transported to medical care as soon as practical, if necessary, provided with care and shelter, in the period immediately following the event and that property, facilities and equipment are protected from further damage.

On October 1st the emergency preparedness team conducted a 3-hour practice exercise in Chelsea Gardens. Responses to various emergencies that could occur in our complex during an earthquake were practiced, involving all eight volunteer teams. The teams gained a lot of practical experience which would be useful should a major disaster occur. Sincere thanks are extended to all the team members who participated and worked so diligently. Thanks as well to the 35 additional volunteers who assisted in a variety of roles to add realism to the emergency scenarios. Their efforts are greatly appreciated.

Chelsea Gardens Emergency Preparedness Guide

This multi-faceted guide has been developed to help you prepare for and cope with emergency situations that may arise during and after an earthquake or other disasters. Examples include how to prepare yourself and your family for them, how to build or buy a personal emergency kit, and how to create family reunification plans. This guide is available in print form in limited quantities and is accessible online at the Chelsea Gardens Today website - Chelseatoday.org.

There is a short video which was recorded during our exercise. Viewing it will give you an idea of how the teams worked on that day. It is also available to watch on the Chelsea Today website or at <https://youtu.be/w2gZH-KYCzo>.

The Program extends a big Thank-You to:

- the helpers who visited residents to help them complete the Personal Information Forms for our emergency preparedness planning, and
- residents who recently updated their forms in our Chelsea Gardens office.

Volunteers are always needed. If you can assist in any way, call Doug McLeod at 604-996-3504 or e-mail him at kdmcleod@telus.net We would love to have you on our team.



CHELSEA GARDENS EMERGENCY PREPAREDNESS

November 2019

The Chelsea Gardens Emergency Program Storage Container

During a major emergency event each person is responsible for their own safety. Many people have purchased a personal emergency preparedness kit for themselves or their family. However, during a major disaster, with many disruptions of services and much physical damage, assistance from outside agencies, may not be available. Here in Chelsea Gardens we have volunteer teams who are training to provide help as needed. These teams will require tools and equipment and some of these items are large in size and must be available in time of crisis. The teams are acquiring some of this equipment and storing it in a large metal storage container in our R.V. storage lot.

The storage container is 20 feet long, made of heavy metal and securely locked. (See photo) It has shelving which will support smaller items and there is space for larger items. These will include ladders, portable generator, flood lamps, tents, heaters and others supplies that will be needed by the eight volunteer teams during an emergency. We are continuing to add items to the container as funds permit and donations are received.

If you have any items that you no longer use which would be useful to the team in an emergency such as heavy duty extension cords, heavy pry bars, shovels, collapsible chairs etc. please contact Ed Brennan at 604-596-0786 or Doug McLeod at 778-591-3999 to discuss the items you could donate.





CHELSEA GARDENS EMERGENCY PREPAREDNESS

November 2019

TO OBTAIN YOUR FREE COPY:



EMERGENCY PREPAREDNESS GUIDE

a)

Go to
"Chelsea Today" at:
www.ChelseaToday.org
(need a User ID and
Password) and print
your own,

or □

b)

Phone the Chelsea
Gardens Office at
604.501.0479
and ask for a
printed copy of
the Guide



FIRST EDITION – OCTOBER 2019

Social Committee Upcoming Events

- Christmas is coming to Chelsea! Watch for posters and check Chelseatoday.org
- Food Bank - We will be holding our annual Food Bank Drive starting Dec 1st to Dec 20th – Cash (by cheque) can be placed in clubhouse mailbox Box 336. The Food Bank will issue tax receipts directly to you. Non-perishable food donations (please check expiry dates) can be placed in the boxes in the clubhouse or condo lobbies
- Choral Afternoon – Saturday, Nov 30th
- Christmas Concert – Saturday, Dec 14th
- Christmas Hayride Singalong - Monday Dec 16th leaving at the clubhouse @ 7 pm
- Ugly Sweater Cash Bar - Friday Dec 20th with proceeds to Make-a Wish Foundation
- New Years' Eve Dinner/Dance - Tuesday Dec 31th
- Polar Bear Plunge - Tuesday Jan 1st

HAPPY HOLIDAYS!

December 2019



DECEMBER
SPECIAL
EVENTS

Sun

Mon









Tue

Wed

Thu

Fri

Sat

1	2	3	4	5	6	7
	Arts & Crafts 1-4 Canasta 6:45 pm Ladies' Snooker 7 pm	Bridge 6:30 pm Poker Pool 7 pm Bible Study 7:30 pm	Coffee 9:45 am Whist 7 pm Poker 7 pm	Dance 4:45-6:45 Euchre 7 pm Bridge 6:45 pm	Pub Night 5:00 - 7:00pm	
8	9	10	11	12	13	14
Movie Night 7:00pm 	Arts & Crafts 1-4 Canasta 6:45 pm Ladies' Snooker 7 pm	Bridge 6:30 pm Poker Pool 7 pm Bible Study 7:30 pm	Coffee 9:45 am Whist 7 pm Poker 7 pm	Dance 4:45-6:45 Euchre 7 pm Bridge 6:45 pm	 Pub Night 5:00 - 7:00pm	CHRISTMAS CONCERT 2:00pm 
15	16	17	18	19	20	21
	Arts & Crafts 1-4 Canasta 6:45 pm Ladies' Snooker 7 pm Hay Ride Sing- Along 7:00pm 	Bridge 6:30 pm Poker Pool 7 pm Bible Study 7:30 pm	Coffee 9:45 am Whist 7 pm Poker 7 pm	Dance 4:45-6:45 Euchre 7 pm Bridge 6:45 pm Ladies Christmas Lunch 11:45 am	 UGLY SWEATER Pub Night 5:00 - 7:00pm	
22	23	24	25	26	27	28
	Arts & Crafts 1-4 Canasta 6:45 pm Ladies' Snooker 7 pm	Bridge 6:30 pm Poker Pool 7 pm Bible Study 7:30 pm	Coffee 9:45 am Whist 7 pm Poker 7 pm	Dance 4:45-6:45 Euchre 7 pm Bridge 6:45 pm	Pub Night 5:00 - 7:00pm	
29	30	31	 JANUARY 1ST Polar Bear Swim and Breakfast 11:00am EXERCISES in the Fireside Room Monday & Thursday - 9:00am Weights and Bands 9:30am Walk Away the Pounds Tuesday & Fridays 9:00 am Ostro 			
Movie Night 7:00pm 	Arts & Crafts 1-4 Canasta 6:45 pm Ladies' Snooker 7 pm	New Year's Eve Dinner 6:00 pm & Dance 9:00 pm				

December 8 -
Movie Night 7:00pm

December 13 -
Cash \$Bar
Pub Night
5:00 - 7:00pm

December 14 -
Christmas
Concert
2:00pm

December 16 -
Hay Ride 7:00pm

December 19 -
Ladies Lunch
11:45 am

December 20 -
Cash \$Bar
Pub Night
UGLY SWEATER

December 29 -
Movie Night 7:00pm

December 31 -
New Year's Eve
Dinner 6:00pm
doors open 5:30pm

December 31 -
New Year's Eve
Dance 9:00pm
January 1 -
Polar Bear Swim
11:00am