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*Caring Property Management For Your Community*

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**STRATA PLAN NW 1990 – CONCORDE PLACE**  
**MINUTES OF COUNCIL MEETING**  
**May 15, 2007**

**Attending**

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

**Call to Order**

Because the chair was delayed, the vice chair called the meeting to order at 6:30 pm; the chair joined the meeting at 6:50 pm.

**Approval of Agenda**

The agenda was approved as circulated.

**Approval of Prior Minutes**

The minutes of the council meeting held on March 27, 2007 were approved as distributed.

**Maintenance Issues**

1. Roof Repairs

The property manager indicated that he had received a report from the strata's engineer, Ted Hamilton, on the status of the still-to-be-completed roofs. There are three roofs remaining as well as five decks for a total estimated cost of about \$130,000 including GST at today's costs though it was noted that roofing costs had increased substantially over the last year and were likely to continue to rise. It was noted that there was only about \$13,000 remaining in the current roofing repair budget. However, as there was only one roof requiring urgent attention, council agreed to allocate the necessary funds to repair T-43. The property manager will work with the engineer to determine if this one roof could be completed within the cost structure proposed by the contractor for all the remaining roofs. (*Note: subsequent to the meeting, Bollman agreed to perform this work at the proposed price.*)

2. T-21

The property manager reported that he had finally managed to obtain a contractor to complete the repairs to the interior wall in T-21. Both he and the strata's engineer had inspected the wall and approved the repair process which will prevent any further moisture build-up from the outside.

3. 1406 – Ceiling

There is a problem with the build-up of mildew in the some ceiling areas in unit 1406. The engineer, property manager and on-site staff inspected the unit and are attempting to diagnose the problem and how it might be resolved.

4. Diesel Fuel Cleaning

This has been completed for the current year; it is a regulatory requirement for every year so will become a regular budget item.

5. Window Cleaning

The annual window cleaning is scheduled for June.

6. Dryer Duct Cleaning

The annual dryer duct cleaning has just been completed for one third of the units; the contractor reports that there is a marked improvement in the condition of the dryer ducts since the strata commenced a regular service program. The report also indicates that there is a problem in 1708 that requires immediate resolution as well as a booster fan required for unit 1905. Ten units also required some dryer maintenance (an owner expense) which the property manager will attempt to organize with those owners. Council approved the work required for 1708 and 1905.

7. Fire Inspection

The annual fire inspection will be undertaken this week; the deficiency report will be provided to council as soon as possible thereafter.

8. Make-Up Air Unit

One of the make-up air fans is showing serious signs of rust; on-site staff are obtaining a quote to resolve the problem.

9. Special Projects

The property manager reported on a number of the special projects that had been authorized through the budget process. These included: swimming pool heater (completed); new pool furniture (purchased at a very good price); treadmill (to be ordered on an approved quote); spa circulating pump (awaiting scheduling from the contractor); hall carpeting (awaiting scheduling from the contractor); and retaining walls (the gardening contractor will quote on the slow replacement, beginning with the ones lining the garden borders).

The entrance canopy issue has still not been resolved because the contractor that quoted on the replacement last summer only works with fabrics and was unable to suggest alternative materials that would be more long-lasting. It was agreed that the property manager would continue to explore options with other contractors.

Finally, two contractors have been approached to address the various lighting issues around the building; one contractor has yet to provide a quote. The quote from the second contractor was not available at the meeting and will be forwarded to council via e-mail.

## **Gardening Issues**

### 1. Additional Soil

The property manager advised that he had authorized the purchase of additional soil to replenish the garden plots as well as fill in an area on the west side of the property.

### 2. Davey Tree

The arborist will be contacted to make recommendations on annual pruning and treatment of the trees on the property.

## **Security Issues**

### 1. Security Patrols

The property manager reported that he had analyzed the last month of security patrol reports to ensure that patrols were taking place on a more random basis. The evening patrols now are more random than prior and the night patrols are well-spread-out between 1:00 am and 6:00 am. The premises have been relatively quiet over the past few months.

### 2. Replacement Equipment

The property manager has received two quotes to replace the monitoring/recording equipment stolen from the telephone room. One is at a cost of \$1,950 to replace what was taken; the second is at a cost of \$2,990 to update to DVR equipment with the capacity for long-term recording as well as additional camera units. Council approved the quote for \$2,990. The property manager indicated that there might be marginal additional costs to ensure that the new equipment was secured against potential theft.

### 3. Entry Fobs

The property manager reported that there is increasing difficulty in obtaining fobs for the entry system as this is old equipment. The contractor has recommended an upgrade 'chip' to the system that will accommodate fobs that still are available even though these other fobs are in reduced supply as well. Council noted that the entry system was designed to be card-accessed so returning to cards might be a more cost-effective way to resolve this problem.

### 4. Apple Security

The property manager explained the process that Apple Security uses in putting wheel blocks (boots) on vehicles parked illegally in the visitor parking area or in unit stalls. Once the car has been immobilized, removing a boot from a vehicle would cost the vehicle operator \$65-\$70 which would have to be paid prior by cash or credit card. Council was interested in the proposal but asked the property manager to follow-up to see if there were to be any way to reduce the monthly cost to the strata corporation. It was noted that there were bylaws in place relating to parking enforcement; residents should be reminded of them before full enforcement takes place.

## **Administrative Issues**

### 1. Rental Pool Rebate

The property manager reported that he was working with Atira's accounting staff to resolve outstanding issues and to ensure that expenses to the rental pool and revenue from the rental pool are accurately reported and recorded on a monthly basis.

### 2. Antenna Contract – Webnet

The property manager reported that Webnet had agreed to insert a provision in the contract to ensure that the strata would not be liable for any signal interference as a result of the installation of their equipment on the roof. Council concurred with the wording of this provision.

### 3. Antenna Contract – TelaLink

Another firm has approached Atira with a request to put antenna on the roof of the property. Council reviewed the proposal and authorized the property manager to move it forward, subject to similar liability provisions as with Webnet. The next step is for Telalink to test their equipment on-site; council approved this request.

## **Financial Issues**

### 1. Approval of Financial Statements

There was an extended discussion on the financial statements. The treasurer expressed her concerns with some immediate issues including how the financial statements were recorded (accrual versus cash), how some accounts were identified (including tenant deposits), monthly rental pool reconciliations, accruing the prior year's surplus, finalizing the December 2006 year-end statements, and some problems relating to specific invoices. The treasurer also repeated her concerns about the timeliness of financial statements and referred to Atira's commitment to provide same to council no later than 30 days following the end of the reporting month.

Council expressed its frustration with the accounting process and dissatisfaction with the manner in which its concerns were being addressed by Atira. Council agreed that all of these issues should be addressed to its satisfaction by May 31, 2007.

### 2. Cash Flow

The property manager reported that cash flow was still in a positive position so the additional costs associated with the special projects already approved would not cause any cash-flow problems.

### 3. Accounts Receivable

The property manager reported that letters had been sent to all owners with outstanding accounts with a clear statement that they had to be resolved by May 31, 2007 in order to avoid fines and other penalties as contained within the strata bylaws. Since the issuing of the letters, there has been substantial progress with the collection of the outstanding arrears though there have been many complaints as well.

Council agreed that, where there are small accounts where there is a major dispute, the benefit-of-the-doubt should be given to the owners. The property manager indicated that there was one major account which owner had provided the necessary cheque which subsequently was returned by the bank; this property is now for sale as the owner does not have the funds to pay arrears.

#### **New Business**

There was no new business raised.

#### **Correspondence**

##### 1. Unit 1802 – Locker

The owners of Unit 1802 have requested a change in their storage locker assignment so it is co-located with their parking space as well as giving them access to a larger locker. Council approved this request on the assumption that the lockers are common property and not assigned to specific strata titles.

##### 2. Unit 301 – Fines

The owner of 301 has requested that the two fines levied against his unit while his tenants were in place be forgiven as he could not collect them from the tenants prior to their departure from the building and did not want to start a lengthy legal issue to deduct the fines from their damage deposit. Council discussed the amount of time that had been invested in this particular problem and concluded that the fines were both appropriate to the circumstances and should stand. Therefore, the owner's request was denied and the fines will remain registered against the unit title.

#### **Next Meeting**

The next meeting of council is scheduled for July 17, 2007 at 6:30 pm in the common room.

#### **Adjournment**

The chair adjourned the meeting at 8:40 pm.

# **NOTICE TO OWNERS**

**A NUMBER OF RESIDENTS HAVE BEEN IGNORING THE REGULATIONS AND BYLAWS RESPECTING PARKING IN THE VISITOR LOT AS WELL AS PARKING IN ASSIGNED SPACES IN THE PARKADE.**

**AFTER MANY COMPLAINTS, THE STRATA COUNCIL HAS DECIDED TO ENFORCE THE PARKING BYLAWS WITHOUT FURTHER NOTICE TO RESIDENTS. THIS WILL BE DONE BY A COMBINATION OF TOWING CONTRACTORS AND IMMOBOLIZING ILLEGALLY-PARKED VEHICLES.**

**SECTION 40.17 OF THE STRATA BYLAWS IS VERY CLEAR; SECTION 27.1 IDENTIFIES THE FINES FOR IGNORING THE PARKING BYLAW.**

**OWNERS ARE RESPONSIBLE FOR THE ACTIONS OF THEIR TENANTS AND ARE LIABLE FOR ANY TENANT FINES NOT PAID BY THE TENANT.**

**THANK-YOU FOR YOUR CO-OPERATION.**

**Strata Council**



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**STRATA PLAN NW 1990 – CONCORDE PLACE**  
**MINUTES OF COUNCIL MEETING**  
**July 17, 2007**

**Attending**

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

**Call to Order**

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

**Approval of Agenda**

The agenda was approved as circulated.

**Approval of Prior Minutes**

The minutes of the council meeting held on May 15, 2007 were approved as distributed.

**Maintenance Issues**

1. Roof Repairs

The property manager reported that Bollmans had agreed to hold their quoted price for the balance of the year for the few roofs and decks still to be done. The one remaining unit that has been included in this year's budget has not yet been scheduled but will be done before the fall.

2. 1406 – Ceiling

The property manager reported that he had arranged for another contractor to examine the suite to see if the cause of the mildew could be identified. He confirmed that it was only in areas where the ceiling met exterior walls so it was likely due to condensation in cold weather. Council agreed to treat the immediate problem with a combination of Kilz and sealant and monitor the situation subsequent.

3. 1708 – Dryer Duct Repairs

Council authorized the investigation and repair of this problem.

4. Boiler Chimney

The sleeve in the chimney requires repairs; we are waiting a diagnosis and a quote to address this problem.

5. Annual Fire Inspection

The fire inspection has been completed; council reviewed the deficiencies list and determined that the work should proceed as soon as possible. The estimate is well below what was budgeted for repairs.

6. Upgraded Lighting

The property manager reported that the external lighting upgrades had been completed as per the quotation from the contractor, with the exception of an additional light pole near the visitors' parking area. However, lighting there has been approved with the addition of some light fixtures on the side of the building. On-site staff will be changing the lighting along the walkways over the next few months as time is available. Council agreed that the lighting has been improved significantly with these changes.

7. Parkade Entrances

The parkade entrances into the building will be painted as soon as the contractor can schedule the work.

8. Garage Gate Repairs

The property manager reported that one of the residents had run into the gate, causing some damage. However, this has now been repaired at the owner's expense.

9. Security Gate – Exercise Room

On-site staff have recommended the installation of a security gate at the entrance to the exercise room in order to stop unaccompanied children from using the facilities....now that the new treadmill has arrived, children are playing on it. The gate would be keyed to the common area key so all owners would continue to have access. Council agreed with this proposal.

10. Blind Cleaning

The on-site staff are in the process of getting the common area Venetian blinds cleaned by the regular service provider.

11. Canopy Replacement

The property manager is working with another company to obtain a competitive quote for this replacement.

**Security Issues**

1. Replacement DVR

The new equipment has arrived and will be installed as soon as it can be secured on-site.

2. Entry Fobs/Cards

The problem of obtaining additional entry fobs has still not been resolved; in the interim, on-site staff have found a source of cards which will be used as required.

3. Compactor Fire

On-site staff discovered a fire in the compactor a couple of weeks ago, probably someone being careless with a cigarette. However, it was put out before any damage was done.

4. Guest Parking

Despite verbal warnings and written notices, there are a number of residents who are still using the visitor parking spots contrary to the bylaws.



***Council agreed to a zero-tolerance process to this issue...that fines will be imposed against any resident violating the parking bylaws. The chair will obtain a consensus of council for fines immediately upon being advised of a violation.***

5. Block Watch

The property manager reported that he had obtained from the RCMP copies of the block watch information brochure. These are available in the rental office in six different languages. This may help spark interest in establishing a block watch for the premises.

**Administrative Issues**

1. Antenna Test

The second company has been on the roof testing their systems for a potential contract with the strata. However, to date, the property manager has not heard about the results of these tests. The company with whom Atira signed a contract recently is making its regular monthly payments.

2. Lobby Repairs

The 2007 budget includes some funds to undertake upgrades to the interior lobby area. The council meeting moved briefly to the lobby to discuss what work needs to be done and how to proceed. It was agreed that the tile floor should be resealed, that the property manager should discuss replacing the ceiling with an appropriate contractor and provide advice and quotes to council, that the wood should be stained a richer colour; the wall damage should be patched and that, subsequent, samples for new and more modern wallpaper obtained for council decision.

3. Flooring Approval Process

Given the number of people making requests for approval to install hardwood or laminate flooring, council agreed that the property manager would respond to all requests between council meetings on the conditions that a/ the maximum level of insulation would be part of the installation; b/ that the work would take place between the hours prescribed in the strata bylaws; and c/ that all renovation debris must be removed by the contractor, not placed in the strata garbage containers.

***All owner requests for flooring changes or other major renovations must receive an approval letter from the property manager before proceeding; this new process is designed to expedite the approval mechanism, not eliminate it. Any owner proceeding with renovations not approved prior could be liable for expensive remediation costs.***

Council also asked if there were an increasing number of complaints from residents because of the number of approved requests for flooring changes. The property manager reported that he had not received any to-date.

## **Financial Issues**

### **1. Approval of Financial Statements**

The treasurer raised a number of questions with respect to the financial statements from January 1, 2007 through May 31, 2007. These included janitorial service invoices, WCB quarterly payments, issues related to caretaker wages, benefits over-payments and accrued vacation pay. The treasurer also requested that future financial statements include a list of all outstanding cheques so that the bank statements and bank reconciliation could be proven. The property manager agreed to provide responses to these issues as soon as possible.

With that commitment, the treasurer recommended to council that it approve the financial statements January – May 31, 2007. Council concurred with this recommendation.

The property manager provided the June 2007 financial statements (in full to the treasurer) to council. It was agreed to defer approval of these statements to the next council meeting. The treasurer expressed her appreciation that virtually all of the outstanding issues with respect to the accuracy and timeliness of financial statements had been resolved to her satisfaction.

### **2. Budget Review**

Council reviewed the budget against projected revenues and costs as approved by members at the last annual general meeting. Currently, the strata is operating at a surplus of revenue against expenses and the cash flow position is positive. However, there are still a number of special projects (again, approved by owners) that have not yet been invoiced or even quoted. The major strata operating expenses are well within projections.

### **3. Accounts Receivable**

Council reviewed Atira's detailed report of accounts receivable; the property manager explained the efforts that had been made to contact all delinquent or potentially delinquent owners to prove the accounts and collect them. Following the discussion, council agreed to Atira's recommendations in regards to some of the receivables that were not collectable; approximately \$3,000 in total. Council thanked Atira for reducing the accounts receivable from approximately \$26,000 in May to about \$4,000 in July. The property manager indicated that Atira staff would be pursuing aggressively the historical outstanding accounts as well as any new arrears.

### **4. Insurance Appraisal**

As per the strata act, a new appraisal has been obtained for full replacement value of the strata premises (excluding land value). The new appraisal is approximately \$49,000,000, up from \$42,000,000 at the last full appraisal. The property manager reported that he had provided the insurance agent with the new appraisal so there will be an adjustment to the insurance policy premium for the current year. Council agreed that any revised premium would have to be paid and the insurance costs for next year amended in the 2008 budget.

## **New Business**

### **1. Council Resignations**

Peter Reay has sold his unit and relocated from the premises; while he did not submit a formal letter of resignation, council agreed that he was no longer eligible to remain on council.

Janet Walker reported to council that she was submitting her resignation, effective immediately, as she was relocating and selling her unit. Council members, individually and collectively, expressed their appreciation for Janet's long-term commitment to the strata...almost 15 years as a council member. Janet, the best to you in your future endeavors; you will be hard to replace.

With these resignations, council agreed that it should be looking for replacement members prior to the next annual general meeting. Under the new strata act regulations, tenants are also eligible as council members as long as they have a voting proxy from the unit owner. It was agreed that council alone was responsible for recruiting new council members; however, a notice will be posted in the office asking for volunteers to step forward.

*There are two vacancies on the strata council that need to be filled as soon as possible. If you are interested or you think your tenant would make a significant contribution, please advise Glynda in the office as soon as possible.*

### **2. Fridge Removal**

Someone has dumped a fridge in front of T-1. Council authorized its removal at strata expense except that if the owner can be found, the charge will be made against the owner.

## **Correspondence**

One letter received about major noise levels in 2103. The property manager has written a letter to the owners but has not yet heard back. However, there have been no subsequent complaints either. This issue will be monitored and reported to council for subsequent action as may be required.

## **Next Meeting**

The next council meeting is scheduled for September 25, 2007 at 6:30 pm in the amenities room.

## **Adjournment**

The chair adjourned the meeting at 8:00 pm.

