

Norfolk Manor –Strata Plan N.W. 2178
Strata Meeting Minutes
6:30pm –January 7, 2008

Present at Meeting: Dennis Marchant Denise Saunders
Tyler Dunlop Johanne Taschereau
David Nash Dale Fauteux

Absent: Myles Rideout

Guests: Victor Waterhouse Elidelma Bahia
Ranjit Ahluwalia

Meeting was called to order at 6:30pm (New meeting time).

- 1. Minutes:** Council motioned and approved the adoption of the Minutes from the December meeting.
- 2. Immediate Business (Outstanding):** (Bi) the door leading out of the garage (east corner) has been repaired. (Bii) Dennis contacted Bell Mobility about reimbursement of funds for features not used on the cell phone; however Bell declined to grant any such reimbursement. The cell phone contract will be up within a few months and Council will look for a better cell provider and contract at that time.(I) Dennis spoke with Profile to advise about the new reimbursement process agreed upon by Council, that all reimbursements must be accompanied by a receipt and two authorizing signatures from any council member. (J) Dennis spoke with Profile regarding late fees applied to strata owners in amounts under \$1.00. Unfortunately these minimal charges must remain unless a motion is made at an Annual Meeting by the strata to change how the fees and penalties are collected. -Something to consider at the next Annual Meeting. (L) Dennis contacted ICBC’s community relations dept about “Lock out Crime” reminder signage, which he has since acquired and will put up around the building in the coming weeks. ICBC was also interested in the reasoning for the signs and has indicated that they will ask the RCMP to patrol the area more frequently in an effort to help out.
- 3a. Financial Statements:** No outstanding issues in the financial statements for January as reported by Denise.
Dennis spoke with Profile about savings made by having them manage just our finances as opposed to full management. We pay \$5400/year now and full management would cost us approx \$12,000.00/year. We save under the current plan about \$6600.00/year. Also under current plan we have monthly meetings instead of every other month under their full management program.
- 3b. Outstanding Accounts Receivable:** A formal letter has been sent to Unit 201 about the delinquency of their account. They will have 30 days to respond with payment and if not then Council will proceed further as necessary to collect with the lien process.

4. Business Arising:

(A) Junk Mail: It was brought to Council's attention that if Owners don't want junk mail left in their mail box, they are asked to leave a small visible note for the mailman in their mailbox and the mailman will then make a note of that request with a 'tag' on the corresponding mailbox.

(B) Hot Water: Dennis reported that a plumber had been called to look at Unit 111 to correct the lack of hot water to that unit as requested by Johanne at last month's meeting. It was found that there is a blockage in the pipe near that unit which will require the replacement of a valve to correct the problem. The holes made in the corridor ceiling will be repaired once the problem is resolved.

(C) Storage Lockers: Three more lockers were reported to have items in them which did not belong to the current owners. These items were removed and have been placed in the common storage area for 30 days to be claimed by their owners and if not will be disposed of after that time by Council. Owners are asked to check the storage area. Council would like to thank Jason for helping to remove one of the locks.

(D) Washer & Dryers: The dryer door was repaired. Dennis contacted Phelps which is the company that supplies the washer and dryers to investigate the advantages of rental versus ownership of the machines. It was found that we have a reasonable lease contract in place which gives us repair coverage and still helps us generate revenue while not incurring the problems associated with depreciation and use. Council decided at this time not to pursue the idea of purchasing machines.

(E) Rental Units: Dennis reported that a Form "K" has been sent to Unit 213 for completion which has a rental. Unit 102 is still currently rented out under the "Hardship Clause" (up to 6 months).

(F) 2007 Accomplishments: Dennis reported that the following had been done around the building: 1. Removed wooden timbers supporting the southeast corner and replaced them with concrete block retaining wall. 2. Put up fencing at the south end of the building and replaced the black railing on the wheelchair ramp to match the new fencing. 3. Replaced all interior lighting in hallways and stairwells. 4. Scaled the area around the brickwork where water was leaking into the building. 5. Finished pulling ivy from around the building property.

(G) Windows: After discussion, it was found that replacement of all windows in the building is neither feasible nor required at this time. A few owners have reported that some of the window seals in their units have broken and consequently they have 'foggy' windows. Council will review and repair/replace as necessary, to be further discussed during the February meeting.

(H) Corridor refurbishment: Three more quotes (to a total of four) have now been received for repainting the corridors in the building. All average about \$20-25,000. Council is now sourcing quotes for drywall repair and carpet replacement, and will meet again on January 28 to proceed with the next step.

(I) Garage Lighting: Tyler noted that a couple of the garage lights had failed and that he would replace them with cold weather ballasts to see if this is the way to go.

(J) Garage Gate: Dennis reported that the problem of the 'loose screw' in the gate has been resolved and repaired. Council would like to thank to Guoji Qin for his assistance.

(K) Exit Signs: Light bulbs have been replaced

(L) Keys: Council was advised by Profile that the liability involved with keeping keys onsite to owners' apartments was too great. Council decided not to proceed further. The master key ring held by a previous owner was returned.

5. New Business:

(A) Council formally recognized and thanked Ranjit for all his work as strata president. Council also wishes to thank all those who helped out over the year around the building.

(B) Bylaws: Owners are reminded that pets are not permitted in the building as per Strata bylaw. Smoking in the common areas is also not permitted.

(C) Realtors: Two concerns raised: i) The number of "For Sale" signs at the front of the building. It is felt that they could be a liability to pedestrians on the sidewalk if they fall over. Realtors will be asked to be responsible in placement of signage. A singular sign pole could be erected at front. ii) Large groups viewing apartments for sale. Realtors will be asked to respect the privacy and quietness of residents.

(D) Garage storage: Concern raised over storage of dangerous or combustible goods in the garage. Residents are reminded not to store dangerous goods, such as gasoline or oil in the garage as this violates fire code.

(E) 2008 Projects: Dennis presented a list of proposed projects for 2008. (See attached)

(F) Storage Area: Reminder to owners to turn the lights "OFF" when leaving the storage area. Dennis will look into feasibility of installing a motion sensor or timer in the storage area.

(G) Garbage Bins: It was noted on the security cameras that in the early morning hours of Jan. 3, 2008 several 'street people' were seen rifling through the garbage, making a large mess. Owners are reminded not to put personal information, large furniture, or metal/electronic objects into the garbage bins as they may attract unwanted attention. A future thought on the garbage bins is to build an enclosure around them to add security.

Victor noted that the recycle bins had not been collected again. -Dennis to contact the collection agency to rectify.

(H) Spring Cleaning: Dennis suggested that sometime in April Council should 'spring clean' the Strata office and strata storage. -Dennis to co-ordinate.

(I) "Loss Assessment Insurance" -Dennis reminded Council that this type of insurance was briefly discussed at our last annual meeting and wanted to remind Owners to consider purchasing it. "Loss Assessment" insurance buys down a deductible charged back to an owner. For example, an owner is responsible for an insurance deductible of approx \$2500. If they approach their own insurer with a claims request and the insurer will charge them a \$500 deductible, and they will pay the remaining \$2000 to the strata. -This is recommended, and Council can provide more information if requested.

(J) Landscaping: Johanne opened a discussion about landscaping on the southwest corner of the building. Some suggestions would be to plant some hedging near the fence, add dirt, grass, remove planters and prune front trees and hedge. No decision made at this time. Topic tabled to next meeting.

After having addressed all the items brought forward, Council adjourned the meeting at 8:45pm.

Submitted by,
Norfolk Manor -Plan N.W. 2178 Strata Council.

Note: Council meets on the first Monday of each month at 6:30pm in the Strata Office on the second floor, across from Unit 201. Owners are welcome and encouraged to attend in order to bring their thoughts or concerns to our attention.

Project List for 2008 (first draft)

Interior

- Painting and carpeting (including repairs to drywall)
- Fix fire doors that are sticking and make door handles of the same style
- Add metal access panels to water shut-off valves for all first-floor units
- Repair holes in ceiling by unit 111
- Fix leak in doorframe at northeast corner of building
- Replace electric socket outlet plate in front of unit 306
- Repair or replace all cracked and foggy windows

Exterior

- Remove or fix drywall affixed to wall by front stairs landing
- Repaint parkade lines and numbers (fix numbering system)
- Sand off unit numbers from storage lockers
- Add ramp to front lobby doorway threshold (interior and exterior)
- Cover rusted vent at front of property
- Landscaping in southwest corner
- Wash building siding and aluminum fencing
- Plant grass at north end of building
- Tree pruning at front and sides of property
- Fix or cover cracks in wheelchair ramp at front of building
- Fix lamp at front of building, remove loose electrical wire
- Stabilize loose pavers at front entranceway

Administration

- Create list of Strata keys to mechanical, electrical, and storage rooms
- Complete list of parking spaces and storage lockers
- Create contact list for trades people and emergencies
- Clean out Strata office and Strata storage room

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Strata Meeting Minutes
6:30pm –February 4, 2008

Present at Meeting: Dennis Marchant Denise Saunders
Tyler Dunlop Johanne Taschereau
David Nash

Absent: Myles Rideout Dale Fauteux

Guests: Victor Waterhouse
Ranjit Ahluwalia

Meeting was called to order at 6:30pm.

1. Minutes: Council motioned and approved the adoption of the Minutes from the January meeting.

2. Immediate Business (Outstanding): (H) Corridor refurbishment: Council met briefly on the evening of Monday, January 28 to discuss quotes received to date on the refurbishment of the corridors as well as to divide the jobs of getting more quotes for painting, carpets, and drywall repair. On this evening of the regular scheduled council meeting, Dennis reported that his attempts to find a drywall repair company had not been successful. He reported that there were sufficient quotes for painting. David reported that he had received only one quote for carpeting but would seek more. It was further discussed the idea to put a chair rail along the wall to prevent damage and to cover the wall seam. Dennis said he would seek out a quote to do this. Anyone in the building who has any suggestions for companies to use to aid in the corridor refurbishment is asked to contact Dennis. Council decided to meet again on Monday, February 11 at 7pm to finalize plans. (B) Hot Water: Dennis reported that the plumbing in the bathtub of Unit 111 had been fixed. (C) Storage Lockers: Dennis reported that the old numbering had been removed. Everyone now has a locker and parking stall allotted and a record will be kept on file and sent to Profile. A “thank you” was extended to Jason Watkins for assisting. The unit numbers were also sanded off the front of each locker for security reasons. (E) Rental Unit: the required “Form K” was received from Unit 213. (I) Garage Lighting: Tyler noted that a couple of the lights in the garage had stopped working and would look at repairing them with cold weather/outdoor ballasts.

3a. Financial Statements: No outstanding issues in the financial statements for February as reported by Denise. Dennis reported that, after consultation with Profile, an insurance reserve was created for 2008 insurance costs in the 2007 fiscal year. This will ensure that the required amount of funds will be available for the subsequent year when the insurance is due to be paid.

3b. Outstanding Accounts Receivable: Dennis reported that a lien has now been placed against Unit 201 about the delinquency of their account. Council will proceed as required.

4. Business Arising: (A) Garage Exit Signs: Dennis reported that “Emergency Exit Signs” had been placed on the stairwell exits out of the garage to remind Owners that the stairwell exits are

for emergency use only. (B) Annual Building Inspection: Dennis reported that notices had been sent to all Units to advise that smoke alarm, chimney, and window inspections will occur on Wednesday, February 20th, 2008 from 11am to 7pm. Owners are asked to contact Dennis (604-727-1006) or Victor (778-773-1703) if they would like to specify a time period when they will be home. (C) Landscaping: Dennis reported that he had been to Gardenworks and found that they offer a service that provides advice on landscaping service. He will inquire into this further. (D) Laundry Machines: Dennis received a new contract from Phelps Laundry for the laundry machines. It was decided to re-sign with them as per the contract provided. (E) Contact List: David to complete.

5. New Business: (A) Camera found: A camera was found in the garage and can be claimed by calling Dennis. (B) Garbage: Owners are asked to please place garbage in the bins and not around them. (C) Garage storage: Owners are asked not to store items in the garage or near their parking stalls as it is a fire hazard and security risk. (D) Access Panels: Dennis reported that he had spoken with the City about the installation of access panels for the plumbing, and will look into what is required to do this. (E) It was reported that on January 31 at 11:22pm a tenant entering the first floor northeast corner door left it ajar and that as a result, a stranger entered the building and was in the building for about 15 minutes. The person broke into a car in the garage and stole a bicycle. Tyler will see if video footage is able to be sent to police for further action. Victor will look at the door latch to make sure door is closing properly. Owners are asked to make sure that when entering/exiting the building that the doors close and latch behind them securely. (F) Bylaws: Dennis reported that some changes to the bylaws have left contradicting and redundant rules and sub-points in place. Dennis will work with Profile to correct the bylaws and determine what will be required to file an updated version. (G) TransLink "Evergreen Line": Council discussed briefly. Dennis would contact TransLink to make sure that we are kept up to date on future developments. (H) Meeting time: Denisc asked that the monthly meeting time be returned to 7pm. Everyone agreed. Future meetings to be held at 7pm. (I) Garage Gate: Dennis said he would look into having a manual setting for the garage gate installed. That way the gate could be used in time of power failure. Dennis will also look at having the gate set up for the ability to open again when halfway closed. (J) Snow removal: Thank you to all those who helped out over recent days with shoveling snow and salting the walkways!

After having addressed all the items brought forward, Council adjourned the meeting at 8:05pm.

Submitted by,
Norfolk Manor –Plan N.W. 2178 Strata Council.

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Norfolk Manor –Strata Plan N.W. 2178
Strata Meeting Minutes
7pm –March 4, 2008

Present at Meeting: Dennis Marchant Denise Saunders
Tyler Dunlop Sarinthu Watkins
David Nash

Absent: Tyler Dunlop Dale Fauteux
Johanne Tashereau

Guests: Ranjit Ahluwalia Victor Waterhouse
Donna Rideout

Meeting was called to order at 7pm. Council moved to Tuesday from Monday this night only at the request of a Council Member.

1. Minutes: Council motioned and approved the adoption of the Minutes from the February meeting.

2. Immediate Business (Outstanding): (H) Corridor refurbishment: Council met briefly on Monday, Feb. 11 at 7pm to review quote status. All quotes are now in and Council is formalizing a plan to bring to the owners in a Special General Meeting. David was asked to get one more carpet quote, and that Council still needs a quote for the woodwork paneling. Dennis reported that the access panels will have to be insulated as per fire regulations, which will increase the cost. Dennis also reported that building plans are available from the City of Coquitlam but that they are on microfiche and there will be a fee to print them off. Dennis said he has obtained the required plans in order to install the access panels. The Council will meet again on Monday, March 17th at 7pm to finalize plans for corridors.

3a. Financial Statements: Some minor concerns were raised in the financial statements for January as reported by Denise, and she will contact Profile to resolve these.

3b. Outstanding Accounts Receivable: Dennis reported that proceedings to recover funds had now begun against Unit 201 about the delinquency of their account, and will have a full report for the April meeting.

4. Business Arising: (A) North Side Entry Door: Lock fixed. (B) Washer/Dryers: Phelps Laundry replaced the washers and dryers. These will operate at same cost as before. (C) Garage Door: the garage door gate has been adjusted so that it can be reopened when partially closed. Also, the gate has a feature installed in case of power failure, so that it can be opened manually. (D) Second floor water pipe leak: Water Damage to the floor of Unit 112 that occurred as a result of a water leak from the second floor has been completed using the owner's own supply of extra floor boards, with labour replacement cost going to the Strata. Quote to repair damage to Unit 111 is still outstanding. Second floor water pipe replaced where leaking. (E) Annual Building Inspection on February 20th: For the most part, the inspection went well. Voltech inspected the apartments as required however it was found out that they did not inspect some units in the morning as originally planned. The Council apologizes to those who had made time to meet with Voltech in the morning and were inconvenienced otherwise. It was found that the main battery pack for the emergency lighting needs to be replaced, this cost approved by Council. Most of the Chimneys in the building were inspected and cleaned. There were a few

that were not done and will be first on the list for cleaning at next year's inspection. Chimneys are now cleaned from top down and not bottom up as has been done in the past. (F)

Landscaping: Dennis reported that Johanne, David, and he had met with a representative from Gardenworks and reviewed the gardens for suggestions for landscaping around the North and South sides of the building. It is proposed to put some grass at the North side and to grass and add trees/shrubs to the South side, as well as other minor suggestions.

5. New Business: (A) Miles Rideout has resigned from Strata Council due to personal commitments, and Council would like to thank him for his time and commitment over the past year. Sarinthu Watkins has joined the Council as a member and was unanimously appointed. (B) Windows: Dennis reported that he has received some quotes for owners to purchase screen doors and window screens at a bulk rate from Crystal Glass. Two dates will be chosen for installation, and Dennis will make the arrangements for this. (C) Laundry Room: A water leak was reported in the laundry room near the washers. This has been corrected with no permanent damage caused. **Owners are asked to NOT adjust the water taps in the laundry room.** (D) A break-in attempt was reported by Unit 114. Although no damage was reported and no one entered the building, Council asks that all owners and residents remain vigilant for any suspicious activities on the building property. (E) Fire trucks and police were recently at Norfolk Manor to deal with a domestic issue on the second floor. Council is aware of the issue. (F) Fire Department: Letter received indicating that a building inspection is due and a date will be requested by Dennis for the review. (G) Pest Control: Ongoing maintenance with Orkin continuing. No problems have been found to date. (H) Lockbox: request for Telus/Shaw Cable and Phelps Laundry, which Dennis will co-ordinate. (I) Building Contacts: Dennis and Victor ask owners to limit their phone calls for non-emergencies to the hours between 9am and 9pm. However, emergencies can be reported to either of them at any hour. (J) Garage: Owners are again asked to not use the parking garage as a storage area as this is a fire and theft hazard. (K) Neighbors (South side): Dennis reported that he has arranged to informally meet with the Strata Council with the apartment to the south of our building to discuss various matters of common interest. (L) Victor reported that the door on the third floor at the south end of the building requires repair of the door closure mechanism.

After having addressed all the items brought forward, Council adjourned the meeting at 8:30pm.

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