Held: May 8, 2012 In Unit #109 Thanks to Patricia Kooy

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Ed Lofeudo

Secretary

Diane Elder Karen Seeley

Patricia Kooy

**REGRETS:** 

Greg Hamm

Treasurer

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

## **CALL TO ORDER**

The meeting was called to order at 7:10 p.m.

## **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held April 10, 2012.

## **BUSINESS ARISING**

1. **Gas Timer Switches:** Council reviewed quotes outlining how much it would cost to purchase additional gas timers for the suites that were missed during the initial round of installations, for the suites where timer switches were removed and for the suites where timer switches were determined to be faulty. DMS Mechanical has been asked to provide detailed logs from the job as it appears that they charged labour for the units that did not have timers installed. Timer switches will have been installed in all units by no later than July 31, 2012.

## 2. General Maintenance:

#### Spring Cleaning:

- Pest Control: CARE Pest Control provided a quote to clean the pigeon feces off a unit's deck. Klaus in the House also provided a quote to clean third and fourth floor decks of the condominium building. CARE Pest Control will be asked to address the units with pigeon feces.

CARE Pest Control and PCO have been asked to submit quotes for the installation of pigeon exclusions on upper floor decks.

• **Preventative Maintenance:** Areas that require staining during the summer of 2012 have been identified. Klaus in the House will provide an estimate to stain these high priority areas. It is anticipated that a resolution to use funds from the Contingency Reserve Fund to complete necessary staining will be presented at the upcoming Annual General Meeting.

A quote from Klaus in the House for the installation of flashing on the beams at the entrance roof structure was approved.

3. **Windows:** The exterior, inaccessible windows were cleaned by Sea-to-Sky, as scheduled.

- 4. **Power Washing:** The walkways, stairwells and patios have been power washed. The work was slightly delayed because the contractor's power washer broke down while in use.
- 5. **Trees:** A number of tree stumps have been removed. The individuals involved are in the process of determining what kind of trees should be planted to replace the ones that were cut down.
- 6. **Bylaw Infractions:** Appropriate correspondence will be forwarded to unit owners responsible for ongoing bylaw infractions. Where appropriate, fines will be levied.
- 7. **Emailing of Minutes:** In order to be more environmentally friendly and to save money on photocopying and postage costs, the strata corporation will now distribute minutes via email. Owners wishing to continue to receive copies of the minutes are being asked to forward their email address to Boon Sim at <a href="mailto:bsim@ascentpm.com">bsim@ascentpm.com</a>.

#### **FINANCIALS**

- Financial Statements: The financial statements through to April 2012 will be approved at the next scheduled council meeting.
- 2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below.

## **STRATA FEE PAYMENTS**

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT MARY WARD IN ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. MARY CAN BE REACHED BY EMAIL AT mward@ascentpm.com.

# POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.

Contingency Reserve Fund: Funds continue to be borrowed from the Contingency Reserve Fund to
cover operating expenses. Once funds become available again in the Operating account, the amount
borrowed will be returned to the Contingency Reserve Fund.

## **CORRESPONDENCE**

1. Council reviewed correspondence from an owner with respect to their unit's gas timer. The strata agent was directed to respond to the unit owner.

## **NEW BUSINESS**

1. **AGM Planning:** Budget proposals will be forwarded to council for their review and input.

At the upcoming Annual General Meeting a bylaw amendment to reduce the permitted number of condominium unit rentals from five (5) to four (4) and to reduce the permitted number of townhome unit rentals from four (4) to three (3) will be proposed.

2. **Gutters:** It was noted that a gutter on a second floor unit needs to be addressed, because water flows over the side.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

#### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 8:45 p.m.

## **NEXT MEETING**

The next meeting will be the Annual General Meeting which will be held in June. A notice of call will be circulated once the date and the location have been confirmed.

Ascent Real Estate Management Corporation Managing Agents On Behalf of Owners' Strata Plan LMS 4573

Boon Sim Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation – 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

Held: June 12, 2012 In Unit #109 Thanks to Patricia Kooy

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Diane Elder Karen Seeley Patricia Kooy

**REGRETS:** 

Greg Hamm

Treasurer

Ed Lofeudo

Secretary

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

#### **CALL TO ORDER**

The meeting was called to order at 6:05 p.m.

## **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held May 8, 2012.

#### **BUSINESS ARISING**

1. **Gas Timer Switches:** DMS Mechanical confirmed which units failed to provide access during the scheduled installation of timer switches. Council reviewed a quote for the installation of timers in the units that do not currently have timers.

The strata agent was directed to ask DMS Mechanical if they would complete the installation of timers at a reduced price. Once the pricing has been established, an installation date will be scheduled. Owners will be required to provide access or they may be responsible for the costs associated with having the contractor return to complete the work.

#### 2. General Maintenance:

#### Spring Cleaning:

- Pigeon Exclusion: Council reviewed a quote from PCO Orkin for the installation of netting around balconies affected by the roosting of pigeons. The strata agent will canvas units that have reported a pigeon problem to determine if council should proceed with exclusion plans. Alternative solutions will also be investigated further.
- **Preventative Maintenance:** Klaus in the House submitted a quote in the amount of \$21,600.00 plus HST to paint/stain all balcony fascia boards, to paint/stain critical areas and to stain all shingles. The cost of materials would be extra.

At the upcoming Annual General Meeting, owners will be presented with a 34 vote resolution to use funds from the Contingency Reserve Fund to pay for the work.

- 3. **Emailing of Minutes:** In order to be more environmentally friendly and to save money on photocopying and postage costs, the strata corporation will now distribute minutes via email. Owners wishing to continue to receive copies of the minutes are being asked to forward their email address to Boon Sim at <a href="mailto:bsim@ascentpm.com">bsim@ascentpm.com</a>.
- 4. **Depreciation Report:** Quotes were received from RJC and Halsall for the completion of a depreciation report. The report will cost \$10,000.00 to \$13,000.00 to complete.

## **FINANCIALS**

 Financial Statements: The financial statements through to April 2012 will be approved at the next scheduled council meeting.

The strata corporation completed the 2011/2012 fiscal year with a deficit of \$14,294.87. In part, the deficit can be attributed to an increase in Sewer & Water expenses (\$5,229.73), which is being investigated given that it represents a significant increase when compared to prior years. There were also a number of pest control issues that needed to be resolved at a cost (involving squirrels and pigeons), unforeseen electrical expenses, and the portion of Gas expenses that were previously collected through owner usage fees that contributed to the deficit.

2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below.

## **STRATA FEE PAYMENTS**

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT MARY WARD IN ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. MARY CAN BE REACHED BY EMAIL AT mward@ascentpm.com.

## POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.
- Contingency Reserve Fund: Funds continue to be borrowed from the Contingency Reserve Fund to
  cover operating expenses. Once funds become available again in the Operating account, the amount
  borrowed will be returned to the Contingency Reserve Fund.

4. **Proposed Budget:** Council reviewed the budget proposal that will be proposed to the owners at the upcoming Annual General Meeting; it reflects increasing insurance premiums, gas costs, garbage disposal fees and pest control charges. The proposed increase in operating expenses will call for a nine (9%) percent increase in strata fees.

## **CORRESPONDENCE**

- 1. Council reviewed correspondence from an owner reporting a leak in the parkade. A contractor will be dispatched to investigate this further.
- Council did not approve an owner's request to have a bylaw infraction fine rescinded because they continue to violate the bylaws.
- Council discussed an owner's concern over the landscaping in specific locations of the complex. A
  number of areas throughout the complex require work to bring them back to a reasonable state
  because the previous contractor did not attend to them as required.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

#### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 7:45 p.m.

#### **NEXT MEETING**

The next meeting will be the Annual General Meeting which has been scheduled for July 24, 2012. A Notice of Call will be circulated.

Ascent Real Estate Management Corporation Managing Agents On Behalf of Owners' Strata Plan LMS 4573

Boon Sim Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation — 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

Held: August 14, 2012 In Unit #109 Thanks to Patricia Kooy

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Patricia Kooy Ed Lofeudo Treasurer Secretary

Karen Seeley

**REGRETS:** 

Theresa Kelly

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

#### **CALL TO ORDER**

The meeting was called to order at 7:08 p.m.

## **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held June 12, 2012.

## **BUSINESS ARISING**

1. **Gas Timer Switches:** DMS Mechanical had revised their quote for the installation of timers in the units that were missed. It was determined appropriate to proceed with the work, as quoted. A date will be scheduled for early – mid September. Unit owners will be sent notification in the mail of the need to provide access.

#### 2. General Maintenance:

- **Pigeon Exclusion:** PCO Pest Control has been dispatched to attend to a unit where pigeons left quite a mess on the owner's balcony.
- Raccoons: Council discussed concerns with respect to raccoons. The options for removal or relocation to a reserve/sanctuary will be further investigated. Owners are reminded that they should not feed undomesticated animals such as birds, raccoons, etc.
- **Preventative Maintenance:** An additional quote will be obtained for the targeted staining of the exterior.
  - Klaus in the House will install flashings over major structural beams at the entrance in order to protect the timbers from deterioration.
- Patio Pavers: Klaus in the House's attempts to selectively re-level pavers has not been successful.

  All patios will be reviewed and a work program will be determined as necessary.
- 3. **Emailing of Minutes:** In order to be more environmentally friendly and to save money on photocopying and postage costs, the strata corporation will distribute minutes via email. Owners wishing to continue to receive copies of the minutes are being asked to forward their email address to Boon Sim at <a href="mailto:bsim@ascentpm.com">bsim@ascentpm.com</a>.

4. **Landscape:** Fifteen (15) more trees throughout the complex have been slated for removal at a cost of \$1,600.00 plus HST. Council determined it appropriate to proceed with the work.

#### **FINANCIALS**

- 1. **Financial Statements:** The financial statements through to June 2012 were approved, as presented. The financial statements for July 2012 were delivered and they will be approved at the next scheduled council meeting.
- 2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below.

## STRATA FEE PAYMENTS

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT MARY WARD IN ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. MARY CAN BE REACHED BY EMAIL AT mward@ascentpm.com.

## POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.
- Contingency Reserve Fund: Funds continue to be borrowed from the Contingency Reserve Fund to
  cover operating expenses. Once funds become available again in the Operating account, the amount
  borrowed will be returned to the Contingency Reserve Fund.

## **NEW BUSINESS:**

- 1. **Hallway Water Escape:** A minor water escape occurred when a connection to a water supply line in the hallway on the first floor sheared. Contractors attended to the emergency and they completed the required repairs to the plumbing. The hallway damage will be repaired.
- 2. **Water Pressure:** An owner raised concerns about their unit's water pressure and Lazar Plumbing & Heating Services was called out to attend.

- 3. **Deck Drains:** Owners are asked not to pour large amounts of water at a time down their deck drains. Also, water should not be poured over the side of decks as this adversely affects the units below.
- 4. **Rentals:** Owners are reminded of the rental bylaws for the strata corporation:
  - 5.1 Maximum number of strata lots that may be rental units:
    - (1) The number of town house type strata lots that may be rental units is limited to (4) four.
    - (2) The number of apartment type strata lots that may be rented units is limited to (5) five.

Fines will be applied to the strata lot accounts of owners found to have unauthorized rentals.

- 5. **Pets:** Pet owners are reminded to clean up after their pets. On a number of occasions, council members have had to pick up after dog owners.
- 6. **Garbage Disposal:** Garbage should be disposed of in the garbage room in the appropriate bin. On a number of occasions, garbage has been found outside the garbage room.
- 7. **Washing Machines:** Owners are advised to replace the rubber supply hoses on their laundry washers with braided lines. Lazar Plumbing & Heating Services is familiar with the complex and you may contact them for information or assistance at: (604) 945-5743.
- 8. **Bylaws:** Members of council are completing a walkthrough of the complex. Please note that if you are storing your vehicle in the parkade you must display insurance/registration papers or forward proof to council or the property manager.
  - 42.2 A resident must not store unlicensed or uninsured vehicles on the common property, limited common property or on land that is a common asset. Residents, tenants or owners with vehicles with out-of-province license plates must provide council or the property manager with proof of liability insurance before using any interior parkade stall.
  - 42.3 A resident storing a vehicle must provide proof of insurance to the strata corporation on the commencement date of the storage.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

#### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:05 p.m.

#### **NEXT MEETING**

The next council meeting will be scheduled for September 11, 2012.

Ascent Real Estate Management Corporation

Managing Agents

On Behalf of Owners' Strata Plan LMS 4573

Boop Sim

Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation — 2176 Willingdon Avenue, Burnaby, BC V5C 529 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

Held: September 11, 2012 In Unit #109 Thanks to Patricia Kooy

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Patricia Kooy

Treasurer

Theresa Kelly Karen Seeley

No

**REGRETS:** 

Ed Lofeudo

Secretary

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

## **CALL TO ORDER**

The meeting was called to order at 7:15 p.m.

## **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held August 14, 2012.

#### **BUSINESS ARISING**

Gas Timer Switches: DMS Mechanical installed missing gas timer switches in units, as scheduled. A
number of units did not provide access to complete the installation and they will be sent appropriate
bylaw infraction correspondence until the timer switch installation has been completed.

## 2. General Maintenance:

- **Pigeon Exclusion:** PCO Pest Control did not attend, as scheduled. Alternately, CARE Pest Control was dispatched to attend to the exclusion and cleaning. The contractor will be asked to provide an alternate spike quote that the owner will have the option to install at their cost.
- Raccoons: The domesticated raccoon will be trapped and relocated.
- **Preventative Maintenance:** A preventative maintenance quote from Remdal was obtained. The proposal from Klaus in the House was determined to be more cost efficient and therefore, council decided to proceed with his quote.
- Flashing: The flashing over large timbers still needs to be installed.
- **Hallway Water Escape:** ServiceMaster has almost finished repairing the hallway affected by water from the domestic recirculation line.
- 3. **Emailing of Minutes:** In order to be more environmentally friendly and to save money on photocopying and postage costs, the strata corporation will distribute minutes via email. Owners wishing to continue to receive copies of the minutes are being asked to forward their email address to Boon Sim at <a href="mailto:bsim@ascentpm.com">bsim@ascentpm.com</a>.
- 4. **Landscape:** The removal of trees has commenced. It is anticipated that this will be completed before the 21<sup>st</sup> of September.

#### **FINANCIALS**

- 1. **Financial Statements:** The financial statements through to August 2012 will be approved at the next scheduled council meeting, as financial statements for August 2012 were just received by the Treasurer.
- 2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below to recover outstanding balances.

## **STRATA FEE PAYMENTS**

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT MARY WARD IN ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. MARY CAN BE REACHED BY EMAIL AT mward@ascentpm.com.

## POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.
- 3. **Contingency Reserve Fund:** Funds continue to be borrowed from the Contingency Reserve Fund to cover operating expenses. Once funds become available again in the Operating account, the amount borrowed will be returned to the Contingency Reserve Fund.

#### **CORRESPONDENCE**

1. Correspondence was received from an owner requesting that a move in/out fee be reversed. The owner's request was denied.

#### **NEW BUSINESS:**

1. **Unit Water Escape:** Two units were affected when water escaped from failed hammer arrestors in a unit's laundry facility. Lazar Plumbing & Heating attended to the required repairs.

2. **Pipe Replacement:** Council reviewed a proposal from Lazar Plumbing & Heating for the replacement of a main hot water supply line for townhomes. The strata agent was directed to obtain an alternative repair quote.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 8:15 p.m.

## **NEXT MEETING**

The next council meeting will be scheduled for October 9, 2012.

Ascent Real Estate Management Corporation Managing Agents On Behalf of Owners' Strata Plan LMS 4573

Boon Sim Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation - 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

Held: October 15, 2012 In Unit #225 Thanks to Nancy Milliken

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Theresa Kelly

**REGRETS:** 

Patricia Kooy

Treasurer

Ed Lofeudo Karen Seeley

Secretary

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

## **CALL TO ORDER**

The meeting was called to order at 7:00 p.m.

## **WALK THROUGH**

Council reviewed some areas of the parkade and some townhouse areas where building maintenance concerns need to be investigated by a contractor.

The areas of concern include a crack on the P2 level of the parkade, pipes that require replacement and the exterior beams outside of a unit entrance.

#### **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held September 11, 2012.

#### **BUSINESS ARISING**

1. **Gas Timer Switches:** DMS Mechanical installed gas timer switches in the units that were originally missed. DMS Mechanical confirmed, with certainty, that two of the remaining four units will be completed. DMS Mechanical still needs to confirm the completion of the two remaining suites.

DMS Mechanical was dispatched to address the concerns voiced by a unit owner.

#### 2. General Maintenance:

- Pigeon Exclusion: CARE Pest Control indicated that they are unable to install alternative spikes but they could install industrial Velcro. This option was not approved by council. Further investigation will be conducted to determine a supplier that will be able to provide retractable spikes.
- Raccoons: Animal Control of New Westminster has been notified of the strata corporation's raccoon concerns.

Owners are encouraged not to leave windows or unit doors open if they do not have screens.

Owners are reminded that it is inappropriate to leave food/seeds out for pets or wildlife. Please ensure compliance with the following bylaw:

- 6.11 A resident or visitor must not feed birds, rodents or other wild animals from any strata lot, limited common property, common property or land that is a common asset. No bird feeders of any kind are permitted to be kept on balconies, strata lots, common property or land that is a common asset.
- **Preventative Maintenance:** Klaus in the House stained a significant portion of the building's exterior siding. Concerns were raised at the meeting with respect to the safety practices of the workers and the fact that they did not pad the ends of their ladders, which dented a number of gutters. These concerns will be communicated to the contractor.
- Flashing: The flashing over large timbers still needs to be installed.
- Hallway Water Escape: ServiceMaster Restoration completed the hallway repairs.
- Landscape: The removal of trees has been completed.

An owner raised a concern about the grass along Jack Mahony which cannot be sustained given the amount of foot traffic inhibiting proper growth.

4. **Fire Safety:** Vancouver Fire submitted a copy of their report and it revealed that a number of suites did not grant access during the inspection. A second visit will be scheduled and the owners of these suites will be asked to provide access on the chosen date.

A quote to repair an insulated pipe related to the fire sprinkler suppression system on the P2 level of the parkade will be obtained.

- 5. **Pipe Replacement:** Council reviewed and approved DMS Mechanical's proposal to replace a pipe.
- 6. **Unit Water Escape:** The suites affected by water leaking from a unit's laundry facilities are currently being repaired. The unit of origin has been advised that they will be held responsible for all associated repair costs.
- 7. **Depreciation Report:** Council members from other buildings have expressed a preference to have their depreciation reports completed by Halsall.

#### **FINANCIALS**

- 1. **Financial Statements:** The financial statements through to September 2012 will be approved at the next scheduled council meeting.
- 2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below to recover outstanding balances.

#### **STRATA FEE PAYMENTS**

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. THE ACCOUNTS RECEIVABLE DEPARTMENT CAN BE REACHED BY EMAIL AT: ar@ascentpm.com.

# POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.

## **CORRESPONDENCE**

- 1. Correspondence was received from an owner reporting that there are soft spots on their deck. A contractor has been dispatched to provide a scope of work and a quote to address the problem.
- 2. Correspondence was received from an owner concerning their patio ceiling. The issue will be investigated further.

#### **NEW BUSINESS:**

- 1. **Patios:** Council will review unit patios for unevenness and begin compiling a list of the pavers that require attention. A number of patios have noted that their pavers need to be re-leveled. Once a list has been compiled, quotes will be obtained for the completion of the work.
- 2. **Parkade:** The water leak into the P2 level of the parkade will be investigated to determine if crack injections would successfully stop the leak.
- 3. **Locker Room:** The leak into a locker room will be investigated further.
- 4. **Mechanical:** The strata agent was directed to obtain preventative maintenance quotes from alternate contractors for council's consideration.
- 5. **Roof & Gutters:** Quotes will be obtained for the cleaning of the gutters and for the cleaning of debris from the building's flat roofs.
- 6. **Center Courtyard:** On a number of occasions children have been found riding scooters, skateboards and/or bicycles in the center courtyard, which is not permitted. Bylaw infraction fines may be levied the next time someone is seen doing this.

Owners are also reminded not to leave toys and items lying around in the courtyard.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 8:40 p.m.

## **NEXT MEETING**

The next council meeting will be scheduled for November 19, 2012.

Ascent Real Estate Management Corporation Managing Agents On Behalf of Owners' Strata Plan LMS 4573

Boon Sim Strata Agent Direct Line: 604-293-2421 BS/mm

Ascent Real Estate Management Corporation - 2176 Willingdon Avenue, Burnaby, BC V5C 529 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

Held: November 26, 2012 In Unit #225 Thanks to Nancy Milliken

PRESENT:

Nicole Geekie

President

Nancy Milliken

Vice President

Patricia Kooy Ed Lofeudo Treasurer Secretary

Karen Seelev

**REGRETS:** 

Theresa Kelly

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

#### **CALL TO ORDER**

The meeting was called to order at 7:05 p.m.

## **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held October 15, 2012.

#### **BUSINESS ARISING**

Gas Timer Switches: It was discovered that the 24 remaining gas timer switches DMS Mechanical
installed were not the appropriate timers. The contractor has been asked to return to install the same
timers that FortisBC provided all of the suites.

The contractor submitted a proposal indicating that they will return to replace the inappropriate ones with the proper timer switches at an additional cost of \$200. Council will confirm that timers are locally available and they will ask the contractor to install the proper timers at no additional cost to the strata corporation.

#### 2. General Maintenance:

- Preventative Maintenance: Klaus in the House will continue staining townhomes along Seventh Avenue in the spring. Fascia boards and railings will be reviewed and a plan for replacement, if necessary, as well as staining will be established.
- **Flashing:** Flashing has been installed over large timbers. Klaus in the House will paint the flashing to match the metal work around the building in the spring.
- MUA Unit: Council reviewed quotes for the repair required to a MUA unit. Quotes from Lazar Plumbing & Heating, DMS Mechanical and ASAP Plumbing were considered. The strata agent was requested to verify the credibility of ASAP Plumbing before council renders a decision.

Council has been delayed in making a decision because they are considering changing the mechanical preventative maintenance provider. Council is no longer satisfied with Lazar Plumbing & Heating and they are considering going with alternative contractors who have submitted quotes.

- **Parkade Exit:** The coating on the floor of an area outside the parkade exposed to the elements has been temporarily addressed with the installation of a metal grate. The grate has been installed so that individuals who use the doorway do not slip, as it was found to be very slippery.
- 3. **Fire Safety:** Vancouver Fire submitted a proposal to repair an insulated sprinkler pipe. Council approved the quote and Vancouver Fire will be told to proceed with the work.
- 4. Pipe Replacement: DMS Mechanical replaced the pipe as scheduled.
- 5. **Unit Water Escape:** Repairs to the suites affected by a water escape from a laundry stack are near completion.
- 6. **Depreciation Report:** There was nothing further to report with respect to the Depreciation report at the time of the meeting.
- 7. **Patios:** Council reviewed patios. The strata agent was requested to dispatch a contractor to meet with council to review and provide a quote for the repairs.

#### **FINANCIALS**

- 1. **Financial Statements:** The financial statements through to October 2012 were approved, as presented.
- 2. **Accounts Receivable:** Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below to recover outstanding balances.

#### **STRATA FEE PAYMENTS**

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. THE ACCOUNTS RECEIVABLE DEPARTMENT CAN BE REACHED BY EMAIL AT: ar@ascentpm.com.

## POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.

## **CORRESPONDENCE**

1. Correspondence was received from an owner in response to a bylaw infraction. The unit is still in contravention of the bylaw. The strata agent was directed to contact the owner to abide by the bylaws.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 8:40 p.m.

#### **NEXT MEETING**

The next council meeting will be scheduled for January 7, 2012.

Ascent Real Estate Management Corporation Managing Agents On Behalf of Owners' Strata Plan LMS 4573

Boon Sim Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation — 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com

HELD:

Tuesday, July 24, 2012

PLACE:

River Room - Centennial Community Centre, 65 East 6th Avenue,

New Westminster, BC

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

#### REGISTRATION

Upon their arrival, owners signed in next to their strata lot on the registration sheet provided.

#### **CALL TO ORDER**

The meeting was called to order at 6:30 p.m.

## **QUORUM REPORT**

Registration confirmed that there were twenty-three (23) owners present in person or represented by proxy. This did not meet the quorum requirement of twenty-eight (28), so the meeting was adjourned for fifteen minutes as per the strata corporation's bylaws. After fifteen minutes had passed, the meeting was declared competent to proceed with the business at hand.

The meeting was officially called to order at 6:46 p.m.

As the meeting got underway, additional owners arrived late to register, increasing the total eligible voters to twenty-five (25).

#### PROOF OF NOTICE

The Notice of Call was mailed to all owners on June 19, 2012, which satisfies the requirements of the *Strata Property Act of British Columbia*. There being no comments to the contrary, notice was duly filed.

## **AGENDA**

It was moved and seconded to approve the agenda, as presented in the Notice of Call.

## MOTION CARRIED UNANIMOUSLY

#### **APPROVAL OF PREVIOUS GENERAL MEETING MINUTES**

It was moved and seconded to approve the minutes from the Annual General Meeting that was held on June 20, 2011, as previously distributed.

## MOTION CARRIED UNANIMOUSLY

## **INSURANCE COVERAGE REPORT**

The strata agent drew the owners' attention to the Certificate of Insurance that was included in the Notice of Call package. Owners were encouraged to ensure that they have adequate insurance coverage

Annual General Meeting Minutes (July 24, 2012) Strata Plan LMS 4573 – The Westerly

for their contents and any betterments or improvements to their strata lot because the strata corporation's policy only insures units to the original condition of development. They were also encouraged to take a copy of the Certificate of Insurance to their personal insurance provider so that they can ensure that their own policy covers the strata corporation's deductibles.

## PRESIDENT'S REPORT

Nicole Geekie, the Council President, summarized and highlighted council's activities over the course of the past year.

The strata corporation was over budget, predominantly with utility expenses because the strata corporation operated without the recovery of gas fireplace usage after timer switches were installed in units.

The perimeter fences were painted.

A concern was raised over inappropriate dumping in the garbage container. This resulted in extra waste hauling charges. Owners are reminded that they are not supposed to dump or abandon large furniture items, electronics and household items in the garbage room; these kinds of items should be taken to the appropriate recycling depot or waste transfer station.

The landscaping contractor servicing the strata corporation was discharged of their responsibilities. Nicole Geekie currently looks after maintaining the gardens/landscaping and she is working on a number of areas that had been neglected by the previous contractor for years.

A number of trees were removed from the property because they had grown to an unsustainable size. Additional trees will be removed and there is still pruning to be done throughout the complex; these tasks will be completed this summer.

## **BUDGET**

It was moved and seconded to approve the proposed budget, as presented.

The floor was opened for discussion. An increase in strata fees was proposed as a result of increasing insurance premiums, utility expenses for the strata corporation and maintenance costs.

Upon conclusion of the discussion, a vote was called and there were twenty-five (25) owners in favour, zero (0) opposed and zero (0) abstentions.

#### **BUDGET APPROVED UNANIMOUSLY**

It was moved and seconded to approve resolution #1, as presented:

#### 3/4 VOTE RESOLUTION #1

## OPERATING FUND CURRENT YEAR DEFICIT RECOVERY

WHEREAS, the Operating Fund Current Year completed the fiscal year with a deficit of \$14,294.87, and

WHEREAS, section 105 (2) of the Strata Property Act states that a deficit must be recovered,

**BE IT RESOLVED**, the owners of Strata Plan LMS 4573, "The Westerly", do hereby agree, by ¾ vote, to raise the funds required to recover the deficit by way of a special levy in the amount of \$14,294.87. Please see the attached levy schedule for the amount you owe and note that it is based on unit entitlement.

This special levy of \$14,294.87 shall be assessed on July 24, 2012, and shall become due and payable in full immediately on the passing of this resolution by the owners on title as at the end of that day and any owner who sells, conveys or transfers his/her title, or remortgages, before payment of this special levy is made in full, shall then pay the full amount outstanding.

As a matter of financial convenience only, the owners may pay this special levy by August 15, 2012. Notwithstanding the foregoing, this special levy is not considered as an "instalment" levy as contemplated by Section 108(3) (e) of the Strata Property Act, and Section 109 of the Strata Property Act therefore does not apply.

Any owner who fails to make any payment(s) in accordance with this resolution shall be assessed a fine of \$50.00 on each such late payment. The strata corporation may further add interest charges on overdue payments at the rate of 10% per annum compounded annually.

A vote was called and there were twenty-five (25) owners in favour, zero (0) opposed and zero (0) abstentions.

## MOTION CARRIED UNANIMOUSLY

It was moved and seconded to approve resolution #2, as presented:

## 3/4 VOTE RESOLUTION #2

## EXTERIOR STAINING PROJECT

WHEREAS, specific areas of the exterior of the buildings require cleaning and staining, and

WHEREAS, a targeted approach would be utilized to be cost efficient and effective, and

WHEREAS, a budgetary quote in the amount of \$21,600.00 plus material cost and HST was received for the staining of critical areas, all balcony fascia boards, and all shingles, and

WHEREAS, as at the end of April 2012, the Contingency Reserve Fund held a balance of \$116,050.96,

**BE IT RESOLVED**, the owners of Strata Plan LMS 4573, "The Westerly", do hereby agree, by ¾ vote, to withdraw no more than \$30,000.00 from the Contingency Reserve Fund to clean and stain critically exposed areas, balcony fascia boards and all shingles of the buildings.

The floor was opened for discussion. Owners inquired about the scope of work and it was clarified that an inspection of the exterior helped determine high priority areas. The areas where shakes are present and exterior surfaces are no longer covered by stain/paint and bare wood is exposed to the elements will be addressed this summer.

Upon conclusion of the discussion, a vote was called and there were twenty-five (25) owners in favour, zero (0) opposed and zero (0) abstentions.

## MOTION CARRIED UNANIMOUSLY

#### **NEW BUSINESS**

- 1. **Pests:** Owners discussed their concerns with the unwanted roosting of pigeons in multiple areas of the buildings. Efforts have been made to try to deter pigeons from coming back and semi-successful methods were shared with the owners at the meeting.
- 2. **Rental Bylaw Amendment:** The owners present were asked whether they would like to see the number of units permitted to rent in the complex reduced. Half were in favour of eliminating rentals all together and the other half were in favour of reducing the number of units permitted gradually over time. With this feedback, council will continue to discuss the

topic and a bylaw amendment resolution may be presented to the ownership at a future general meeting for their consideration and an official vote.

- 3. **Children's Toys:** Owners and occupants are reminded not to leave children's toys laying around on common property, specifically in the courtyard and in the stairwells.
- 4. **Depreciation Report:** Owners were given a brief summary of the Strata Property Act requirements for the completion of a Depreciation Report. Council will investigate the matter further so as to satisfy the legislative requirements.
- 5. **Parkade Carbon Monoxide Detectors:** An owner reported smelling exhaust in the underground parkade and he asked that the carbon monoxide detectors be checked.

## **ELECTION OF STRATA COUNCIL**

Prior to the election of a new strata council, the owners thanked the current members of council for their efforts and contributions over the past year.

The following owners were nominated and agreed to stand on council for the 2012/2013 term:

Nicole Geekie

Karen Seelev

Theresa Kelly

Doug Pett

Nancy Milliken

Ed Lofeudo

Patricia Kooy

There being no further nominations, it was moved and seconded to close the nominations and to declare those nominated elected by acclamation.

## MOTION CARRIED UNANIMOUSLY

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 7:50 p.m.

The next council meeting is scheduled for August 14, 2012 at 7 p.m.

Ascent Real Estate Management Corporation

Managing Agents

On Behalf of Owners' Strata Plan LMS 4573

Boon Sinh Strata Agent

Direct Line: 604-293-2421

BS/mm

Ascent Real Estate Management Corporation — 2176 Willingdon Avenue, Burnaby, BC V5C 5Z9 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@asceontpm.com Website: www.ascentpm.com

Held: January 7, 2013 In Unit #109 Thanks to Patricia Kooy

PRESENT:

Nicole Geekie

President

Nancy Milliken Patricia Kooy Ed Lofeudo

Vice President Treasurer Secretary

Theresa Kelly

**REGRETS:** 

Karen Seeley

MANAGING AGENT:

Boon Sim, Strata Agent, Ascent Real Estate Management Corporation

#### **CALL TO ORDER**

The meeting was called to order at 7:05 p.m.

#### **MINUTES**

It was moved, seconded and carried to approve the minutes from the council meeting held November 26, 2012.

It was noted that the crack mentioned in previous minutes to be located on the P2 level of the parkade is actually located on the P1 level of the parkade.

#### **BUSINESS ARISING**

1. **Gas Timer Switches:** The correct timers have been purchased from A&B Technical. DMS Mechanical will be scheduled to return to remove the incorrect timers and to install the correct timers at a subsidized rate.

#### 2. General Maintenance:

 MUA Unit: ASAP Plumbing was unable to meet the criteria to respond to emergency calls after hours, if and when required.

A quote to repair the MUA unit from DMS Mechanical was reviewed and approved.

- Mechanical Preventative Maintenance: Council determined it appropriate to proceed with preventative maintenance, as quoted by DMS Mechanical.
- **Gutter Cleaning:** ServiceMaster Clean cleaned the gutters. The performance of the gutters will be monitored over the rainy season. Any owners witnessing overflows are asked to please report them to the strata agent, Boon Sim, at <a href="mailto:bsim@ascentpm.com">bsim@ascentpm.com</a>.
- Garage Gate Fob Reader: Smartec was dispatched to attend to a deficient FOB reader.
- 3. Fire Safety: Vancouver Fire repaired the sprinkler pipe, as per their quote.
- 4. Unit Water Escape: The suites affected by a water escape have been repaired.

Owners are reminded that it is important to obtain insurance for their suite. An owner may encounter a circumstance where they will be held responsible for the costs to repair damage that resulted from an item in their suite.

- Depreciation Report: Council will continue to discuss the requirement to complete a Depreciation report and it is anticipated that they will have an update for the owners in the minutes from the March 2013 council meeting.
- 6. **Bylaws:** Bylaw infractions reported by owners continue to be enforced. Owners are reminded that parking stalls are not to be utilized for storage purposes.

#### **FINANCIALS**

- Financial Statements: The financial statements through to December 2012 were approved, as presented.
- Accounts Receivable: Owners in arrears are reminded that the strata corporation will implement the collection policy outlined below to recover outstanding balances.

## STRATA FEE PAYMENTS

IT IS AN OWNER'S RESPONSIBILITY TO ENSURE THAT THEIR MONTHLY STRATA FEES AND SPECIAL LEVY PAYMENTS ARE CURRENT. FINES ARE ASSESSED MONTHLY, PURSUANT TO THE BYLAWS OF LMS 4573, AGAINST ALL OUTSTANDING ACCOUNTS FOR STRATA FEES OR SPECIAL LEVIES. PLEASE CONTACT ASCENT'S ACCOUNTS RECEIVABLE DEPARTMENT IF YOU ARE UNSURE OF YOUR ACCOUNT STATUS. THE ACCOUNTS RECEIVABLE DEPARTMENT CAN BE REACHED BY EMAIL AT: ar@ascentpm.com.

## POLICY FOR COLLECTION OF OUTSTANDING STRATA ACCOUNTS

- Step 1: All outstanding accounts will receive a <u>Statement of Account</u>. This will show your account balance and a reminder to please remit your payment in full.
- Step 2: A lien warning letter will be sent advising the owner that if the account is not paid in full within 21 days that a lien will be placed against the strata lot. A title search charge of \$100.80 is added to the account of the owner receiving the lien warning. A copy of the lien warning letter is also sent to the mortgage company, as it is a default on the mortgage.
- Step 3: If there is no response to the lien warning letter within 21 days, a <u>lien</u> will be placed on the affected strata lot. Owners are advised that if a lien is placed against your unit, a \$616.00 charge will be applied to your unit to cover the cost associated with the lien. The mortgage holder is also advised of the lien warning letter and pending lien as it is a default of the mortgage terms.
- Step 4: If the account continues to accumulate after the lien has been applied to the strata lot, the next step in collection is a <u>demand letter from a lawyer</u> advising the owner that if payment in full is not received within 30 days that the Strata Corporation will proceed to the Supreme Court of British Columbia seeking a forced sale to satisfy the debt.

#### **CORRESPONDENCE**

- Correspondence was received from an owner responding to a pet bylaw infraction.
- Correspondence was received from an owner requesting that council reverse the charge back that resulted from a water escape in their unit. The strata agent was directed to respond to the owner

advising them that the charge back will not be rescinded because the source of the water escape was an item deemed to be the owner's responsibility.

Owners are reminded to wait for the garage gate to close completely behind their vehicle before they proceed to their next destination. This will help maintain security.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 8:10 p.m.

#### **NEXT MEETING**

The next council meeting will be scheduled for February 4, 2013.

Ascent Real Estate Management Corporation

Managing Agents

On Behalf of Owners' Strata Plan LMS 4573

Boon Sim 'Strata Agent

Direct Line: 604-293-2421 Email: bsim@ascentpm.com

BS/mm

Ascent Real Estate Management Corporation — 2176 Willingdon Avenue, Burnaby, BC V5C 529 Phone: 604-431-1800 Fax: 604-431-1818 Email: ascent@ascentpm.com Website: www.ascentpm.com