

**STRATA CORPORATION EPS1231
“THE MARK”
1372 SEYMOUR STREET
VANCOUVER, BC**

**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA PLAN
EPS1231 “THE MARK”, HELD ON THE 9TH FLOOR DINING HALL, 1372 SEYMOUR STREET,
VANCOUVER, BC ON WEDNESDAY, SEPTEMBER 16TH, 2015 AT 6:00 P.M.**

IN ATTENDANCE

Rowly Johnson – Vice President/Secretary/Fitness Advisory Committee
Dario Duran – Building Maintenance Erin Emery – Landscaping/Garden Plots
Theo Kefalas – Sub Garden Plot Committee Brent Belsher
Cecilia Li – President (attended by videoconference)

REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD

Joseph Tsang – Senior Strata Agent

REGRETS

Lakhpinder Takhar - Treasurer

1. **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 6:10 p.m.

2. **ADOPTION OF PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the minutes of the previous Council Meeting held on August 18th, 2015 as presented.

3. **COMMITTEE REPORT**

a) **Building Deficiency:**

i) **“Jado” Shower Fixture/Lack of Hot Water:**

As a result of the memo issued back on August 21st, 2015, four (4) Residents responded with their experiences on the “Jado” shower fixture, 2 Residents advising that it takes a while for the water to get “hot”, 1 responded that the hot water gets hotter as time progresses and the 4th informed that he experienced hot water fluctuations for a few days but is now back to normal. It was noted that the lack of hot water problem may be related to the re-circulation pump problem on the mid-zone since the 4 respondents all reside on the floor 37th and higher. It was decided that a representative from the Strata’s mechanical contractor (National Hydronics Mechanical Ltd.) should be invited to attend the next Strata Council

3. **COMMITTEE REPORT – CONT'D**

a) **Building Deficiency – Cont'd:**

i) **“Jado” Shower Fixture/Lack of Hot Water:**

Meeting in October in order that Council could get a thorough understanding of the hot water problem. In the meantime, the Concierge staff should be asked to keep a list of any Residents who reported having problems with hot water in their respective suite.

ii) **Window Cleaning:**

On August 21st, 2015 an email was received from the window cleaning company contracted by the builder, advising that they have not finished the “01” and “08” elevations and shall be back in the building the following week to complete the rest of the window cleaning work. In addition, ten (10) Residents have replied to the Strata’s memo advising that their windows have not been properly cleaned and the Residents comments being forwarded to the window cleaning company for corrective action. As of tonight’s meeting, the window cleaning is considered completed. The Strata Agent was then asked to have the next window cleaning scheduled to take place at the end of February 2016 with a different service provider.

iii) **In-Suite Fan Coil Inspection:**

Following the initial inspection which took place back on August 4th to 17th, 2015, an email was received on August 21st, 2015 from National Hydronics group advising that twenty-seven (27) suites were missed due to lack of access. As a gesture of goodwill, National Hydronics has agreed to follow up with another inspection free of charge to the Strata Corporation on Thursday, September 3rd, 2015. Following the September 3rd, 2015 inspection, the number of suites which failed to provide access now is at nine (9) suites. It was agreed that a 3rd inspection should be scheduled with the charge for such inspection be levied against the remaining nine (9) suites which have failed to provide access on the previously two (2) inspections arranged by the Strata Corporation. Additionally, it was agreed that a bylaw shall be presented to the Owners for consideration requiring that all homeowners provide access in order to accommodate the preventative maintenance service for the in-suite heat pump or Strata shall have the right to levy fines against the homeowner for non-compliance.

b) **Fitness Advisory Committee (FAC):**

Rowly Johnson informed Council that he has been in discussion with the manager at Fitness Town to implement the changes which were approved at the August 18th, 2015 Strata Council Meeting with the total cost not to exceed the \$1,500 budget, such as adding thick rubber stripping to the bottom side of the power cage to absorb impact noise, and relocating some of the existing equipment and machine to lessen the sound transfer, etc. As well, Fitness Town has agreed to provide Strata with one set of 50 lbs free weights which was part of the original purchase contract agreement with the Developer but were never delivered. The Strata Agent was asked to issue a memo advising Residents that their access to the gym will be removed and that all Residents must sign a new “waiver”

3. **COMMITTEE REPORT – CONT'D**

b) **Fitness Advisory Committee (FAC) – Cont’d:**

agreement before their gym access will be reinstated. The “waiver” agreement shall hold Residents to adhere to the conditions on the “waiver” that they will do their part to minimizing the sound transfer when working out in the gym.

c) **Landscaping:**

The Strata Agent was reminded that the \$20 user fee for the garden plot should not be collected if Residents are assigned a garden plot during the period from August 1st, 2015 – March 30th, 2016 as per the garden plot user agreement since they will not have full 12 month use of the garden plot. A request was made to have relevant signage posted on the boulevard lawn along Seymour Street requesting that Residents refrain from having their dog urinate on the trees.

d) **Building Manager Report:**

The report from the Building Manager report covering his duty from the period of June 30th, 2015 to August 12th, 2015 was presented to Council for review. The Strata Agent was asked to have the Building Manager submit future reports which should include how much time he spent on any unusual tasks in order that Council could determine if additional help should be sought in order to alleviate the Building Manager’s work load.

e) **Strata Bylaws:**

i) **Bylaw Infraction:**

Strata Council reviewed the letter log since the last Council Meeting. After reviewing the log, it was **MOVED, SECONDED, and CARRIED** to assess warnings and fines, and instruct the Strata Agent to advise the Owners of Strata Council’s decision.

(Note: Owners are reminded that in order to dispute any bylaw infraction letters registered against their respective suites; they must do so within the time frame allotted to them as outlined on the bylaw infraction letters.)

4. **FINANCIAL REPORT**

An email was received from the Treasurer on September 13th, 2015 advising that he has reviewed the July financial statements and recommended that they be approved as presented.

Arrears:

The accounts receivables list dated September 9th, 2015 was reviewed, noting a handful of Owners who have failed to pay their share of the September strata fee. The Strata Agent was asked to ensure that lien warning letters are issued to those Owners who are in arrears of two (2) or more months in their strata fee payments as per the Strata Corporation’s bylaw giving the Owner fourteen (14) days to bring their account up-to-date or risk having a lien registered against their respective account resulting in additional cost of \$500 to have the lien subsequently removed.

4. **FINANCIAL REPORT – CONT'D**

Concierge Contract:

Council approved the Concierge service provider request to increase the hourly wage by \$0.50 an hour. This was the first increase since the building inception. A discussion was then held with respect to possibly increasing the budget for the Concierge service in order to attract better qualified individuals so that the rest of the Concierge team could be built around this individual to provide a higher level of Concierge services equivalent to Concierge services offered at a 5 star hotel. On a trial basis, Council approved bottled delivery service for the Concierge at a cost of \$45 for ten (10) pre-paid bottles.

5. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Carpet Cleaning:**

The cleaning of the common area carpet has commenced on September 14th, 2015 and expects to be done no later than September 21st, 2015. In addition, the contractor performing the work has also offered Residents at “The Mark” discounted prices should they be retained to clean the carpet in the individual suites.

b) **Lighting Audit:**

As a result of the recent lighting retrofit proposal received, Dario Duran has been working closely with the Building Manager to ensure that only LED light bulbs are purchased as replacement bulbs. In addition, as previously discussed, the Building Manager has been instructed to remove some of the bulbs in the stairwell in order to conserve hydro consumption without compromising the Residents safety.

6. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services on any Strata related matters (i.e. suggestions, concerns, etc). Correspondence can be sent to Rancho's office at 6th Floor – 1190 Hornby Street, Vancouver, BC, V6Z 2K5, or by fax to 604-684-1956 or by email to josephsang@ranchogroup.com.

Correspondence received from Owners was presented to Council for review and instruction was given to the Strata Agent on how to respond.

7. **NEW BUSINESS**

a) **Storage Locker:**

A report was received from the Concierge staff advising that during their regular patrol, it was observed that many Residents are storing junk and other invaluable items outside their storage cages. It was agreed that a memo should be issued giving Residents one (1) month to ensure that all personal items are stored inside the storage locker cages and that any item left outside past October 31st, 2015 shall be removed and disposed of.

7. **NEW BUSINESS – CONT'D**

b) **Survey:**

Rowly Johnson has spent a lot of his time putting together a survey to solicit feedback from Residents on topics ranging from amenity usage to services and improvements. Residents are encouraged to visit “surveymonkey.com/r/themark” and should not take longer than 10 minutes to complete.

c) **Elevator Interruption:**

As a result of two recent incidents (August 29th and September 9th, 2015) involving one or more elevator being out of commission, Council would like to see a protocol be put in place whereby the Concierge staff is trained to unlock all fire stairwell doors, as a mean for Residents to get back up to their floor as well, the elevator service provider should be asked to provide alternative contact information in the event that their regular emergency phone does not work as was the case on August 29th, 2015.

d) **Cleaning:**

A suggestion was made to have the cleaning staff post a notice outside the gym advising Residents that cleaning is in progress when the cleaning staff is cleaning the gym to minimize any inconvenience for the Residents, as well, the weekend cleaner should be reminded to ensure that all garbage containers installed in the P levels are emptied.

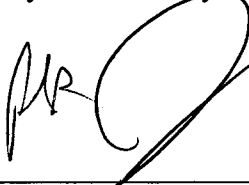
8. **NEXT COUNCIL MEETING**

The next meeting will be a Strata Council Meeting will be held on **Wednesday, October 21st, 2015 at 6:00 p.m., on the 9th floor meeting room at 1372 Seymour Street, Vancouver, BC.**

9. **MEETING TERMINATION**

There being no other business to discuss, it was **MOVED, SECONDED, and CARRIED** to terminate the meeting at 7:35 p.m.

Respectfully submitted by,



Joseph Tsang, Senior Strata Agent
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STRATA FEES/PRE-AUTHORIZED DEBIT

Should you ever have any questions regarding your strata account, please feel free to contact our Strata Accounts Receivables Department at: 604-331-4252. Owners who are not yet on the Pre-Authorized Debit (P.A.D.) Program should contact the same number to obtain a form. The P.A.D. Program is the approved payment method whereby we can debit your account with your monthly strata fees on the first of every month.