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Caring Property Management For Your Community

**STRATA PLAN NW 1990 – CONCORDE PLACE
MINUTES OF COUNCIL MEETING
June 20, 2006**

Attending

John Ellen (Chair), Janet Walker, Alison Coupal, Judy Miller, Peter Reay, Peter Fairchild (property manager)

Call to Order

The chair called the meeting to order at 6:40 pm

Approval of Agenda

The agenda was approved as circulated

Approval of Prior Minutes

The minutes of the council meeting of April 25, 2006 were approved as circulated.

Business Arising

1. Blockwatch

There has been no progress made on this issue. David indicated that he would be the point person but was not at the previous meeting.

2. BC Hydro

The rebate cheque for the lighting has been received from BC Hydro. Council expressed an interest in continuing the retrofit program. The property manager will check with BC Hydro to see if their incentive programs are still operating. (*Note: the program is still in effect*).

3. Management Fee Comparisons

The chair has received one quotation from another property management firm at \$16.00 per unit; the current rate being charged by Atira is \$21.00 per door. Council deferred a full discussion on this issue until all council members could be present.

It was noted that more strata fee comparisons were required as per the previous council meeting minutes. The property manager agreed to provide more from similar-sized properties in similar locations.

4. Unit 301

The property manager reported on his discussions with the tenants and the owners; council reviewed its options and made a decision that the property manager will communicate to the owner and the tenants.

The chair expressed his concern about the length of time it took the property manager to address this situation following the decision of council at the last meeting. The property manager apologized for the delay and indicated that it would not happen again.

5. Recycling Certificate

This has been framed and is in the office.

Maintenance Issues

1. Roofing Report

There are a number of roofs that still require replacing including T45, T46, T41, T42, T31, T32 as well as a couple of patios and lofts. The chair reported that he had met with the engineer and was assured that the strata was addressing the roof repair issues in the appropriate manner and that no roofs have been replaced twice.

2. Sauna Retiling

This project is still awaiting additional quotes.

3. Stone Walkway

Council approved a crushed stone walkway across the lawn at its previous meeting. However, on-site managers were very concerned that stones would be thrown into the pool causing cleaning issues and potential damage to the pump. Council agreed to go with the paving stone option instead.

4. Elevator Door Frames

This work has been scheduled. Council expressed concern that a good quality paint be used, preferably oil-based.

5. P3 Power Washing

Awaiting quotes.

6. Window Cleaning

This is currently underway.

7. Annual Fire Inspection

The annual inspection has been completed and a deficiency report provided. We are waiting for a quote to repair the deficiencies. However, there are a number of batteries for the emergency lighting that require replacing at a cost of \$1,685.00; Council authorized this work to proceed immediately.

The Burnaby Fire Department did an inspection of the premises several weeks ago and provided a deficiency report; these issues were addressed during the annual fire inspection and the fire department notified that they had been rectified.

8. Duct Cleaning

The dryer ducts have recently been serviced on floors 2-11. The contractor has provided a list of 19 units whose dryers require servicing by a qualified appliance technician. The property manager will send a notice to these owners asking that the servicing be done as soon as possible and suggesting that it might be less expensive for each owner if the work was coordinated in as many units as possible.

9. Pipe Replacement

Two quotes have been received to replace a 4" pipe with a 6" inch pipe as the former was constantly backing up. Council requested more information on the problem before approving the work.

10. Canopy Painting

There was a discussion about painting lettering on the canopy to replace the letters that were knocked off by delivery vehicles. It was decided that lettering was not required as the new sign has been installed at the bottom of the driveway.

Gardening/Landscaping/Exterior Issue

1. Visitor Parking Asphalt

It was noted that the asphalt in this area is a bit broken up. However, this part was not repaved with the rest of the driveway. Council noted that this should become a budget item for 2007.

2. Pool Lights

These are being repaired within the current budget limits.

3. Pool Cover

A quote has been received for the installation of a pool cover. The property manager noted that there were two problems with a pool cover....ensuring that the last people using the pool at the end of the day actually put the cover on, and storage of the rolled-up cover as it would take up a sizeable area of the pool deck. Council decided not to install a pool cover.

4. Tree Pruning

The tree pruning has been completed. However, we are still waiting for a quote to deal with the overgrown hedges at T3.

5. Pool Chairs

Council requested the property manager determine the cost of purchasing two more deck chairs and an additional table for the pool area, including securing them to the deck.

Administrative Issues

1. Janitorial Contract

The property manager reported that he had met with the janitorial company to address the number of hours being worked and the work that was done on a regular basis. His observation was that the janitorial staff were working 6 hours per day and the service was 'banking' one hour per day to do annual/periodic work such as stripping the floors in the lower hallways. His view was that they were banking far more hours than this additional work required.

Council agreed that the contract hours be limited to six per day and that additional work, authorized by Council, would be billed as additional services.

2. Staff Holidays

On-site staff are still looking for an assistant to replace them when they take holidays. However, if a suitable person cannot be found, the office would be closed for that period with all calls being forwarded to Atira to address immediate concerns.

Financial Issues

1. Approval of Financial Statements

As all council members had not received the financial statements, approval was deferred. The treasurer noted that she had received a complete package, including all invoices for the period. She would rather receive just the general ledger and, if she had any specific concerns, she would call Atira for the relevant documentation.

2. Accounts Receivable

The property manager noted that there were some accounts receivable issues the Atira accounting staff was addressing; all accounts receivable will be proven and balanced for the next reporting period.

3. Payroll Processes

Atira is working on developing the information on the office costs so that it can be provided to the rental pool on a regular basis.

Correspondence

1. T-24

The owners have requested that they be permitted to paint their patio white as well as install hardwood floors in their unit. Council approved both requests.

2. 706

The owner has requested that the strata replace a defective fob. Council agreed to this request.

New Business

Council noted that the owner of T-33 had an LED sign in the window advertising his unit for sale. As this is contrary to the signage bylaw, the property manager will write to him requesting that the sign be removed immediately.

Next Meeting

The next meeting of council is scheduled for August 8, 2006 at 6:30 pm.

Adjournment

The chair adjourned the meeting at 8:10 pm

**STRATA PLAN NW 1990
MINUTES OF COUNCIL MEETING
August 8, 2006**

Attending

Janet Walker (acting chair), Elizabeth Forbes, Alison Coupal, Peter Reay, Peter Fairchild (property manager)

Call to Order

The chair called the meeting to order at 6:40 pm

Approval of Agenda

The agenda was approved as circulated

Approval of Minutes

The minutes of the meeting held on June 20, 2006 were approved as circulated

Business Arising

1. Blockwatch

No progress to be reported as the council member responsible was not at the meeting.

2. BC Hydro – Light Replacement

The property manager provided a report that showed the Phase I retrofitting completed last year has already produced savings equivalent to the cost of doing the work. The consultant involved in that process has submitted an estimate to undertake Phase II, which includes the parkade, stairwells and utility rooms. The cost estimate is approximately \$25,000 (including labour) with a possible BC Hydro rebate of \$5,000. This would result in an electricity savings of over \$10,000 per year. In other words, the project would pay for itself in about two years and then save approximately \$140,000 over a 15-year period. Council authorized the property manager to obtain a firm quotation for both the material and labour as well as explore the potential of starting the work in the current fiscal year and completing it in the next...thereby spreading the cost across two years.

3. Strata Fee Comparisons

The property manager provided a report showing comparative strata fees at various locations in Burnaby and other parts of Greater Vancouver. While Concorde's fees were at the high end on a square-footage basis, Council noted that the maintenance of the town houses added a considerable additional cost to the strata fees.

It was also agreed that it was difficult to compare the fees without also comparing the standard of maintenance. Council suggested that the strata fee comparison report should be attached to the meeting minutes for distribution to all members.

4. Management Fee Comparisons

As council had not developed any further information in this regard, this item was deferred.

Maintenance Issues

1. Pipe Replacement

It was agreed that the problems affecting this particular pipe would not likely be resolved by increasing the size of the pipe. Therefore, Council agreed with the recommendation of the engineer that the pipe not be replaced at this time.

2. Hot Tub Retiling

It was agreed to put this project on hold as it was not an immediate problem and additional quotes were still not forthcoming.

3. Stone Walkway

This project (a cement stepping-stone walk way across the grass in front of the building) will commence within the next two weeks.

4. Completed Projects

The elevator door frames have been painted, the camera has been relocated as requested; the power-washing of P3 will be completed this week and the required repairs to the fire systems will be completed next week. The property manager noted that the total cost of the fire system repairs were approximately \$9,000 but a provision of \$10,000 had been allocated in the budget so he had authorized the work to proceed as soon as possible.

5. Duct-Cleaning Letter

Following the duct cleaning, a letter was sent to a number of owners requesting that they arrange to have their dryers serviced. As of this date, all resident owners affected have undertaken this work; non-resident owners have not or have not informed the office that they have done so. The property manager was requested to send a follow-up letter to the non-resident owners indicating their liability for any problems arising because they have not done the requested dryer maintenance.

6. Washing Machine Hoses

A reminder letter was also sent to those owners who had not yet replaced their washing machine hoses with braided hoses. Council indicated that the property manager follow-up with a stronger letter holding the owners liable for any water damage resulting from the failure of hoses that had not been replaced.

7. T-21 Ceiling/Humidity

Council discussed the painting of the ceiling as a result of previous water damage but decided to defer approval pending an investigation of the humidity problem in the unit. The property manager will consult with our engineer to see if the problem can be diagnosed and resolved.

8. Painting – Upper Doors

Council agreed that six of the townhouse entry doors should be painted; Craig to undertake this work.

Gardening/Landscaping/Exterior Issues

1. Pool Chairs

Given the expense of the pool chairs, it was agreed to defer the purchase of two additional chairs and a table until the fall when they can be obtained at about half the retail price.

2. Pool Lights

Two have been repaired; the rest will be fixed as the budget permits.

3. Cedar Tree Pruning

The large cedars around T-3 have been pruned; however, 'Davey Tree' will have to return to complete as insufficient pruning was done.

4. Pool/Garage Security

There have been a number of incidents relating to the security of the premises including small children, dogs and inebriated people climbing over the gate to use the pool after it has closed and a number of break-ins to cars in the parkade. It was suggested that the property manager post very clear and bright warning signs about people leaving anything in their vehicles as people breaking into cars are looking for very small things, including parking change that some people leave in their ashtrays.

Administrative Issues

1. Rental Pool Information

Discussion of this item was deferred as the chair was not present.

2. On-Site Staff Vacation

On-site staff has requested time off September 12-18. The office will be open Thursday (14th) and Saturday (16th) and phone messages will be checked on the other days for visitor parking and other small issues. The property manager and Atira will handle all other emergency issues. Council approved this request.

Financial Issues

1. Approval of Financial Statements

As the treasurer was not in attendance, approval of the financial statements was deferred. However, Council agreed that the new format for the financial statements was much easier to read and understand.

2. Insurance Appraisal

The appraisal of the premises was completed on July 11, 2006; the replacement value of the buildings is now approximately \$42.4 million. The appraisal will be forwarded to the insurer for insurance purposes.

3. Budget Process

It was agreed that the property manager would develop a draft budget for fiscal 2007 for discussion at the next council meeting. Council will devote the majority of its discussions at that time to reviewing financial reporting, the status of the current budget and its budget recommendations to members at the next Annual General Meeting.

Correspondence

1. Hardwood Floors

2008 and T-38 have requested permission to install hardwood floors. These requests were approved subject to the quality of the under padding to eliminate any noise issues.

2. T-43 – Security

Concern was expressed that there was insufficient security in this area of the premises as the unit (front door) has been vandalized twice in the recent past. The property manager will write to the owner to address these concerns.

3. Assigned Parking Change Requests

Unit 303 has requested a change in parking assignments to accommodate a change in personal circumstances...from 278 to 153; this request was approved. 1202 requested a similar change...from 162 to 278; this was also approved.

4. Disturbance Complaint

Council reviewed a letter from an owner complaining about the noise level in an adjacent unit as well as a dog constantly barking. Council instructed the property manager to address these issues in a letter to the owner, copy to the tenants.

Next Meeting

The next strata council meeting is scheduled for October 10, 2006 at 6:30 pm.

Adjournment

The chair adjourned the meeting at 8:00 pm.

STRATA FEE COMPARSION

At the AGM, some owners expressed concerns that their strata fees were somewhat higher than similar stratas in the vicinity. Council has undertaken a strata fee comparison to address this concern though it is not easy to make an effective comparison.

While Concorde appears to be at the upper-end of strata fees, though not by a very large amount, there are many factors that owners should consider in reviewing this chart:

1. Maintenance of the town house units add a considerable additional expense to the strata fees; note that Woodstone townhomes (a strata right around the corner from Concorde) is virtually at the top of the scale for this vicinity;
2. The quality and timeliness of ongoing maintenance is also an essential factor in setting budgets and assigning strata fees; and
3. The age of the premises, the amount being contributed to the Contingency Reserve Fund, and the extent of the property/gardens/common facilities are also major factors.

Location	Address	Square footage	Strata Fees	Per Sq Ft
Burnaby	6689 Willingdon	655	190.56	\$3.49
	4160 Sardis Street	672	152.00	\$2.71
	9633 Manchester Street	668	160.87	\$2.89
	9603 Manchester Street	864	206.72	\$2.88
	9521 Cardston Court	858	235.44	\$3.29
	Carrigan Court 1			\$2.69
	Strathmore Towers			\$2.89
	Woodstone townhomes			\$4.65
	5645 Barker	783	177.14	\$2.71
	9595 Erickson Drive	885	147.45	\$2.00
	9202 Horne	1212	306.90	\$3.04
	Bellwood Avenue	687	130.64	\$2.28
	4603 Hazel	792	182.55	\$2.77
	6240 McKay Avenue	716	134.00	\$2.25
	6837 Station Hill	656	182.55	\$3.34
Coquitlam	Pipeline Road	715	143.66	\$2.41
	3070 Guilford	750	217.00	\$3.47
New West	Carnovan	713	222.00	\$3.74
	Queens Avenue	627	145.04	\$2.78
Richmond	Saba Road	568	122.20	\$2.58
Vancouver	1850 Comox	580	241.00	\$4.99

