



120 Columbia Street, Vancouver, B.C. V6A 3Z8  
Business Phone: 604-439-8848 Business Fax: 604-439-8804  
Suite 204 - 15210 North Bluff Road, White Rock, B.C. V4B 3E6  
Business Phone: 604-531-9100 Business Fax: 604-531-9145  
Email: info@atira.ca Web: www.atira.ca

---

*Caring Property Management For Your Community*

---

**STRATA PLAN NW 1990 – CONCORDE PLACE  
MINUTES OF COUNCIL MEETING  
September 25, 2007**

**Attending**

Alison Coupal, Elizabeth Forbes, Nicholas Sushnyk, Renee Yu (guest), Peter Fairchild (property manager); regrets: John Ellen.

**Call to Order**

The meeting was called to order at 6:30 pm.

**Appointment of New Member**

Council approved the appointment of Renee Yu (T-22) to council to fill a vacant position until the next annual general meeting.

**Approval of Agenda**

The agenda was approved as circulated.

**Approval of Prior Minutes**

The minutes of the council meeting held on July 17, 2007 were approved as distributed.

**Maintenance Issues**

1. Roof Repairs

The property manager explained that there was sufficient remaining funds in the roofing budget to undertake the repairs to T-43. However, the contractor has been deferring this repair until he could undertake all of the remaining roofs in the fall. And, to this end, the contractor had agreed to hold his quoted price for the year even though roofing costs were soaring. The cost to complete the remaining townhouses is about \$120,000, of which \$110,000 will have to be included in the 2008 budget. Council agreed to defer the repairs to T-43 until owners have approved the 2008 budget.

2. Boiler Chimney

Given the potential cost of the repair, council requested another quote before proceeding with the work.

3. Parkade Entrances

The parkade entrance halls have now been painted.

4. Security Gate – Exercise Room

The security gate is being built and will be installed shortly. The property manager indicated that it will be a bar/mesh gate in order to allow for air circulation in the room.

5. Canopy Replacement

The property manager reported that he had received another quote to replace the canopy. This would cover repairs to the aluminum framework (rather than replacing it) and the installation of a steel canopy instead of a canvas one. The steel comes in a number of pre-painted colours (samples will be provided); the estimated cost is about \$7,000 which is about the same amount as was included in the budget. Council approved the quotation but noted that the lighting under the canopy might have to be improved when the installation was completed.

6. Curb Painting

The painting of the curbs and lines will begin later this week; this will make a significant improvement to the look of the premises. Council discussed the idea of painting a cross-walk at the end of the walkway across the lawn but deferred decision on this because of the potential liability issues. It was suggested that an additional speed bump would be a more appropriate solution to the problem of slowing cars down as they came up the driveway.

**Security Issues**

1. Replacement DVR

The new digital video recorder is now on-line and connected to all of the cameras; a special thanks to Gerald for building a secure box for the equipment when he was unable to find a commercially-available one.

2. Entry Fobs

On-site staff have located a supply of fobs and have purchased sufficient to provide replacements for the next six months or so. This eliminates the need to revert to cards or modernize the system.

3. Guest Parking

There are still some problems with residents parking in the guest spots but they have not been sufficient to recommend to council that fines be imposed.

4. General Security Issues

There were a significant number of break-ins and attempted break-ins over the course of the summer. Staff has responded by replacing locks with stronger ones, changing locks where it appears unauthorized persons have keys, encouraging residents to call the RCMP to report every incident; in addition, the lighting around the premises has been improved substantially, the additional security patrols are being done on a random basis and the video recordings are checked regularly.

Council discussed other potential measures to improve security including increasing the number of cameras as well as the nightly security patrols. However, the parkade area is so large that there is no logical place to position another camera or two; covering the entire parkade with cameras would be far too expensive. Increasing the number of patrols would be very expensive as well.

It was agreed to investigate the cost of putting plexiglass on the garage gate to prevent people from reaching through the mesh and removing the rubber exit hose (residents would have to use their remotes/fobs to exit); if an unauthorized person did get in, it would be more difficult for them to get out. Further, residents are encouraged to contact the RCMP to report any suspicious incidents and *A reminder to watch the gate close when entering and exiting the garage.*

5. Block Watch

Despite the concern with security issues and the information available (in five languages) in the office, there has been no significant interest expressed by residents in participating in a block watch program.

**Landscaping Issues**

1. Tree Pruning

Davey Tree has provided a quotation to undertake the pruning and treatment of the trees around the property for 2007/08. As there are funds in the landscaping budget to provide for these services, council approved the quotation.

2. Garden Retaining Walls

Given that the landscaper will be entering a relatively slow period, he will be asked to start working on replacing the most rotten retaining walls, beginning with those along the sidewalks.

**Administrative Issues**

1. Lobby Repairs

The property manager reported he had received advice from a number of contractors in regards to approaching the lobby upgrading. It was recommended that the floor not be sealed with a high gloss finish because of the danger of slipping on a wet floor; there are two separate layers of wallpaper on the walls, one of which can be removed easily but removal of the other will do significant damage to the drywall. It was suggested that there might be some textured paint that could be applied directly over the wallpaper.

While one quote has been received to replace the ceiling, it was suggested that it might be more cost effective to paint the existing ceiling; this will be checked with the contractor. If this works, the money saved could be used to replace the lighting with more energy-efficient and attractive fixtures.

2. Flooring Approvals

The property manager reported that the new approval form was working very well to streamline the application/approval process. Council reviewed the form and suggested that it be amended to indicate that the owner would be liable for potential removal of the flooring if the conditions were not met. Council also suggested that there be a sample of the minimum insulation required in the office so owners would have a clear example of the standards required.

3. Townhouse Hallways

It was reported that there is an increasing amount of personal items lining the hallways (flower pots, shoes, etc). As this is a potential hazard during emergency situations, council directed the property manager to advise owners to remove these items as soon as possible.

4. Bylaw Issues

It was reported that one owner had created a significant disturbance in the building by failing to be responsible for a guest he had invited to his unit. Council suggested that the property manager write to the owner and indicate that a further incident of this nature would result in council taking action against him.

**Financial Issues**

1. Approval of Financial Statements

In the absence of the treasurer, approval of the August financial statements was deferred to the next meeting.

2. Accounts Receivable

This issue has been resolved; there are only a few owners that are in arrears and these are being followed up on a regular basis.

3. Budget Review

A review of the budget indicated no areas where expenditures significantly exceeded budget projections. The next council meeting will focus on reviewing a draft budget for the next fiscal year.

**New Business**

1. AGM Planning

Council decided that the next annual general meeting of owners would take place the week of November 26<sup>th</sup>, the actual date will be set following consultation with the chair. Council discussed the advantages of holding the AGM on site versus booking a meeting room in a nearby hotel. Given the small number of owners attending the meeting last year, council agreed to hold this year's meeting in the recreation room. The big furniture will be moved out of the way and chairs rented for the event.

2. Townhouse Issue

The property manager reported that he had attended one of the townhouses as the owner was complaining about mold/mildew build-up on the ceiling. On investigation, it was clear that this problem arose because of the excess moisture within the unit, not because of water ingress from outside. A letter has been written to the owner indicating that it will be the owner's responsibility to resolve the problem and make required repairs.

## **Correspondence**

### 1. Smoking

A letter was received from an owner complaining about the excessive smoke entering his unit from the balcony/unit below. As council does not have the power to restrict smoking, it was suggested that the property manager write to the resident of the unit requesting that smoke be redirected as much as possible.

### 2. Balcony Painting

A request was received from T-3 to paint the interior of the balcony. Council approved this request subject to it being the same colour as the interior of T-1.

### 3. Children Playing in Parkade

A letter will be written to the parents of these children advising them that the parkade is not a play area and requesting that they keep their children under control.

### 4. Un-Insured Vehicle

There is an uninsured vehicle in the parkade contrary to strata bylaws. The owner has requested additional time to address this issue as the owner cannot obtain the requisite insurance for personal reasons. Council considered this request and decided to give the owner no more than two weeks to address the problem or face removal of the vehicle.

### 5. Disturbing Behaviour

A letter of complaint has been received complaining about the excessive noise levels in one of the units. As this appears to be an ongoing problem, the property manager will write to the owner insisting that this issue be resolved quickly or council will be forced to take action in accordance with the strata bylaws.

### 6. Balcony Noise

A letter of complaint was received concerning the level of noise coming from one balcony late in the evenings. The property manager will write the requisite letter to the owner.

## **Next Meeting**

The next meeting of council is scheduled for October 30, 2007 at 6:30 pm in the recreation room.

## **Adjournment**

The chair adjourned the meeting at 8:10 pm.





120 Columbia Street, Vancouver, B.C. V6A 3Z8  
Business Phone: 604-439-8848 Business Fax: 604-439-8804  
Suite 204 - 15210 North Bluff Road, White Rock, B.C. V4B 3E6  
Business Phone: 604-531-9100 Business Fax: 604-531-9145  
Email: info@atira.ca Web: www.atira.ca

---

*Caring Property Management For Your Community*

---

**STRATA PLAN NW 1990 – CONCORDE PLACE  
COUNCIL MEETING MINUTES  
October 30, 2007**

**Attending**

John Ellen (chair), Renee Lu, Elizabeth Forbes, Alison Coupal, Nick Sushnyk, Judy Miller, Peter Fairchild (property manager)

**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 September 25, 2007 were approved as distributed.

**Maintenance Issues**

1. Boiler Repairs

The property manager reported that he was still waiting for a competitive quote from another company.

2. Security Gate

The new security gate has been installed in the exercise room.

3. Canopy Replacement

The contractor who provided the favourable quote to replace the entrance canopy now appears to be unavailable. Atira is still looking for a contractor willing to do this at a reasonable cost.

4. Curb Painting

The curb and line painting has been completed; it makes a significant difference to the way the property looks.

5. Hot Water Tank

The hot water tank on the roof has failed and requires replacement. This is a non-stock item that has to be factory-made so it will be about three weeks before it can be delivered. Council authorized the cost of about \$4,800.00.

## **Security Issues**

### **1. General Security**

The general security of the premises seems to have improved over the past couple of months.

### **2. Garage Gate**

Panels have been installed on each side of the parkade gate to prohibit people from attempting to defeat the infrared sensors. Council discussed plans to remove the automatic door opener from the inside of the garage and install a fob reader instead. This will help prevent automobile thefts.

## **Landscaping Issues**

### **1. Garden Retaining Walls**

A quotation has been received to replace all of the rotten landscape ties (single level) around the edges of sidewalks; the cost is about \$2,500 to replace with similar wooden ties. Council requested that the property manager investigate the idea of replacing them with a non-wood product that would not rot over time.

### **2. Fallen Tree**

There is a fallen tree on the west side of the property; Davey Tree has been called to remove it.

## **Administrative Issues**

### **1. Bylaws – Guest Parking**

One resident has been observed to have parked his vehicle for an extended period of time on several occasions. Council agreed that the resident should be fined as per the bylaws and the notice that was distributed to all units.

### **2. Lobby Changes**

A number of contractors were contacted for advice on how to make the essential improvements to the lobby. There was some concerns expressed that there was no product that could successfully cover the second layer of wallpaper. Council suggested that the property manager investigate applying a 'skim coat' of plaster that could then be painted. Nick agreed to obtain pictures of the ceiling at his office which is similar to the lobby ceiling.

### **3. Flooring Application**

The application to install hardwood flooring has been amended to include the potential liability of owners to remove the hardwood if council's policy is not followed. It was noted that there was difficulty in providing samples of approved underlay as there are so many different varieties. It was agreed to amend the form to indicate a minimum #58 sound barrier guide or better.



4. AGM Planning

Council agreed that the 2007 annual general meeting would take place on Wednesday, November 28, 2007 commencing at 7:00 pm in the common room. Chairs will be rented and the furniture moved out to provide as much room as possible for owners.

5. Office Internet

Council approved the installation of internet access for the office. Council also approved the purchase of a lap top computer to replace the aging desk top in the office. The lap top is preferable as it takes up less room and can be removed on evenings and weekends. These items will be included in the 2008 budget.

6. Legal Issue

Council discussed a proposal for the strata to join with other strata corporations to change the strata act's provisions with respect to screening of tenants as a means of improving security. Council was concerned with the potential liability problem, the complexity of the process and what might reasonably be achieved. While it was a creative idea, council decided not to pursue it at this time.

**Financial Issues**

1. Approval of Financial Statements

The treasurer recommended approval of the financial statements for August, 2007; council concurred. However, the treasurer indicated that she had not yet received the financial package for September, 2007 (it was mailed out on October 16<sup>th</sup>) so approval of them was deferred to the next meeting.

2. Accounts Receivable

The treasurer reported that the accounts receivable for the strata corporation had not been so small in a considerable period of time and thanked Atira for getting this issue under control.

3. 2008 Small Capital Projects

Council discussed a variety of projects to be included in the 2008 budget for consideration by owners. These include purchasing a new steam cleaner; replacing the canopy, repairs to the hot tub decking and tiling; replacing the flooring and upgrading the panels and doors in the elevators; a new computer for the office; the purchase of two dry-out fans to address small water leaks; beginning the process of repainting lines and numbers in the parkade (starting with P3); the parkade gate access changes; and the lobby upgrading project. About \$55,000 will be included in the budget for these items and as many of them will be undertaken as the budget permits.

4. 2008 Budget Discussion

Council discussed at some length the various projected costs and expenses proposed for 2008 as compared to the projected expenses and approved budget for 2007. It was noted that the insurance premium will increase by approximately \$5,000 to reflect a reappraisal that was undertaken this year.

It was agreed to eliminate the provision for \$10,000 deductible from the budget as this could be taken from the contingency reserve fund if required. It was noted that the change in light fixtures appears to have the desired effect as hydro costs are projected to be almost \$10,000 less than the previous year. The final roof repairs are the single largest budget item but they will be completed in 2008. It was agreed to maintain the contribution to the contingency reserve fund at \$20,000 for the new year; this will ensure that the fund continues to grow.

Council agreed that the projected surplus for 2007 should be applied to the 2008 budget in order to keep strata fees as low as possible. However, this will still require a 2.5 per cent increase in strata fees for 2008. It was noted that this is the approximate cost of inflation and that there was no strata fee increase in 2007.

### **Correspondence**

#### **1. Renovation Request**

Council approved a request for substantial renovations from a new owner of unit 2401. The approval is conditional upon the owner using qualified contractors, obtaining the necessary permits and undertaking the project within the guidelines of the strata's bylaws.

#### **2. Tree Topping/Removal**

A request was received from the owner of one unit to top or remove the trees on one side of the property in order to provide more light to his unit and garden. Council was concerned that the trees in question might not even be on strata property and requested the property manager to review the issue with the strata's arborist as well as the City of Burnaby. Council also expressed reluctance to remove trees from the property.

#### **3. Noise Issue**

A number of complaints were received relating to the inappropriate noise level in one unit. The property manager will write to the resident/owner outlining the details of the complaints and indicating that council will be considering further action at its next meeting.

#### **4. Tile Floors**

A complaint was received from the owner of one unit concerned that she was denied approval to install tile floors in her unit but that another unit's similar request was approved. Council reviewed the correspondence relating to these two units and agreed that it had not been made aware that there was tile flooring installed in the second unit.

### **Next Meeting**

The next meeting of council will be scheduled following the annual general meeting.

### **Adjournment**

The council meeting was adjourned at 7:50 pm.