MINUTES
OF THE COUNCIL MEETING
THE OWNERS STRATA PLAN NWS 3438
THE COURTYARDS

Held on Monday, June 18, 2007
Within the Meeting Room
6735 Station Hill Court
Burnaby, BC

COUNCIL IN ATTENDANCE: Heather Raeburn
Sandra Alvernini
Bob Webber
Stan Torget
Daralee Richmond

President
Vice-President

REGRETS:
Don Scott
Linda Hardy

PROPERTY MANAGER:
Linda Taphorn, General Manager
Elin Nash
Crosby Property Management Ltd.

The meeting was called to order at 7:05 pm by the Council President, Heather Raeburn.

NEW PROPERTY MANAGER

Elin Nash was introduced as the new Property Manager for The Courtyard.

GUEST BUSINESS

There was no guest business.

APPROVAL OF COUNCIL MEETING MINUTES

Council notes two items that require correction from the Minutes of the Council Meeting held on May 14, 2007. The next meeting date should be June 18, 2007, not June 14, 2007 and under “New Business”, Item 2, Gardening, second paragraph, the concern is that the lawns need to be sprayed for “weed” control, not “moss” control.

The Property Manager was asked to send a letter to the landscaping company in that regard.

It was then moved/seconded to approve the Minutes of the Council Meeting held May 14, 2007 with these noted corrections. CARRIED.
APPROVAL OF FINANCIAL STATEMENTS

Council reviewed the accounts receivable report and, following a discussion, it was moved/seconded to approve the May 2007 financial statements as presented. CARRIED.

REPORT ON UNAPPROVED EXPENDITURES

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

REPORT ON LITIGATION

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.

BUSINESS ARISING FROM PREVIOUS MINUTES

1. Flooded Units: On Side Restoration needs to come back and complete the repairs at Units #204 and #304 at 6735. The Council President will contact On Side Restoration in that regard.

2. Otis Elevator – Outstanding Repairs: It has come to Council’s attention that the elevator drawings provided by Richmond Elevator are incorrect. Also, the outstanding issues, reported in the last meeting Minutes, have not been corrected as the new technician had not been provided with building keys. The Property Manager reported on speaking with Otis Elevator to track down the whereabouts of the building keys as well as elevator identity numbers. These items will be followed up on.

   Council then discussed concerns with the elevator and plumbing technicians responding to calls only to show up on site with no tools and no parts. The Strata should not be paying for the extra travel time in these instances. It was also noted that Otis Elevator had billed for a repair to the “call button” that is not fixed. The Property Manager was asked to send a letter to the trades’ people advising of the expectation that workers come equipped with the necessary basic tools and parts.

3. Stucco Repairs: Rudy was on site today and started the stucco repairs and he is expected back tomorrow to finish up at building 6735.

4. Landscaping Concerns: Council discussed how the plant materials have become overgrown throughout the property. There needs to be particular attention to keeping the entrance ways tidy and the fraceri at the hydro boxes need to be kept pruned. The Property Manager was asked to include these concerns in the letter to the landscaper.

   There was also some discussion with regard to the current gardener not having the expertise as the one previously assigned had years of experience and “crew chief” credentials.
CORRESPONDENCE

Council reviewed receipt of a letter from an owner with concerns of a smell, as if plastic were burning, and this owner was wondering if other residents experienced the same odour. Council discussed that there is an incinerator not too far away that sometimes emanates various odours and depending on how the wind is blowing, this odour comes in the building through the vents. This is a situation that is out of the Strata Corporation’s control.

Council reviewed another letter from an owner with concerns of disturbing sounds of continuous running water from the unit above. The Council President had checked this out with the owners and found that the tap to the bathtub had not been shut tight enough. The issue has been resolved.

Council reviewed a letter from Aviva Canada Inc., the Strata Corporation’s insurance providers. They had requested a response to a claims customer survey. The Council reviewed all the questions on the survey and noted that, even though they were very satisfied with the service provided, they do suggest better communication between the client, the restoration company and their representative.

Council reviewed a letter from an owner requesting maintenance to the latch at the sliding door of their master bedroom. Council discussed the situation and specified that this is the owner’s responsibility. If a door or window is broken from the inside, then it is the owner’s responsibility to repair it. However, the Council President offered to get in touch with this owner to take a look at the concern with the door.

Council then reviewed a letter that was sent to an owner with regards to a charge back for phone line repair. In that regard, Council asked that the Property Manager verify that the owner has reimbursed the Strata for this payment.

There was then a discussion with regard to a letter that had been previously sent to an owner concerning noise disturbances from their unit.

NEW BUSINESS

1. Repair and Maintenance Project – Dubas Engineering: Council discussed bringing in Michael Cunningham from Dubas Engineering for a discussion to clarify the extent of the balcony repairs. Council is not in agreement with the report, as all balconies are not in the same condition, some balconies do not need repairs. The Property Manager will make arrangements to coordinate a site meeting with Mr. Cunningham.

   Following further discussion with regard to having the balconies re-looked at, the Property Manager recommended an independent assessment by a company called Plan Act.

2. Water Pressure Concerns: The water pressure concern is still not resolved and Council expressed dissatisfaction with the performance of Progressive Plumbing. The general consensus amongst Council is to let Progressive Plumbing complete the job, and then go back to the previous plumbing company, Draulico Mechanical.

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3. **Procedure for Hot Water Tank Leaks:** Council stressed the need for implementing a procedure for owners to follow to avoid water tank leaks. Most recently, Council members spent several days trying to source leaks. Owners are to be reminded that, in the event of an emergency and water is coming down; forced entry to the unit will be made, if no one is home within the units.

4. **Owner’s Responsibilities:** Council discussed recent occurrences whereby someone had vomited at one of the hallway stairwells and had left this mess for someone else to clean up. As well, vomit had been left at other areas on the common property. In that regard, owners are reminded that they are responsible for themselves, their guests and their pets to clean up any messes made on the common property.

   Please note the following Strata Corporation Bylaw 4. Use of Property, items (a) and (c) which reads as follows:

   **4. Use of property**
   4.1 A resident or visitor must not use a strata lot, the common property or common assets in a way that
   (a) causes a nuisance or hazard to another person,
   ...
   (c) unreasonably interferes with the rights of other persons to use and enjoy the common property, common assets or another strata lot,

5. **Parking Stall Building B (Building 6737):** Council asked that a letter be sent to an owner with regard to cleaning up her parking stall with a two week deadline date as there are inappropriate items being stored in that stall. The letter is to include the Bylaw in that regard.

6. **Property Management Concerns:** The Strata Council specified an in-camera meeting to discuss concerns with the property management company.

   The meeting was then adjourned at 8:40 pm. Council will forward a report on their discussion and it will be included in the July meeting Minutes.

   The next Council meeting is scheduled for Monday, July 23, 2007 at 7:00 pm.

_____________________________
Elin Nash
Property Manager
CROSBY PROPERTY MANAGEMENT LTD.
General Office # (604) 683-8900 (24 Hours)
www.crosbypm.com

Please keep a copy of these minutes for future reference. They will be required at the time of sale and a charge, as per the Strata Property Act, will be assessed for replacement copies.
The meeting was called to order at 7:05 pm.

GUEST BUSINESS

Rosemary Torget presented a proposal for a landscaping committee to help with the weeding of the grounds and asked for Council approval to initiate this committee.

Following some discussion on the matter, Council noted that landscaping concerns is on the agenda and consideration to this proposal will be made at that time.

Mrs. Torget then left the meeting at 7:10 pm.

Prior to any further business, it was moved/seconded to appoint Derrek Wood and Matt Brunston to be Council members for the remainder of this fiscal year. Carried

The second guest, Yung Cho introduced himself as Project Manager for the upcoming balcony reconditioning project at both buildings. Mr. Cho provided an overview of the meeting schedule that will be initiated with bi-monthly meetings prior to the construction and once the work is underway, meetings will be held on a monthly basis. However, it was noted that the project is ready to commence as early as next week as the scaffolding is expected to be ready by Tuesday, July 31, 2007.
There was some discussion as to which building should get started first in terms of accessibility to avoid slippery conditions once the fall and winter weather sets in. It was determined that Building B, 6737 is to be started first as it could be quite slippery in that location once the weather gets worse.

There was then a discussion with regard to the membrane colour choices of which Mr. Cho advised could be either grey or beige. It was then determined that the colour for the membrane should be the same colour as it exists, grey. To change the colour at this point would increase the costs for the project.

The contractor has submitted a fixed price of $239,240.00 plus a unit rate price of $20,760.00 for a total of $260,000.00. The unit rate price involves the unknown work when completing structural repairs and other unknown work to the one deck that is included in this project. The contractor will prepare detailed scheduling and notices will be posted in the lobby and in the elevator to keep all owners informed of when work will be starting at their balcony. It was noted that the contractors anticipate completing three to four decks per week. However, the work is somewhat dependent on the weather and the anticipated schedule will be approximately six to eight months with the anticipated completion being the spring of 2008.

A Council member then brought up a notation in the contract specification where it states that “they are anticipating a material and labour increase of 10% in 2008” and further states “that this would add increased costs to any decks that are delayed until 2008”. In that regard, it was suggested that all materials be purchased in advance as there is ample storage on site for these materials. Mr. Cho advised that he would look into this possibility and he clarified that his ultimate responsibility as Project Manager is to ensure that the timing of the work is being completed in accordance with the schedule and that all work is in line with the budget. Also, he will attend each Council meeting and he will do Minutes with regard to the project.

There being no further discussion, Mr. Cho left the meeting at 7:40 pm.

**APPROVAL OF COUNCIL MEETING MINUTES**

There being no errors or omissions from the Minutes of the last meeting, it was moved/seconded to approve the Minutes of the Council Meeting held June 18, 2007 as circulated. CARRIED.

**APPROVAL OF FINANCIAL STATEMENTS**

The Treasurer, Bob Webber advised that he is not in receipt of the June 30, 2007 financial statements and therefore any discussion is tabled to the next meeting.

**REPORT ON UNAPPROVED EXPENDITURES**

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

**REPORT ON LITIGATION**

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.
Minutes of the Council Meeting  
The Owners Strata Plan NWS 3438 
Held on Monday, July 23, 2007

BUSINESS ARISING FROM PREVIOUS MINUTES

1. **Flooded Units:** The repairs at Units 204 and 304 at 6735 are completed. However, it was noted that the $5,000.00 insurance deductible will need to be assessed against Unit 304 in accordance with the Strata Corporation Bylaws.

2. **Otis Elevator:** The Property Manager reported that Richmond Elevator had provided wiring diagrams but the original elevator drawings are not available. In terms of keys and the 4th Floor button, all items have now been accounted for and there are currently no outstanding issues, with the exception of the original drawings and the 2007 elevator permits. The property manager will look into the status of the permits.

3. **Landscaping Concerns:** The Council members discussed a definite problem with the service being provided and concerns that the crew do not have the gardening expertise as expected. Following further discussion concerning the incompetence of the gardeners, it was "moved/seconded" to terminate the landscapers immediately. CARRIED. The Property Manager was asked to send a letter to the current landscapers advising of the effective termination date being August 31, 2007 and the Property Manager was asked to obtain quotations from other landscaping companies for Council’s review.

4. **Telephone Line Charge Back:** Council acknowledged that payment has been received for the telephone line repair that was the owner’s responsibility.

5. **Water Pressure Concerns:** Council acknowledged that the water pressure concerns is now resolved.

6. **Procedure for Hot Water Tank Leaks:** Council recommended that, in the event of any further occurrences of water leaking from any of the units, the first step of action is to call a plumber.

7. **The Brick Incident:** Council asked that the Property Manager look into the status of the incident whereby The Brick delivery truck had driven over shrubs and also in doing so damaged the sprinkler system. There was an ICBC claim made in November 2006 in that regard. Following some discussion on that matter, it was determined that the invoices to repair the damages be sent back to The Brick requesting reimbursement.

CORRESPONDENCE

1. **Correspondence Received:** Council acknowledged an official notice of resignation from the Strata Council by Don Scott as he has sold his home at The Courtyards.

   Council then reviewed a request from an owner for a gutter repair at their balcony. In that regard, Council notes that a gutter repair is required at another balcony and arrangements will be made with the handyman, Michael Anderson to get these things done.

   Council acknowledged receipt of a memo distributed by Linda Taphorn, General Manager of Crosby Property Management Ltd. with regard to an emergency preparedness session coming up in late August.

   A letter was received from Barnes Craig & Associates with regard to a water damage claim that occurred on March 5, 2007 and an enclosed blank proof of loss form to be filled out. Council acknowledged that this work is completed and the form can be signed and forwarded back to Barnes Craig.
A letter was received from SCM Adjusters Canada Ltd. with regard to a water damage claim that occurred on January 28, 2006. Council acknowledged that all the work with regard to this claim is completed and the final proof of loss document can therefore now be signed and forwarded back to SCM.

Council received a request for a gutter repair at the balcony of another unit. This was noted previously and a handyman will be called to facilitate the repairs.

A letter was received from an owner concerning an incident that occurred on the property whereby an owner’s dog had bitten the complainant on the leg. Council acknowledged that a letter had been sent to the owner in that regard, but this owner has not responded back to the letter. However, it has been observed that the dog in question is now wearing a muzzle when on the common property.

A letter was received from an owner advising of failed window seals and also requesting additional temporary storage space. The Council acknowledged that there is a list of broken window seals at the various units already implemented and this owner’s windows have been added to that list. Also, the owner already has been provided with additional storage.

A letter was received from a realtor with respect to repairs outstanding for a unit that was recently sold as the new owners taking possession are concerned that the repairs be completed prior to their possession date. The Property Manager had responded back to the realtor to clarify the process of the repairs and how the new owners will be required to allow access to the unit.

2. **Correspondence Sent**: Council acknowledged that a letter was sent to the landscaping company outlining the concerns with the weeds and how the shrubs and the fraseri at the hydro boxes need to be pruned.

Another letter sent to an owner asked that they remove inappropriate storage items from their parking stall.

A letter was sent to an owner with the pet dog that had bit one of the residents at the building.

A letter was sent to Viscount Systems to terminate the service contract for the building intercom system. Council noted that the contractor of choice is Whistler Communications and they are now on board.

A letter was sent to the lawyer handling the sale of a unit asking they include the $5,000.00 insurance deductible charge that must be assessed against the unit as this money is owing to the Strata Corporation. It was acknowledged that this was taken care of.

**NEW BUSINESS**

1. **Sprinkler System Repairs**: Council acknowledged that this refers back to The Brick incident and the Property Manager will be looking into accumulating all invoices associated with this incident and charging back to The Brick for reimbursement.

2. **Window Replacement Project**: Council noted that there is a list of windows that have the broken seals and this will be looked at later in the fall to determine the funds available to proceed with the repairs.
3. **Annual Fire Inspection**: Fire Code Plus was on site on July 16, 2007 and July 17, 2007 to complete the annual fire inspection. Currently there is no deficiency report provided. However, it was noted that there were four suites that were not available for access at Building 6735. There were three smoke detectors that required replacement at 6735. At the other building 6737 there were ten suites not available for access. Once the deficiency report comes in and a date is scheduled to take care of the deficient items, then a notice will be provided to the non-accessible suite owners for a second attempt to test the in-suite devices. **The owners must ensure that access is available at their unit for the second attempt as, in the event there is a third attempt, the owners will be billed accordingly.**

4. **Compressor at Building 6737**: Fire Code Plus has provided a quotation to replace a failed compressor at building 6737. The total cost to replace the compressor is $1,420.00 + GST, of which the Strata Council approved. Arrangements will be made to replace the existing compressor.

5. **Plumbing Repairs**: Council reviewed a list of repairs that had been requested from DMS Mechanical and notes that most items have been attended to with the exception of a couple that will need to be followed up on. One being, the copper pipe that was stolen from P1 parking lot, needs to be replaced and the other is to request a recommendation with regard to installing backflow preventors at the lower units at Building 6737.

6. **Invoice Charge Backs**: Council reviewed a couple of invoices with regard to a water damage incident that required a locksmith to open a couple of the unit doors. Council directed the Property Manager to charge back one of the invoices to the owner responsible for the water problem.

7. **Door and Lock Repairs**: There were a number of door and lock repairs initiated recently and it was clarified that these repairs are under a monthly contract with a flat rate through Precision Locksmith.

8. **Pest Control**: The pest control company has attended a couple of times to the treatment of carpenter ants at the meeting room. Council notes that there are still a few ants and an additional treatment will be required. It was noted that there is also treatment underway for ants at other areas of the property as well.

9. **Emergency Call Outs**: Strata Council specified that in the event of any water emergency situations, that their contractor of choice is On Side Restoration and that the emergency service needs to be instructed to update their emergency list to specify this. The Property Manager will make the appropriate arrangements.

10. **Bylaw Recommendations**: The Strata Council discussed the need for a Bylaw that stipulates that a Council member immediately resign from Council upon the initiation of a sale of their unit. There was some discussion on that matter and the Council agreed that a proposed Bylaw in that regard will be presented to the owners at the next Annual General Meeting.

11. **Unauthorized Common Property Alteration**: Council discussed a recent incident where an Owner had taken it upon himself to prune some Rhododendron shrubs and left behind a huge mess. The stumps from these Rhododendrons now need to be removed. This alteration of the Common Property was unauthorized. Council understands that there is a serious problem with the landscaping but asks that all Owners comply with the following:
PLEASE BE PATIENT AS A RESOLUTION WITH NEW GARDENERS IS FORTHCOMING. PLEASE ALSO BE REMINDED THAT ANY ALTERATION TO THE COMMON PROPERTY THAT YOU MAY WISH TO UNDERTAKE MUST BE PRESENTED TO THE STRATA COUNCIL IN WRITING. YOU ARE NOT TO COMMENCE WITH ANY ALTERATION UNTIL YOU RECEIVE THE STRATA COUNCIL’S APPROVAL TO PROCEED. PLEASE DO NOT TAKE MATTERS INTO YOUR OWN HANDS.

12. **Bylaw Violation:** Council asked that the Property Manager send a letter to an owner advising of a Bylaw violation with regard to automobile repairs in the parking garage.

13. **Strata Corporation Web Site:** A Council member proposed the possibility of implementing a web site for Council and the strata owners to put all Minutes, correspondence, newsletters and any other items that they wish to include. It was suggested that the Council member provide an outline, in writing, of all the details including costs to be presented to the Strata Council at the next meeting.

There being no further business, the meeting was adjourned at 9:30 pm. The next Council meeting is scheduled for Monday, September 17, 2007 at 7:00 pm.

Elin Nash
Property Manager
CROSBY PROPERTY MANAGEMENT LTD.
General Office # (604) 683-8900 (24 Hours)
www.crosbypm.com

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Held on Monday, September 17, 2007
Within the Meeting Room
6735 Station Hill Court
Burnaby, BC

COUNCIL IN ATTENDANCE:  
Heather Raeburn  
Bob Webber  
Stan Torget  
Daralee Richmond  
Matt Brunsden

President
Treasurer

REGRETS:  
Sandra Alvernini  
Derrek Wood

PROPERTY MANAGER:  
Elin Nash
Crosby Property Management Ltd.

The meeting was called to order by the Council President, Heather Raeburn, at 7:00 pm.

As a first order of business, Council acknowledged and accepted Derrek Wood’s resignation from Council. Valerie Wehrle has been appointed to replace Mr. Wood but regrettably, Ms. Wehrle is not in attendance this evening.

APPROVAL OF COUNCIL MEETING MINUTES

The treasurer, Bob Webber commented on the minutes from the previous couple of meetings, being most precise and complete. Mr. Webber went on to say, that the Council is most pleased with the appointment of the new Property Manager and look forward to a good working relationship for the long term.

There being no errors or omissions from the Minutes of the last meeting, it was moved/seconded to approve the Minutes of the Council Meeting held July 23, 2007 as circulated. CARRIED.

APPROVAL OF FINANCIAL STATEMENTS

The treasurer stated a concern with the most recent invoice received from Rapid Landscaping in that the Strata is being billed for services from January 2007 right through to August 2007. Having to make a hefty lump sum payment retroactively, misconstrues the financial picture of actual funds available in the budget. Council asked that the property manager check the previous payments to ensure that the strata is not being double billed for the months of January and February 2007.
The Treasurer also noted with dismay that Rapid Landscaping changed their name to Turning Leaf Landscape Maintenance without any prior notification of doing so.

There was then a review of recently submitted invoices that were approved for payment. Council specified their expectation, that monthly payments are to be made to trades that provide a monthly service.

The Council President and Daralee Richmond offered to look back at previous invoices and financial statements to ensure that all is in order. The adoption of the financial statements is tabled to the next meeting.

REPORT ON UNAPPROVED EXPENDITURES

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

REPORT ON LITIGATION

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.

BUSINESS ARISING FROM PREVIOUS MINUTES

1. **Repair and Maintenance Project**: Dubas Engineering has submitted a revised price contract for the balcony repair project. The contract is signed and the contractor, Restruction Building Services Ltd., is expected to advise in the next day or two of the commencement date.

2. **Otis Elevator Permits**: Council acknowledged receipt of the 2007 elevator permits.

   **Landscaping**: Stan Torget has mowed the lawn areas over the last few weeks and other volunteers have put in 26 hours worth of weeding. This 26 hours does not include the lawn cutting. It was discussed that the last few weeks of volunteer work has been a real eye opener as to the time that it really takes to keep the very large grounds of the strata corporation in order.

   Council discussed three separate proposals received for the landscaping contract. From the bids reviewed, Council’s preference would be with a company called Busybee Gardening, the organic gardeners. Council asked that the Property Manager request from Busybee an answer to what their intention is concerning how many hours on site, what day of the week and how many people assigned to the job. Council noted one of the other quotes being exorbitantly high and therefore is not being considered. The property manager was asked to send a letter to this contractor to thank them for submitting their quotation.

   Following further discussion, it was determined that the ideal amount of time spent to keep the grounds maintained, would be two people in attendance for one full day a week. Council then authorized reimbursement to Mr. Torget for expenses incurred for operating the lawn mower.

3. **The Brick Incident**: A resolution to the Brick incident is still outstanding. The Council President will look back at her records and forward all information that she has on file to the Property Manager for further follow up.
4. **Window Seal Replacement**: As the Strata Council is determining the exact status of available funds, a decision on the commencement of the window seal replacement project is tabled to the next meeting.

5. **Annual Fire Inspection**: Fire Code Plus was back on site to attend to the deficiencies noted at the annual fire inspection conducted in July. Their report back specified two suites that still did not have access available.

6. **Plumbing Repairs**: Council acknowledged that the stolen cooper pipe at P1 has been replaced with an iron pipe. DMS Mechanical have advised that backflow preventers at the lower units of 6737 would not resolve the water backup problem.

   Council discussed another recent incident where more copper piping has been stolen from the parking garage. The culprits gained access by cutting the bars and destroying the lexcan cover on the parking garage gate. Council asked that the Property Manager arrange for DMS Mechanical to replace the missing copper piping with iron.

   There was then a discussion concerning grumbling sounds heard in the walls at Building A. It has been determined that this sound is an indication that the flushing mechanism, specifically the lever and the ball, inside the toilet tank is faulty and will need to be replaced. These parts are readily available at places like Home Depot or Rona.

   **All residents are asked to please check their toilet tank mechanisms to ensure all is in order. This grumbling sound is most annoying, particularly at night.**

**CORRESPONDENCE**

The Strata Council acknowledged a situation that has already been dealt with concerning an owner at 6735 requesting permission to rent out their unit. As this was the second owner, the request was declined. This owner then requested a hearing; the hearing was held, but Councils’ position stands firm to not allow the unit to be rented.

A letter from an owner with a noise complaint of the slapping of doors from the unit below. Council cannot act on this complaint as a specific unit number of the offender is not mentioned. Council reminds all residents that these are wood frame buildings and sound will carry throughout. The sound is particularly amplified if wood flooring has been installed within a unit. In that regard, please be considerate and mindful of your neighbours with the noise issues.

A letter from an owner concerning a water damage deductible levied against their strata lot. The owner states that the Bylaw took effect after the water damage occurred. After reviewing the matter, Council acknowledged that a correction to the owners account is in order. The property manager will make the necessary arrangement and send a letter to this owner in accordance with Council’s direction.

A letter received from Able Pest Control advising of a minimum price increase of 4.7% for their contract services.

Council also acknowledged a receipt of a phone call from an owner in response to a letter sent concerning this owners unauthorized alteration of common property.
NEW BUSINESS

1. **Emergency Calls**: Council acknowledged three separate emergency calls: The first being August 3, 2007, where a resident had their building keys stolen. This resulted in the dispatch of a security guard and the subsequent re-keying of all common door locks. The next call on August 26, 2007 concerning the elevator at the north entrance of 6735 being stuck. The third incident from this past weekend concerning a residents’ purse being stolen. This resident later found their building keys inside the dumpster.

2. **Dryer Vent Cleaning**: Council notes that the last dryer vent cleaning took place in September 2006. Council opted to schedule the next cleaning date to the spring 2008.

3. **Entrance at Building B**: It has been observed that the bricks in front of Building B have separated and are now causing a liability issue. The handyman will be sent out to reinforce the brickwork.

4. **Garage Power Washing**: Council opted to table this maintenance item to the spring 2008.

5. **Window Cleaning**: Direction was given to the Property Manager to arrange for Milners to clean all windows outside of patio and balcony areas but is to include the outside glass on the balconies. Residents will be provided with advance notice.

6. **Painting**: Direction was given to the Property Manager to obtain a price to paint all interior hallways.

7. **Carpet Cleaning**: Direction was given to the Property Manager to obtain a quotation to clean all common area carpets.

There being no further business, the meeting was adjourned at 8:19 pm. The next meeting will be held on Monday, October 15, 2007 at 7:00 pm.

Elin Nash  
Property Manager  
CROSBY PROPERTY MANAGEMENT LTD.  
General Office # (604) 683-8900 (24 Hours)  
www.crosbypm.com

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Held on Monday, October 15, 2007
Within the Meeting Room
6735 Station Hill Court
Burnaby, BC

COUNCIL IN ATTENDANCE: Heather Raeburn President
Stan Torget
Daralee Richmond
Matt Brunsden
Sandra Alvernini

REGRETS: Bob Webber Treasurer
Valerie Wherle

PROPERTY MANAGER: Elin Nash Crosby Property Management Ltd.

The meeting was called to order by the Council President, Heather Raeburn at 7:00 pm.

APPROVAL OF COUNCIL MEETING MINUTES

It was moved/seconded to approve the Minutes of the Council Meeting held September 17, 2007 as circulated. CARRIED.

APPROVAL OF FINANCIAL STATEMENTS

In the absence of Bob Webber, Council Treasurer, the Council opted to table adoption of the financial statements for the months of June, July, August and September 2007 for consideration to the next meeting.

Council then reviewed two sets of recently received invoices from Onside Restoration, concerning emergency services and restoration work from two separate incidents that had occurred in October and November of last year, 2006. The first set of invoices for a water damage situation that affected the Amenity Room; as this was an insurance claim on the Strata Corporation’s policy, Council acknowledged that the Strata will be responsible for the $5,000.00 deductible. The next set of invoices was a situation that involved a faulty hot water tank; as the total cost to remedy the situation was slightly over the deductible amount, Council opted not to proceed with an insurance claim.

Concerning the landscaping invoice submitted by the previous company, that showed a name change and retroactive billing from January through to August 2007, the Property Manager advised that the accounts payable department confirms their request that the gardeners submit monthly invoices and further confirms gardening services for January and February 2007 have not been paid.
Following a discussion on this matter, direction was given to the Property Manager to temporarily withhold payment until these landscapers get back with their verification of the name change. Having been given no notice in that regard, Council’s position is that they do not know who ‘Turning Leaf’ is, as the Strata Corporation’s contract is with ‘Rapid Landscaping.’ Council also acknowledged that the total costs of the above noted sets of 3 invoices, once paid will impact the operating budget significantly.

**REPORT ON UNAPPROVED EXPENDITURES**

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

**REPORT ON LITIGATION**

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.

**BUSINESS ARISING FROM PREVIOUS MINUTES**

1. **Repair and Maintenance Project:** The scaffolding is up at Building ‘B’ but there has been no word as to when the work is to begin. A follow up with Dubas Engineering is required.

2. **Landscaping:** Busybee Gardening started their landscaping services, effective October 1, 2007 and there was a lengthy discussion in that regard. The main concern brought forth is that the new gardeners are not putting in the hours required to keep the grounds in good condition. Council reviewed a list of items and asked that the Property Manager relate these to Busybee with an ultimatum, as Council is not prepared to pay for landscapers that are not doing the job as it is required.

3. **The Brick Incident:** A resolution is pending; the matter is tabled to the next meeting.

4. **Window Seal Replacement:** A decision on the window seal replacement project commencement, is tabled to the next meeting.

5. **Copper Piping Theft:** Council acknowledged that the garage gate has been repaired and DMS Mechanical is expected on site tomorrow to replace the missing pipes with iron ones.

6. **Entrance at Building B:** The Strata Council reviewed a quotation from ‘Rite Handyman’ to re-secure the loose brickwork for a cost of $1,850.00 + GST. The Property Manager advised of another handyman who has been on site, assessed the situation and quoted a price of $350.00 to do the job. The Strata Council approves the $350.00 quote; the property manager will make the necessary arrangement.

7. **Window Cleaning:** Council acknowledged that notices have been posted advising of the window cleaning scheduled to start on October 22, 2007.

8. **Interior Painting and Carpet Cleaning:** The Property Manager has obtained a carpet cleaning quotation and the painting quotations are forthcoming. These costs are currently being gathered in preparation for the new budget.

It was discussed that some of the wallpaper in areas are in poor condition and it was recommended that the painters would just paint over these.
CORRESPONDENCE

Received:  A letter from Otis Canada Inc., advising of a 4% discount if the Strata Corporation agrees to a one annual payment in advance. Following a discussion, Council opted to leave the billing on a monthly basis as it currently is.

An owner had written in about a dead mouse in the locker area. Council notes that the mouse has been removed.

A complimentary acknowledgement of Stan and Rosemary Torget’s landscaping efforts as it has been observed that they have volunteered their time and skills three Saturdays in a row. This owner highly commends the efforts of these two owners’.

A letter from an owner concerning water damage to the interior of their outside storage room and a problem with the storage room lock. Following a discussion, the Property Manager was asked to arrange for a handyman to take a look at the water situation and provide a report as to how to resolve it. The property manager was asked to contact the owner to advise of this and to also let them know that they are responsible for their own lock.

A letter from Reid Hurst Nagy, Certified General Accountants, regarding their audit services for the year ending December 31, 2007. Council noted that a bill was just received in March for last year’s auditing. Following a discussion on the matter, Council opted to defer further audit considerations to the year 2008.

Sent:  Council acknowledged that thank you letters were sent to the gardening companies that had submitted proposals for the contract.

The Property Manager had contacted ‘Viscount Systems’ asking for reimbursement for the August 2007 payment, that was billed and paid in error, as their services were terminated, effective July 31, 2007.

NEW BUSINESS

1. Insurance Renewal:  Council reviewed the summary of coverages document and noted a couple of discrepancies. One with regard to the dates of the effective coverage term and the other with regard to building sprinklers. Council clarified that Building A has sprinklers in the parking garage and Building B has sprinklers in all suites; this information will be forwarded to the insurance company for correction.

2. Gutter Cleaning:  Council reviewed a couple of quotations concerning the gutter cleaning. It was discussed and agreed that in light of the current balcony restoration project, the time of year, budget constraints as well as the need for the cleaning of all roof gutters, it would be best to postpone the window cleaning to the spring. In accordance with Council’s direction, the Property Manager will cancel the window cleaning and request clarification on how ‘Milner’s’ proposes to do the gutter cleaning, with ladders or with a lift.

3. Roof Repair:  A water ingress situation recently occurred at an upper floor unit at Building 6735. A handyman sourced the entry point and Marine Roofing was on site today and repaired the roof. The interior repair to the owner’s ceiling will need to be completed.
4. **Snow Removal:** Council discussed the snow removal needs for this year and confirmed that Great Canadian Landscape, services The Courtyards, every year. The Property Manager will ensure that the Strata Corporation’s records are updated in that regard. The Property Manager was also asked to obtain a price for 30 bags of ice melt.

5. **Irrigation System:** The Property Manager was asked to ensure that Park Lawn Sprinklers are on board to winterise the irrigation system.

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**EMERGENCY PROCEDURES**

**IN THE EVENT OF AN EMERGENCY, PLEASE CALL:**

- **CROSBY PROPERTY MANAGEMENT (8:30 AM – 4:30 PM):** 604-683-8900
- **AFTER HOURS EMERGENCY:** 604-659-2931

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There being no further business, the meeting was adjourned at 8:26 pm. The next meeting will be held on Monday, November 19, 2007 at 7:00 pm.

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Elin Nash  
Property Manager  
CROSBY PROPERTY MANAGEMENT LTD.  
General Office # (604) 683-8900 (24 Hours)  
www.crosbypm.com

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Please keep a copy of these minutes for future reference. They will be required at the time of sale and a charge, as per the Strata Property Act, will be assessed for replacement copies.
MINUTES
OF THE COUNCIL MEETING
THE OWNERS STRATA PLAN NWS 3438
THE COURTYARDS

Held on Monday, November 26, 2007
Within the Meeting Room
6735 Station Hill Court
Burnaby, BC

COUNCIL IN ATTENDANCE: Heather Raeburn President
Bob Webber Treasurer
Stan Torget
Daralee Richmond
Sandra Alvernini
Matt Brunsden
Valerie Wehrle

PROPERTY MANAGER: Elin Nash Crosby Property Management Ltd.

The meeting was called to order by the Council President, Heather Raeburn at 7:10 pm.

APPROVAL OF COUNCIL MEETING MINUTES

It was moved/seconded to approve the Minutes of the Council Meeting held October 15, 2007 as circulated. CARRIED.

APPROVAL OF FINANCIAL STATEMENTS

The Treasurer, Bob Webber reported that the Council President, Heather Raeburn has done a great job in going through the recent months’ financial statements. The treasurer finds the financial statements to be in order and put a Motion on the floor to adopt them.

A discussion then ensued concerning landscaping costs, and it was confirmed, that the previous landscaping company invoice has not been paid and noted, that payment will continue to be held back until these previous gardeners provide verification of their name change.

The treasurer stated that there is a year to date budget deficit that is mainly a result of unexpected costs due to water leaks and insurance deductible payments throughout the year. These occurrences have thrown the budget out of whack.

Council noted that there is currently no landscaping contract in place since Busy Bee’s services were terminated in late October. This will result in a couple of thousand dollars being saved in the current years budget from landscaping expenses.
Following further discussion, consideration was given to the Motion on the floor and it was then seconded to adopt the financial statements for the months of June, July, August, September and October 2007. CARRIED.

Council confirms that the windows will be cleaned once all the balconies are completed.

**REPORT ON UNAPPROVED EXPENDITURES**

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

**REPORT ON LITIGATION**

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.

**BUSINESS ARISING FROM PREVIOUS MINUTES**

1. **Repair and Maintenance Project:** Council confirmed that ten balconies have been completed at Building B. The project is now shut down for the winter with an expected start up date of April 1, 2008.

2. **Landscaping:** Council discussed the grounds and a recently submitted quotation from Nishi Gardenscape Inc., at length; disappointment was expressed that this quotation did not address their minimum 16 hour work week requirement. The Property Manager will follow up with Nishi to request a revised quotation. Council expects that this may affect the current quoted price.

3. **The Brick Incident:** The Property Manager reported that the Strata files have been scoured through in search of a ‘Brick file’ to no avail. Also, several hours have been spent on the telephone speaking with various ICBC representatives in search of a claim number, to no avail.

   Council then discussed that they have not yet received a response to a couple of letters previously forwarded to Crosby’s General Manager and President. The issues that require answers are specifically reimbursement for costs associated with the ‘Brick’ incident and also the new Agency Agreement that needs to be signed by the end of the year. There are concerns that the Strata is being given less meetings and being charged more money. The Property Manager will bring Council’s concerns to Crosby’s management’s attention.

4. **Window Seal Replacement:** Council opted to table a discussion to the next meeting.

5. **Copper Piping Theft:** Council discussed a quotation submitted by DMS Mechanical to replace the missing copper pipes with iron ones at a cost of $3,500.00 to $4,100.00. As there is no room in this year’s budget to accommodate this expense, it was agreed to initiate the pipe replacement to the new budget and get this work done first thing in 2008.

6. **Entrance at Building B:** Council acknowledged that the handyman has done a very good job with re-securing the brick work; this work is completed.

7. **Window Cleaning/Gutter Cleaning:** All residents were notified of the cancelled window cleaning, his work is postponed to the spring. The roof gutter cleaning was authorized and this work has now been completed to Council’s satisfaction.
8. **Interior Painting**: Council acknowledged that a quotation has been received for the painting of the interior hallways at both buildings. The cost for this will be implemented into the new budget.

9. **Insurance/Appraisal Renewal**: In terms of the policy date and sprinkler location, Council acknowledged that the documents for the appraisal and the insurance policy have been corrected.

   Council then discussed how the insurance premium is paid in one lump sum at the beginning of the year and how this expense will likely need to be authorized from the Contingency Reserve Fund, again this year as in previous years. It was clarified that the Contingency Reserve Fund would be continuously paid back over the year.

10. **Roof and Ceiling Repair**: Council noted that the roof leak at Building 6735 was repaired by Marine Roofing and the kitchen ceiling at Unit #403 was repaired by Rudy Fehr.

11. **Snow Removal Contract**: Council acknowledged that the snow removal contract is in place with Great Canadian Landscaping.

**CORRESPONDENCE**

Council reviewed the following letters received:

- From Clean Fix Janitorial & Gardening Service advising of an increase in their fees effective January 1, 2008. Council noted that there has not been a fee increase from the janitors in the past three years; the increase was approved as being reasonable. The cost will be implemented into the new budget.

- From an owner with regard to two leaks, one located in the wall between a couple of doors on parking level P1 and the other showing at their designated parking stall. Council acknowledged that the first leak would be a tremendous expense to try and resolve as the whole building perimeter would need to be dug up. This would involve thousands of dollars and may likely not even find the source of this leak. Concerning the second leak, at the parking stall, Council directed the Property Manager to have the handyman take a look at installing a different drain pan to divert the water away from the parking stall.

- A letter from an owner with concerns that incorrect charges are levied against their strata lot for a plumbing situation that had occurred over one year ago. The Strata Council reviewed the various supporting documents and noted that the Strata was to pay for the plumbing charges with the exception of the replaced water taps. The Property Manager will follow up to ensure that this is corrected.

- From an owner requesting permission to install flooring within their unit. Upon a discussion, Council directed the Property Manager to reply back to this owner specifying that a high quality soundproofing underlay must be installed prior to the flooring.

Council then reviewed letters sent.

- Concerning a Rule violation of a realtor lockbox having been installed. It was noted that a deadline date to remove this lockbox has since passed and the lockbox remains. In that regard, direction was given to levy a fine against this owner’s strata lot and to also send a letter advising of the fine and the fine will continue to be levied every seven days until the lockbox is removed.
• A letter sent to an owner concerning a Bylaw violation of a satellite dish being placed on their balcony. In that regard, the owner had also been given a deadline date to remove the satellite dish or a Bylaw violation fine would be levied against their strata lot. As the deadline date is forthcoming, Council will check to see if the satellite dish remains on the balcony, then the applicable fine will be levied against the owner’s strata lot and will also be levied every seven days for non-compliance.

NEW BUSINESS

1. **Insurance Claim**: In accordance with Council’s request, the Property Manager had filed a claim with the insurance company for the re-keying incident in early August 2007. The Property Manager reported that a reimbursement has already been received from the insurance company in that regard.

   The Property Manager was previously asked to look into the insurance policy coverage for illegal activities such as grow ops. In that regard, the Property Manager reported that the Strata Corporation is covered and should a claim be made it would be treated similar to a water damage claim. However, it is noted that all residents must be on the alert for any suspicious activities about the building and should there be concerns of illegal activities, then the authorities at ‘911’ must be called.

2. **Property Management Agency Agreement**: The Strata Council have submitted a number of concerns with regard to the new Agency Agreement in a letter that was sent to Crosby’s President, and General Manager. The general consensus amongst the Council members are that they feel they are being asked to pay more but are getting less in terms of less meetings and higher fees. As there has been no reply received to date, the Property Manager will follow up with the Managers at Crosby for a resolution to the matter.

3. **Bylaw and Rule Reminders**: It has been observed that there are several bird feeders hanging about the exterior of the building and with Christmas coming, Council asks that all residents be reminded of the following Bylaws:

   44.13 *A resident must not erect plant hangers, bird feeders, or wind chimes that hang over or outside any window, door or balcony of a strata lot, or on any common property, where it causes a disturbance or interferes in any way with the use and enjoyment of other owners of their strata lot or of common property.*

   44.14 *A resident who wishes to install Christmas lights, must ensure that Christmas lights are installed after December 1st of the year approaching Christmas and removed before January 15th of the year following Christmas.*

   **REMEMBER**

   **PLEASE ADHERE TO THE STRATA CORPORATION BYLAWS.**

   **REMEMBER:** CHRISTMAS WRAPPING PAPERS ARE NOT TO GO IN THE GARBAGE.

4. **Extra Garbage Pickup**: Council then discussed that every year there is a huge amount of garbage being disposed of during the Christmas season. In that regard, Council asked that the Property Manager set up an additional pickup with garbage pickup company, the City of Burnaby. The regular garbage
pick up date is scheduled for Friday, December 21, 2007 and the additional pickup is requested for Monday, December 24, 2007. The Property Manager will make the appropriate arrangements.

5. **Elevator Buttons**: A Council member then brought up a concern with regard to the elevator buttons sticking. In that regard, the Property Manager will ask Otis Elevator to ensure they are cleaned.

6. **Signage at Garage Exit** - A Council member then brought up a concern with regard to people driving out of the parking garage at 6735 Station Hill and not stopping for the oncoming traffic. It was suggested that a sign be installed at the garage entrance that states: “Stop, Proceed with Caution”. Council would like to remind all owners that, in the event that a vehicle or a person is hit when exiting the parking garage, the owner responsible will incur full liability. The Council President will look into obtaining appropriate signage.

There being no further business, the meeting was adjourned at 8:55 pm. The next meeting will be held on December 17, 2007 to deal specifically with the Budget and Annual General Meeting preparations for the new year.

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Elin Nash  
Property Manager  
CROSBY PROPERTY MANAGEMENT LTD.  
General Office # (604) 683-8900 (24 Hours)  
www.crosbypm.com

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Held on Monday, December 17, 2007
Within the Meeting Room
6735 Station Hill Court, Burnaby, BC

COUNCIL IN ATTENDANCE:  
Heather Raeburn  President  
Bob Webber  Treasurer  
Stan Torget  
Daralee Richmond  
Sandra Alvernini  
Matt Brunsden  
Valerie Wehrle  

PROPERTY MANAGER:  
Elin Nash  Crosby Property Management Ltd.  

The meeting was called to order by the Council President, Heather Raeburn at 7:02 pm. It was noted that this meeting was called to deal specifically with the budget preparations for the new fiscal year and items in preparation for the Annual General Meeting. If time allows, an update on other issues will be addressed. Other regular business items will be addressed after the Annual General Meeting at the first scheduled meeting of the new Strata Council for 2008.

APPROVAL OF COUNCIL MEETING MINUTES

It was moved/seconded to approve the Minutes of the Council Meeting held November 26, 2007 as circulated. CARRIED.

APPROVAL OF FINANCIAL STATEMENTS

The Treasurer, Bob Webber reported that the financial statements are in order. It was moved/seconded to approve the financial statements for the month of November 2007. CARRIED.

REPORT ON UNAPPROVED EXPENDITURES

There are no unapproved expenditures to report. The Strata Property Act requires that all owners be notified as soon as possible of unanticipated expenditures.

REPORT ON LITIGATION

To the best of our knowledge there is no litigation to report. The Strata Property Act requires that all owners be notified as soon as possible of any legal action that the Strata Corporation is part of.
BUDGET FINALIZING

The Property Manager had previously circulated to the Strata Council a draft proposed operating budget including explanatory budget notes. The Strata Council President had reviewed this draft budget prior to this evening’s meeting and made some changes to a couple of the line items. The Strata Council then opted to review the draft operating budget on a line-by-line and item-by-item basis. There were some changes made to a couple of the categories. There was a discussion with regard to the grounds maintenance expense and it was specified that the new landscaping company, must put in a sixteen hour work week. The Property Manager advised that she had requested a revised quotation from Nishi Gardenscape in that regard and Nishi has agreed to revise their quotation with an explanation addressing the sixteen hour requirement.

The next item discussed was the insurance category and the budget was slightly revised to include the insurance premium of $38,351.00 for this year. It was noted that the insurance documents are being renewed and the water damage deductible has increased to $10,000.00. It was discussed that all owners need to take more responsibility to ensure that all insuite components are maintained and inspected on a regular basis.

Council then discussed a most recent water damage incident that occurred this past Sunday evening whereby a water tank sprung a leak at a third floor unit. This resulted in water damage at suites on the second floor, as well as the first floor. There was then a mention concerning home owner’s insurance policies and it was discussed that there are policies available for home owners to cover the Strata’s insurance deductible for incidents such as these. Owners may wish to review their home owner policies in that regard. Council recommended that this issue be brought forth for discussion at the Annual General Meeting. Instruction was given to the Property Manager to obtain the total costs for water damages from this past year.

There was a discussion concerning the repair and maintenance account and in that regard, Council opted to increase the budget allocation in that category. It was then moved/seconded and Carried to approve a proposed 2008 budget that allocates approximately $261,000.00 toward operating expenses and to include a 10% contingency reserve fund allocation for a total owner contribution of approximately $287,000.00.

The Treasurer then made a motion to propose a ¾ Vote Resolution at the Annual General Meeting for authorization to proceed with the painting of all interior hallways for an amount not to exceed $50,000.00 and be authorized as an expenditure from the contingency reserve fund. Council members were in agreement with this motion and it was Carried.

BUSINESS ARISING FROM PREVIOUS MINUTES

1. **Roofing**
   
   There was a discussion concerning the condition of the roof. Following this discussion, it was determined that next year’s Council is to look into a roof assessment.

2. **Sump Pump**
   
   The Council President reported that the sump pump at building “B” is not working and the plumbers have determined there is water in the motor, and be brought into their shop for repairs. Daralee advised that she is preparing a list of dos and don’ts with regard to the sump pump and the long term maintenance thereof.
3. **Pets**
A Council member then advised of an incident with regard to a pet being seen relieving itself on a post inside the parking garage. It was discussed that pet owners are required to be more responsible with their pets. Council recommended that a discussion on the pet situation be brought forth at the Annual General Meeting.

4. **Hallway Carpeting**
It was then discussed that the hallway carpeting is in need of a really good cleaning, rather than a replacement.

5. **Lock Box**
Council then reviewed a letter submitted by an owner with regard to the lock box on the property. Following this discussion, the Property Manager was instructed to reply back to this owner.

6. **Satellite Dish**
Council further instructed the Property Manager to ensure that the bylaw fines with regard to the satellite dish placed on an owner’s balcony are applied against their account and to send a letter to this owner advising of such.

7. It was noted that all owners’ maintenance accounts must be up-to-date in order to vote at the Annual General Meeting.

The next Strata Council meeting is scheduled for Monday, January 28, 2008 and the Annual General Meeting is scheduled for February 25, 2008. The Council President will book a room at the Taylor Park School. Owners are requested to send in their regular strata fee payments for the months of January and February. Upon approval of the new budget, owners can submit retroactive payments for those two months.

There being no further business, the meeting was declared adjourned at 8:36 pm.

Elin Nash
Property Manager
CROSBY PROPERTY MANAGEMENT LTD.
General Office # (604) 683-8900 (24 Hours)
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