

CHELSEA GARDENS - LMS 1416

www.chelseastrata.com

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

COUNCIL MEETING MINUTES – WEDNESDAY, NOVEMBER 23, 2016 – 1:00 PM CLUBHOUSE LIBRARY

STRATA COUNCIL - 2016/2017

PRESIDENT

Bernice Hutton - TH-149

VICE-PRESIDENT

Zenon Jalbert – TH-202

SECRETARY

Bob Hurley - W-122

TREASURER

Victor Monasch- T153

COUNCIL MEMBERS AT LARGE

Garry Kirkland - K-405

Gordon Yamashita - K202

Zenon Jalbert - TH-202

LANDSCAPING/SECURITY

Charlie Sweet-W227

MAINTENANCE/LIAISONS

Garry Kirkland - Townhouses

Gordon Yamashita – Apartments

SOCIAL LIAISON

Bob Hurley

RV COMMITTEE LIAISON

Gordon Yamashita

APARTMENT LIAISON

Gordon Yamashita

TOWNHOME LIAISON/MAINTENANCE

Garry Kirkland

CLUBHOUSE EXERCISE ROOM/WORKSHOP

/BRING FORWARD

Zenon Jalbert

FOUNTAINS/PONDS

Bob Hurley

CLUBHOUSE OFFICE

Valerie Morris

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

Guest suite booking and Keys

CARETAKERS

(7:00 ARE-3:00 PM-Monday-Friday)

John Unger - (604) 834-4578

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

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

Nights/weekends – Valerie Morris

(604) 834-4578

STRATA MANAGER

Ross Ruddick

Gerry Blanchard

E-Mail: ross@crpm.ca

CROSSROADS MANAGEMENT LTD.

1011, 7445 132ND STREET,

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EMERGENCY CONTACT

24 HOUR SERVICE (778) 578-4445

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

ATTENDANCE:

Bernice Hutton

Victor Monasch

Bob Hurley

Garry Kirkland

Zenon Jalbert

Charlie Sweet

Gordon Yamashita

REGRETS

Ross Ruddick, Strata Manager

Jesse Train, Assistant to the Strata Manager

(1) CALL TO ORDER

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

(2) ADOPTION OF PREVIOUS MINUTES

It was **MOVED** and **SECONDED** to adopt the minutes of the October 18, 2016 council meeting as circulated.

CARRIED

(3) CARETAKER'S REPORT – OCTOBER

Caretaker report: November 22nd, 2016

The month has flown by quickly. As before the gutters and all the rain have been the nemesis. Thanks to Bogey and Tim for all the hard work they did on cleaning all the upper/lower gutters and down spouts. We still have some that need work but the list is getting smaller. A few gutter issues in the Mayfair which still need to be dealt with. Fire test went without a hitch and again thanks to Fraser Valley for their support. Smoke alarms will need to have the batteries replaced once the beeping starts and are quickly replaced should yours start to chirp.

Most of the drains should be working with the exception of one that needs to be excavated and replaced because the pipe has collapsed. We are also working on a schedule to have wood rot removed from certain areas and will coordinate with Jeff on this matter.

This is the time of year when the aggregate and walkways start to get slippery so please use caution when along the paths or entrances to your homes. The path beside the Kensington north gate has wood on either of it which is very slippery. I will purchase grip strips to replace those that have been either destroyed or are missing but in the meantime please use extra caution.

Fraser Valley will be back to do the remaining sprinklers in the parkades that they were unable to get at. The list is supposed to come to us shortly.

Leaves are finally off the trees and so cleaning will resume.

Just a reminder to make sure gates and doors are properly closed behind you as you leave or enter. We do have some of our gate latches that do start to loosen up from the doors slamming but have been able to correct the problems without too much difficulty.

For all those that have taps outside for their hoses (townhouses or 1st floor condos), I do have the winter covers in the office. If you would like to pick them up feel free and if not over the next week or two I will be coming around to put them on.

We have a few owners that have furry friends that have decided to come in for the winter. If you have seen any droppings or areas that have been chewed please let me know ASAP so we can avoid the whole family moving in. Poison does work but we have had success with traps baited with bacon.

Val's report has covered the emergency contact number issue. We do have someone who did say that all the emergency numbers and contacts are by her phone should there ever be a need to contact family or friends. This would help speed up the contact process. If you are not comfortable giving out this information to the front office that is fine but it should be listed with Crossroads so we can contact them should the need arise.

It's beginning to look a lot like Christmas.

John Unger

EVENING AND WEEKEND CARETAKERS REPORT

A few things to report on this month. On Nov 14th 2016 as I was locking up for the evening and I was yelled at and called a horrible name for doing my job. When I had closed the door to the gym to lock up a residents belongings were left inside while he had went to the washroom in which I was unaware of, to make a long story short I do not think that any off the staff should tolerate any verbal abuse.

On Friday Nov 19th 2016 I received a call from a resident that there were some concerns about not being able to contact another resident in her unit, they had a key for her suite but could not gain entry. I called the R.C.M.P. and they broke into the unit. She was taken to hospital, now this resident had two dogs and fortunately two of her neighbors took the dogs in. The family contact she had listed with Crossroads and in her emergency contacts were invalid numbers and no instructions of what to do with her animals. I think all residents should make sure we have an updated list and who should be taking care of their animals in case of an emergency.

Thanks - Val Morris

(4) FINANCIAL REPORT

The Financial Report ending October 31, 2016 was reviewed by the Treasurer. We are still tracking well on the budget in all expense categories. It was **MOVED** and **SECONDED** to approve the financial statements ending October 31, 2016. **CARRIED**

Maturing GIC – The Strata Manager has confirmed the creation of five separate GICS in the amounts of \$150,000.00 each at Westminster Savings Credit Union. The rate of interest is 1.55%.

ARREARS – The Strata Manager reviewed the arrears with the Strata Council and they total \$700.00. The Strata Manager noted that the largest amount was \$472.40 that was a chargeback to an owner. This owner has also been fined and is not permitted to rent any guest suites until the charges are cleared off their ledger.

(5) BUSINESS ARISING FROM THE MINUTES

- a. **Lighting Retrofit** – Council received and reviewed a number of pieces of correspondence regarding the recent lighting retro-fit in the Kensington and Mayfair. The letters generally indicate a concern that we have lessened security by putting motion sensors on lighting above vehicle spaces...leaving them in darkness until the owner approaches.

While cost savings were a consideration, security has not been compromised. When lights are on 24/7 there is no way to determine if an intruder is hiding behind a vehicle. With the installation of motion sensors the presence of an intruder will be apparent should lights be on over a vehicle bay before you reach the stall. In that case...walk away and call staff for assistance. This type of lighting is now being installed in new construction and in many retrofits and, prior to building code changes allowing motion sensors, there was considerable consultation with policing authorities across Canada and the U.S.

That being said, the council has authorized some adjustments to be made by our electrical contractor. The positions of the sensors will be adjusted so that the lights come on sooner than they currently do. Council noted that the previous light levels in the Mayfair were quite low and, accordingly, the Mayfair will have some new lighting installed and the sensors adjusted so they do not have any obstructions in the way. There will also be plans to proceed with some parkade level painting in the Mayfair in 2017 to remediate some dark areas.

- b. **Entrance Bricks** – The Contractor will be here the first week of December to re-level all the bricks at the main entrance. This will be done over the course of a full day and notices will be put up when the specific day is scheduled. Entry and exit will have to be done at the back east gate during this period.
- c. **Concrete Cracks** – True Level Concrete has completed concrete fracture repair on numerous driveways as well as several common areas. Council noted that the quality of repairs was very good. There will be no further work done this year. Owners are requested to fill-out work orders to be assessed for possible inclusion in next year's program.
- d. **Retaining Wall and Visitor Parking** – The strata manager is still waiting for quotes on these issues. These will be larger expenses and will most likely be a spending resolution put forward to the AGM.

- e. **Clubhouse Canopy leak** – The leak in the Clubhouse has not been addressed due to weather conditions but we are reaching out to a different glass contractor who will be more responsive.
- f. **Temperature Sensor Mayfair/Kensington** – The Temperature sensors outside the Mayfair and Kensington have been repaired. We did have new sensors installed and these can be adjusted based on the ambient outside temperature. The strata manager is holding back payment on some of the invoices from our mechanical contractor pending a complete review of the process followed by their technicians. Since this sensor replacement there have been no complaints about the temperature in these buildings.
- g. **Driveway and storm drain cleanout** – Edenflo was out to cleanout the storm drains in the townhouse driveways, roadway storm drains, and building trough drains. A few roots were found in some of the pipes and were addressed but there does remain one unit where the drain pipe has collapsed and replacement may require some excavation.
- h. **Three Priorities** - At the last meeting it was decided that all the council members bring three priorities for the 2017/2018 fiscal year to this council meeting. A summary is below:
 - Fireside Lounge painting/sprucing up
 - Card room chairs re-upholstered
 - Washrooms outside of Fireside Lounge and Pub updated
 - Rental suite washrooms updated
 - Fireside Furniture updated
 - Non-slip strips on guest suite bathtubs
 - New toilets for various clubhouse and guest suite washrooms
 - Mayfair parking garage walls painted to brighten up the area
 - Update and paint the Chelsea office
 - Entrance from parking to elevator lobbies to be updated/painted
 - Exercise room carpet/flooring
 - Update lobbies of all 3 buildings (1 per year starting at the Mayfair)
 - Clubhouse tile replacement

The Strata Manager will start to obtain quotations/cost estimates.

(6) CORRESPONDENCE

- The council received correspondence from the organizer of the new dance group. The letter indicated that, with a move to a Thursday evening time slot, they would have active participation of approximately 19 owners. They are seeking the use of the Fireside Lounge for that time period. The strata council is prepared to grant them the use of that location, commencing after January 15th, on the condition that their participation numbers do not drop below 10 and that they understand that this is a trial program. The Thursday evening bridge group will be offered the use of the library or upper card room as they are a smaller group.
- An owner wrote upset that their daughter and her partner had been verbally abused while trying to enter the complex. This was an altercation at the front gate where the guests entered the

complex and stopped to make sure the gate closed behind them. An owner coming in after was impatient and not waiting for the gate to start closing before using their FOB to reverse the gate's direction. The impatient owner used profanity towards the guests, said their FOB was not working and drove off at a high rate of speed. Council would like to point out that this is unacceptable behavior by this individual and to please respect other owner's and their guests. Council would also like to advise owners to follow the correct procedures when entering the complex and if they have issues with their fob to please contact John or Val.

- An owner wrote regarding a truck that has been in and out of the Windsor. This was authorized by council due to a medical issue and did not present any security concerns. This vehicle is being purchased by another owner and will be moved out of the parkade.
- There were a number of owners who wrote about the lighting issues and council has addressed this above in these minutes.
- An owner wrote wondering if three trees in the back of their unit can be removed due to them being unattractive and a continual cause of a mess with needles and cones all over the grass. The landscaping liaison will discuss this with our landscaper.

(7) COMMITTEE REPORTS

- **APARTMENTS** – Work was recently completed on repairs to drywall that had been damaged due to a water leak. The Strata Manager has been receiving quotations for carpet replacement in the Kensington stairwells and, for possible inclusion in a spending resolution, the hallways.
- **TOWNHOUSES** – Morinventive has been continuing to do off-season spindle assembly for the 2017 season but has also been attending to a number of envelope repairs on townhouses.
- **CLUBHOUSE** – Our electrical contractor has been doing work in the clubhouse consisting of upgrading the power supply in the kitchen so that breakers will not trip. He is also installing a power supply to the new Fireside Lounge television and speakers.
- **SECURITY AND SAFETY** – Council would like to advise owners that the new lighting in the parking garage is much safer now than it ever was. Before if there was a crook/mugger in the garage you would never know. Now if that person is hiding behind a car or post a light will be illuminated as soon as he enters the vicinity of the light sensor. This will scare crooks off as owners will be aware if there is something suspicious going on.
- **LANDSCAPING** – The landscapers are working on a variety of fall projects but are also preparing quotations for specific 2017 projects to be presented to council.
- **SOCIAL COMMITTEE – Chelsea Gardens Social Committee Meeting Nov 2, 2016 - Executive Summary**

Canada Day: Plans are underway for a Mexican theme, complete with a mariachi band to serenade us!

Supporting our community: "The Front Room": We will be collecting warm wear for the less fortunate. 'The Front Room' is a shelter in North Surrey. They welcome articles such as; sweaters, coats, shoes, boots, socks,

gloves, mittens, toques, and scarves. Please assure these items are clean and in good repair. There will be a box placed in the clubhouse during our weekly coffee time and during Friday night pub. Your support will be greatly appreciated and also help to thin out your own closets!

Cards/Calendars Update: This undertaking was a great success. Residents seem to love sharing a little bit of 'Chelsea' with their friends and family! Keep those cameras ready for spectacular shots throughout the year, as we will be collecting more photos for our future projects.

Halloween: The Halloween party was down in numbers from prior years, but that didn't downsize the fun, enthusiasm or the success! For those that were wondering, "YES", Elvis really was in the building! There were so many great costumes; it was certainly difficult for the judges to pick!

The dinner was just perfect! Some thought the buns were just too big, but it seemed that there was very little wastage! The beef was ordered precooked and it was oh so tender! We didn't hear one person say, "Where's the Beef", as generous portions were served. "THANKS" to all our regular and new volunteers who helped with the dinner, clean up and take down! A Job more than well done!

At the Gate: Thanks to all who donated Halloween candy! It was sufficient enough for the 147 little trick-or-treaters and to donate the remainder to the Lions Club for their causes.

Remembrance Day Observed: On Nov 9, 2016 during our regular coffee time, the RCMP will arrive to present a new program to us. Questions and concerns will be addressed. We will invite all in attendance to join in a 'Moment of Silence'.

Club House Decorating for Christmas: Calling all volunteers that would like to help decorate our Club House after coffee on Nov 23, 2016. We also need some men to help carry boxes of decorations, hang the garland over the doorways, and reach to decorate the top of the tree.

Christmas Events: Watch for posters!

- **BY-LAWS** – The Strata Manager will draft up a new bylaw regarding harassment towards Chelsea Staff and Contractors as a very few owners have been verbally abusing our caretakers. Council thinks this is unacceptable and is disappointed in the owners that have done so. This is unfair to our caretakers and workers that come into do work at Chelsea. Council did direct the Strata Manager to send a letter to one owner who has been harassing our daytime caretaker regarding an apartment mailbox.
- **RV-LOT** – An owner has rented a stall in the RV lot and has parked a truck but has yet to show any proof of a trailer. The strata manager will arrange a meeting with the RV committee to discuss this and other issues regarding the RV Lot
- **ADMINISTRATION** – The Strata Cell phone is: 604-834-4578 and either John Unger or Val Morris is available 24/7. The Strata Cell phone is to be used for emergencies or very urgent matters only and no work requests will be taken over the phone. The CrossRoads after hours call centre will also contact the Strata Manager at any time should there be an emergency. Our caretaker John Unger is closing in on 6 months and the strata manager will arrange for a performance review meeting with the administration committee and John.

8) NEW BUSINESS

- **Painting Quote** – The Strata Manager received a quote to re-paint the lobby walls of the Mayfair. The Mayfair is in need of an update/modernization and the strata manager is working on getting all the necessary quotes together. This will include new painting, flooring, furniture, artwork, assorted decor and lighting.
- **Building Washing/roof cleaning** – The Strata Manager received a quote from Mighty Moe Pressure Wash & Building Maintenance to wash the outside of all the town houses. Council and the manager both thought it was extremely high in price and are of the opinion that our existing contractor will provide better value while doing excellent work as was recently demonstrated with gutter cleaning.
- **Extra Lighting Mayfair** – After the lighting retrofit was completed in the Mayfair, council and many owners recognized that, even prior to the retrofit, the parkade is significantly darker than the other buildings. A quote was received by the electrician to install more lighting and to adjust the sensors in the garage of the Mayfair. It was **MOVED** and **SECONDED** to proceed with this quote. **CARRIED**
- **Being Respectful to our Caretakers** – Council believes that both John and Val are doing tremendous jobs and are very disappointed with some owners that have been verbally abusing them. Our caretakers are also not there for owners to vent their issues that they may have with the Chelsea Strata Council or the Strata Management Company. The strata manager is going to prepare a bylaw regarding harassment to staff and workers.
- **Canadian Pest** – Council and staff are not happy with the job our pest control company is currently doing. Our caretaker is very disappointed in their quality of work. The strata manager will explore other pest control options as there are many firms available.
- **Boiler – gas regulator and digital controller** – Our mechanical contractor has suggested that we replace the gas regulators and add digital controllers to the boilers in the Kensington. It was **MOVED** and **SECONDED** to do the necessary work. **CARRIED**
- **Concrete cracks in Mayfair** – The council reviewed a quotation to repair some concrete cracks in the Mayfair near the car wash area. The scope of work calls for polyurethane injection and that is the recommended process for that type of location. It was **MOVED** and **SECONDED** to proceed with this quotation. **CARRIED**
- **Emergency Contact Information** – There was a recent medical incident where our staff attended and called in emergency services including the RCMP and an ambulance. Our staff contacted our Strata Management Company afterhours and they accessed the owner database only to discover that the emergency contact names and phone numbers on that owner’s record were completely out of date. There were two unattended dogs that required volunteers to temporarily house them. The Strata Manager is going to make inquiries with local kennels/vets to see if temporary shelter is available should future incidents such as this occur.

It is critically important that all owners continually update the Strata Management firm with any changes in your emergency contacts. Owners who have resided in Chelsea Gardens for many years

may have provided emergency contacts who are no longer available. Perhaps some of your emergency contacts were other Chelsea owners who have now moved. When an owner moves they rarely advise the Strata Management firm of a new address (and they are not required to do so) to you may need to provide new names and numbers. We have provided an emergency contact form with this set of minutes and ask that owners complete that section and leave the form in the various strata management mailboxes. Going forward, should you be aware that some of your emergency contact information has changed, please email the Strata Manager or note that information change on a work order. This will allow CrossRoads Management to maintain a more accurate database.

(9) ADJOURNMENT

- The meeting was adjourned at 3:20 PM.
- The next council meeting is Tuesday, December 20, 2016 at 1:00 PM – Clubhouse library

Ross Ruddick, 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 Manager (or their back-up) at home or cell phone.



From your Strata Council and Strata Management Team