

STRATA CORP NW 1990 – CONCORDE PLACE
MINUTES OF COUNCIL MEETING
January 23, 2007

Attending

John Ellen (chair), Judy Miller, Janet Walker, Alison Coupal, Nicolas Sushnyk, Peter Fairchild (property manager)

Call-To-Order

The chair called the meeting to order at 6:35 pm

Election of Officers

The following were nominated for the table positions:

John Ellen	Chair
Janet Walker	Vice-Chair
Judy Miller	Treasurer

There being no other nominations for these positions, the above were elected by acclamation.

Approval of Agenda

The agenda was approved as circulated.

Approval of Prior Minutes

The minutes of the council meeting held on October 4, 2006 were approved as distributed.

Maintenance Issues

1. Roof Repairs

The roof repairs on T45 and T46 were completed over the last few days. However, given the major rainstorms and other weather problems, there were leaks into the units while the repairs were taking place. These are currently being addressed by Phoenix and the on-site staff.

2. Lighting Retrofit

The retrofit to more energy-efficient and long-lasting lighting in the parkade and garage entrances is almost complete. The difference in brightness is very apparent; the property manager will be monitoring the Hydro bills to determine when the advertised savings in electricity costs become apparent on the monthly invoices. Once the contractor has signed off on the completion of the work, Atira will put the paperwork in place to recover the rebate from BC Hydro (approximately \$6,000).

3. P1/2/3 Entrances

The hallways are in need of repainting and the carpets require replacing. Council agreed that the painting should take place as soon as can be scheduled, after which the carpets can be replaced.

4. T-21 Wall

While a number of contractors have visited the site and understand what needs to be done to resolve the ventilation problem, the property manager is having difficulty scheduling the work because qualified personnel are so busy. Both on-site and Atira staff are attempting to address this problem as soon as possible.

5. Project Scheduling

Given that members approved the 2007 budget at the November AGM, there are a number of projects that need to be scheduled as cash flow dictates. The two major projects (roofs and lighting) are nearing completion but others (recreational facility repairs and equipment, front awning, retaining walls, paving/repainting, carpet replacement, lobby changes, etc) need to be more clearly defined for competitive quotations. Council requested Atira to generate some quotations for discussion at the next council meeting.

6. Elevator Doors

Some of the elevator doors need to be painted to remove the recent graffiti. Council agreed that this should be done as soon as possible as it was a regular maintenance item.

7. Exterior Lighting

The exterior lighting around the complex (apart from the driveway) is very dim and there is insufficient light in the central area. Council directed the property manager to talk to contractors about how to improve the lighting (including more powerful lights and additional light fixtures if required) and report back to council at its next meeting. Council suggested that the contractor that did the driveway lighting be approached for his recommendations and a possible quotation.

Security Issues

1. Security Patrols

Council agreed to increase the security patrols as recommended by the security company to the level approved in the 2007 budget. The property manager will consult with the security company to ensure that the patrols take place on a random basis and that a comprehensive report is provided to Atira on a monthly basis.

2. VCR

The property manager will follow-up with a prior council member (David) to obtain a 24-hour recorder that can be attached to the security camera system.

3. RCMP Assistance

The response time of the police to issues affecting the building is quite slow and there is no evidence that the RCMP are doing anything about the drug dealing taking place on the common grounds because of the close proximity of the premises to the Sky Train station. Council agreed that implementing a block watch program might increase the attention that the police pay to the building. It was agreed that Council would launch another appeal for block watch participation in the spring even though its last recruitment efforts were unsuccessful.

Administrative Issues

1. Caretakers' Holiday

The property manager reported that Glynda and Gerald will be taking holidays between March 11th and March 27th for a trip to South Africa. The normal business of the strata will be administered by temporary help familiar with the building, the office answering machine will be checked on a daily basis and Atira will address all other issues. This process has worked well for prior absences.

2. Caretaker's Pay Increase

The property manager advised that the pay increase authorized by council and approved during the budget process had been implemented effective January 1, 2007.

3. Office Needs

The card reader/printer in the office has failed and requires replacement. This is essential to record who is accessing the building and when. In addition, the office printer has failed; though it is under warranty, staff is suggesting an upgrade as it is in constant use. Council approved both requests as the funds are already approved in the new budget.

4. Caretaker Rent Rebate

Council acknowledged that the rent rebate provided to the caretakers as part of their remuneration package had not been reviewed during the past year or some years prior. The property manager was directed to report back to council about how this was set up initially, when it was last changed and whether or not it needed to be amended.

5. Management Contract

The property manager has provided council with a revised management contract to reflect the reduction in fees, the change-over from Lionheart to Atira and the changes to the Strata Act. The chair has reviewed the contract and recommended council approve same with the addition of the vice-chair's signature. The vice-chair will review the contract again and, if there are no concerns, provide Atira with the signed document.

Financial Issues

1. Approval of Financial Statements

As the statements were not provided to the treasurer in a timely manner, approval of the statements was deferred to the next meeting.

2. Budget Review

As January is the first month of the new fiscal year, council could not comment on the status of expenditures versus the budget. The property manager reported that he was monitoring cash flow on a regular basis as over \$120,000 had been committed or expensed during the month including the annual insurance premium, the lighting retrofit and the roof work.

3. Insurance Renewal

The property manager reported that the insurance had been renewed based upon the most recent appraisal which had increased the replacement value on the property significantly. Council agreed that the \$54,000 (approximate) annual premium was reasonable.

4. Accounts Receivable

Accounts receivable are monies owed to the strata for strata fees, move-in/out fees, penalties, fines, etc. Currently, accounts receivable stand at about \$12,000 despite Atira's best efforts to contact owners which are in serious arrears. Council agreed that it was time to implement the bylaw measures relating to late payments and arrears which include a \$75 fine for each late payment and a 10% per annum interest charge.

It was moved, seconded and carried unanimously to implement the late payment charges and penalties for arrears effective immediately. However, council will give members a two-week grace period before imposing any penalties.

5. Rental Pool

The treasurer requested that the funds owed to the strata by the rental pool be included in the accounts receivable report on a monthly basis. The property manager will follow-up with Atira's accounting staff to ensure that this happens.

Correspondence

1. Flooring – 1303

Council approved the request of the owner of this unit to install hardwood floors as long as the underpadding/insulation was of sufficient quality as to reduce in units below.

2. Flooring – 2102

Council approved this request with similar conditions as to (1) above

3. Next Steps – 1707

The property manager reported that he had received many more complaints from owners and residents about the activities and noise levels in this unit (rented). Notwithstanding his letters to and conversations with the owner, more complaints keep coming in. On-site staff reports that they have attended the suite many times to resolve noise issues only to be ignored as well as challenged. In his last conversation, the property manager advised the owner to evict the tenant immediately or face action from the strata council including fines and an eviction process undertaken by council and at considerable expense to the owner.

Following a review of all of the information currently available to council and no information or presentation from the owners or tenants, **it was moved, seconded and carried that the property manager undertake eviction processes for the tenants of unit 1707 on behalf of the strata and in accordance with the Strata Act, the costs of same to be assessed to the owner unless the owner could provide evidence of his/her own eviction procedures no later than January 30, 2007.**

New Business

1. Council List

Given the changes in council following the AGM, members asked the property manager to provide them with an updated contact list.

2. T-units Parkade Entrance

It was requested that some maintenance issues be addressed for this entry-way.

Next Meeting

The next meeting of council is scheduled for March 27, 2007 at 6:30 in the common room.

Adjournment

The chair adjourned the meeting at 8:15 pm.



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Caring Property Management For Your Community

**STRATA PLAN NW 1990 – CONCORDE PLACE
COUNCIL MEETING MINUTES
March 27, 2007**

Attending

Janet Walker (chair), Judy Miller, Peter McCreay, Alison Coupal, Nicolas Sushnyk, Peter Fairchild (property manager); regrets: John Ellen, Elizabeth Forbes.

Call to Order

The chair called the meeting to order at 6:30 pm.

Approval of Agenda

The agenda was approved as circulated

Approval of Prior Minutes

The minutes of the council meeting held on January 23, 2007 were approved as distributed.

Maintenance Issues

1. Roof Repairs

The repairs to T-45 and T-46 have been completed, including the problems associated with major rain storms during the remediation; repairs to the two units had to be done. Council asked if the consequent water damage to the units was the responsibility of the roofing contractor; the property manager indicated that the contractor had done everything prudent and reasonable to protect the units during the work.

2. Lighting Retrofit

This work has now been completed; from resident comments, it has made a considerable difference to the brightness of the parkade. The property manager reported that BC Hydro had already provided the rebate cheque in the amount of about \$5,320, about one third of the cost of the new lighting fixtures. Council asked the property manager to monitor electrical consumption over the next months to see if the bills are reduced as advertised.

3. T-21 Wall Repairs

Despite many efforts with many different contractors, neither on-site staff nor the property manager has been able to schedule this work. Efforts will continue to find someone to undertake the remediation efforts at a reasonable cost.

4. Project Scheduling/Estimates

As per council's decision at its last meeting, the property manager provided quotes for some of the minor capital items approved by members during the budget discussion at the December annual general meeting. These included:

- a/ replacing the carpeting in the elevator lobbies P1/2/3; council approved the quotation provided by Tec Floor Coverings Ltd for \$1,695 plus GST. This will be a seamless installation and includes removal and disposal of the old carpet.

- b/ replacing the circulating pump in the spa; council approved the quotation from Imperial Paddock Pools Ltd at a cost of \$925 plus GST with a one-year warranty;

- c/ replacing the swimming pool heater; two options were considered...an electronic ignition (\$3,955) and a standing pilot light ignition (\$3,625); council approved the latter but would accept the former on the recommendation of the property manager if the former resulted in cost savings in the future. The property manager reported that the contractor had recommended the installation of a chlorine generator system at a cost of \$2,750; council did not approve this recommendation;

- d/ purchasing a new treadmill for the exercise room; two options were considered both of which come with a two year labour and five year parts warranty. Council reviewed all of the specifications and data provided on the two options and agreed that the 9700HRT Treadmill would meet the needs of residents at a cost of about \$3,400 including taxes. It was agreed that the new treadmill would have to be secured to the floor/wall of the exercise room to prevent its premature disappearance.

5. External Lighting

The property manager reported that he had attended with both the security company and a lighting contractor to review lighting issues and make recommendations to council about the solutions as well as the costs associated with them. There are three lighting issues that, unfortunately, remain unresolved:

- a/ front lighting; the electrical contractor has yet been unable to find a supplier that can provide another tower light similar to the ones already installed...this new install has to provide light on the new walk-way as well as 'throw' light towards the entrance. He is continuing to look for options;

- b/ building lighting; there are a number of places around the perimeter of the tower where stronger lights and motion-activated lights can be installed to brighten up the area for both security and access purposes. While the contractor and the property manager agreed on the locations and the necessary lighting, there is insufficient power going to these external outlets to permit the new installations. This will take some time to resolve and may require some changes to the electrical system;

- c/ walkway lighting; there are 20-25 'box' lights around the walkways between the tower and the townhouses which both shed very poor lighting and are very old. The cost of replacing them, from the original manufacturer, is \$900 each not including installation.

The contractor and the property manager are looking at other options as this price is not acceptable. Council asked if the bulbs in these fixtures could be changed to improve lighting; the property manager will follow-up.

Council agreed that decisions on all of the lighting issues will remain on-hold pending resolution of the problems and the costs associated with resolving them; however, these issues must be addressed prior to next fall.

6. Leaks

The property manager reported that there had been several plumbing leaks over the past month; they have all been traced and resolved.

7. Diesel Fuel Cleaning

The property manager indicated that he had received a quotation for about \$1,600 for the annual 'cleaning' of the diesel fuel in the emergency generator tank. Both he and the on-site staff agreed that this was not necessary every year. However, subsequent to this decision, the contractor provided a notice from the City of Burnaby indicating that this was a bylaw issue that could not be ignored. Council agreed that this had to be done.

Security Issues

1. Security Patrols

The property manager reported that he had approved the new contract with SecuriGuard providing more extensive patrols of the premises, twice per night on a random basis. However, he was concerned that the patrols were not taking place as randomly as required; he was not getting reports from the second patrol, and most of the reports were virtually identical. Atira will discuss these issues with the contractor before authorizing any bill payment.

2. Block Watch

The property manager indicated that there were two or three residents who had expressed some interest in establishing a block watch program; however, that is insufficient to even approach the RCMP or even establish regular patrols of the premises. Council agreed that residents were the primary defense against intruders and suggested posting some notices about being vigilant about the front door as well as the parkade gate. The property manager will obtain some pamphlets from Block Watch and provide them to those residents interested.

3. Break-In

The property manager reported that someone had broken into the Telus room last week and stolen all of the monitoring equipment, the reason the front door camera is no longer working. The property manager and the on-site staff are working to determine exactly what was stolen, the cost of replacing this equipment and whether or not an insurance claim should be made. In the interim, the front door security camera will be repaired as quickly as possible.

4. Broken Glass

The property manager reported that there are vandals throwing rocks through the small glass installations on the railings around the building; two or three of them broken over the past couple of weeks. Council agreed that there was no way to determine who was doing this damage and agreed not to replace the broken windows.

5. Balcony Issue

Over the past few weeks, there has been someone tossing small batteries and other things off of a balcony on the north side of the building...the visitor parking area. This has resulted in considerable damage to a number of vehicles as well as a concern for the safety of any people who might be in the area at the time. A number of residents have phoned the property manager to complain about this; he has advised them all that they should call the Burnaby RCMP to report. The property manager also advised council that his windshield was shattered by a thrown battery while he was in-site discussing this issue with staff. Council agreed that all incidences should be reported to the RCMP immediately and notices sent out with the minutes asking residents to report their concerns. *Note: Subsequent to the council meeting, this issue has been traced to a rental unit in the building; the RCMP has attended and its incident number is 07-145-23. If any resident has further information or concerns in this regard, please contact RCMP Constable S. Wang.*

6. Parking Enforcement

Apple Security has provided council with a suggestion as to how to enforce parking regulations in both the parkade and the visitor parking area. Council asked for more information in this regard before making a decision about how to respond to this idea.

Administrative Issues

1. Rental Pool Rebate

The Treasurer expressed her concern that the rental pool rebate on administrative and salary costs was not being reported properly or recorded on an accrual basis; she requested that the property manager provide her with a full accounting, including the general ledger, for 2006.

2. Management Contract

The revised contract between the strata corporation and Atira, including the reduction in management fees, has now been signed by all parties.

3. New Antenna Contract

Council reviewed the potential contract between the strata and Webnet for the installation of another antenna on the roof of the tower. The property manager reported that he had attended with Website's engineer to ensure that the installation would be done properly and without any impact on the other antenna on the roof. Council agreed to approve the contract subject to an additional clause holding the strata harmless from any impacts on previous roof installations as well as any electronic interference within the building. The property manager will negotiate this change to the contract before signing.

Council also requested that the property manager advise how Webnet accounted for electrical costs (*\$45 annually*) and profit sharing.

Financial Issues

1. Approval of financial statements

The treasurer reported that she was very dissatisfied with Atira's performance in terms of both the timeliness and accurateness of financial statements. Council agreed that the Treasurer should address these above issues directly with Atira's senior accountant. There were also some issues with benefits payments and Barteck invoices which will be addressed by the property manager.

2. Budget Review/Cash Flow

The property manager reported that he was watching the strata's cash flow very carefully because of many major expenses over the past few months including the repairs to the T-roofs (\$80,000), the insurance premium (\$55,000), and the lighting changes (\$35,000). However, the strata's cash flow is still positive so there are no issues in this regard.

3. Accounts Receivable

The property manager could not report on accounts receivable until the financial statements for January and February, 2007 were completed.

New Business

There was no new business.

Correspondence

One letter was received from the owner of 1301 complaining about some noise issues from the unit above, most of which had already been resolved. The property manager will address any outstanding issues as they occur.

Next Meeting

The next meeting will be held on May 15, 2007 at 6:30 pm.

Adjournment

The meeting was adjourned at 7:45 pm.

