

# SOUTHWYND – LMS 1107

COUNCIL MEETING MINUTES

THURSDAY, NOVEMBER 19th, 2020

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**

2020/2021

**PRESIDENT/BUILDING AND WORKS**

Gary Greer - #107C

**VICE-PRESIDENT/LANDSCAPING**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**AT LARGE**

Sandy McKenzie #103D

**SECURITY AND SAFETY**

Wayne Mercer - #402E

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY) .....**

**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Sandy McKenzie  
Alf Marchi  
Judith Green  
Wayne Mercer

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on October 15, 2020. **CARRIED**

**(3) FINANCIAL REPORT – Alf**

a) **Financial Statements** – The financial statements ending October 31, 2020 were revised. It was **MOVED /SECOND** to approve the financial statements for October, 2020 prepared by CrossRoads Management Ltd. **CARRIED**

c) **Arrears** – There are a couple units in arrears. One being an estate that will be paid in full in the statement of adjustments of the sale of the unit. Another two units have some fines on their ledger.

**(4) BUSINESS ARISING FROM THE MINUTES**

- a) **Balconies** – Seal-tech has completed two balconies to date. They indicated that the work in another building will require a lift to get access and at this time the temperature is not ideal. They recommended that this work be done in the spring of 2021.
- b) **Patios / Pavers / Wood Ties** – The contractor has completed a number of units to date. There are still more that need to be done. Florian will schedule the next units when the contractor is on site next.
- c) **Ceiling Repairs** – A number of ceiling repairs are being taken care.
- d) **Windows** – as window issues are being reported they are added to the list and sent to Peak Glass for quotes. Most window repairs have been completed to date.
- e) **EV Charging Stations – Survey** – Owners were provided with an EV charging station questionnaire to fill out. Council will collect them and determine what will be best for Southwynd moving forward. Council wants to remind Owners to return the EV vehicle survey by December 15th.
- f) **Arborist Work – Need Schedule** – It was **MOVED** and **SECONDED** to approve the quote from “the Arborist” to do a number of pruning jobs around Southwynd. The Strata Manager has requested a schedule for the work to be completed. Notices will be posted if there is any effect on the residents of Southwynd. **CARRIED**
- g) **Glass Bins / Recycle Program** – As mentioned in the last minutes, the City of Surrey is no longer taking glass for recycling. We have contracted Emterra to pick up glass. A special 'Glass Only' blue bin has been added to the recycling area for each building, next to the compost bin. Please check the signs, and put only glass in that bin. The glass bins will be collected on the last Wednesday of each month.

Strata Council members have begun collecting wine and liquor bottles, returning them to the Return-It Depot, and donating the proceeds to the Social Committee. This project is off to a good start. Thanks to those who are 'contributing'. Volunteers to help with the endeavour will be appreciated.

- h) **Entry Sign Post – Spring Clean-up.**- The entry sign post will be cleaned and re-painted in the spring.
- i) **Drain Grate** – The drain grate at gate 1 has been repaired.
- j) **Rental Spaces** – An audit will be done of the rental spaces in the parkade.
- k) **Unit Leak Update – Dryer Vent Inspection** – A concrete build up was found in the venting pipe that could be causing the leak into a unit. National Air indicated that the vent may need to be re-done and this would need to be done by an independent contractor. The Strata Manager will obtain quotes for this work.
- l) **In Suite Fire Testing** – City Fire will be onsite December 21, 22 and 23. Notices are posted.

**(5) COMMITTEE REPORTS**

- a) **Roofing** – No report
- b) **Building and Works** – A number of balcony drain pipe extensions have been requested to divert the water from draining to unwanted areas. Council will look into getting these completed.
- c) **Security and Safety** – No Report

- d) **Workshop** –It was **MOVED/SECONDED** to purchase a dust collector for the workshop. **CARRIED.**
- e) **Landscaping** – The Arborist will be out as soon as possible to take care of the pruning.
- f) **Corporate Services** – No Report
- g) **Bylaws / Rules** – It was **MOVED/SECONDED** add the following rule:  
Alterations and Renovations to Strata Units:  
Any Owner wishing to do renovations/alterations to a unit must apply in writing to Council and approved by Council prior to any work commencing. The Owner must provide all the residents of the building in which the suite is located a full schedule of the renovation and a proposed timeline. This is to be put under every door of the building and posted on the door of the unit carrying out renovations. The Owner/contractor must inform the residents of the building 24 hours' notice of any noisy work taking place so the residents of the building may plan accordingly. Failing to provide this notice to neighbouring units will be in violation of bylaw 3 and this rule, which may result in a fines for violation of the bylaws and rules. **CARRIED**
- h) **Social Committee** – No Report
- i) **Parking** – Council and Crossroads will be doing an audit on all parking.

## (6) **NEW BUSINESS**

- **Water Escape and Seeping Balcony** – There was a unit that had an unfortunate leak occur from their dishwasher which caused a large amount of water to escape and cause damage to the source unit and the unit below. The source unit has opened an insurance claim as the total damage will not reach the Strata Deductible. It was noted that there could be a source of water seepage from the balcony. This will be monitored to see if there is in fact seepage from the balcony or if the resultant water damage in the area was from the water escape.
- **Rotten Window Diverter Over Bay Window** – A contractor was out to repair the rotten window diverter over the bay window of a unit. The window diverter was completely rotten and needed replacement. This will be looked into further to see if there are other bay window diverters that are close to this condition.
- **Clubhouse Leak** – There is a leak in the clubhouse that appears to be coming from the exterior membrane. Further investigation is need to find where the leak is coming from.
- **Storage of Non Resident Vehicles** – Council will be looking at clarifying the bylaws about non-resident parking storage at the 2021 AGM.
- **Maintenance Schedule** – Crossroads will be working on having a maintenance schedule done for all Council to follow throughout the year.
- **Southwynd Drain Cleaning (Sumps)** – The Drain cleaning will scheduled for the spring.
- **Elevator Issues** – There was a number of elevator issues in building B. After a number of callouts from Richmond elevator the issue has been resolved.
- **Balcony Drain Extensions** – Council will be attempting to install the drain extensions, if they cannot properly do the work, Crossroads will hire a general contractor to come out and do the work.
- **Work Orders** – It was **MOVED** and **SECONDED** to approve the purchase of a supply of work orders. **CARRIED**

- **Fire Place Vent Cap** – A contractor will be out to look at installing a fire place vent cap to stop a leaky fireplace.
- **Potential Battery Issue in Certain Units (Leak Fluid)** – A terrible smell was discovered in a unit that was a mystery, plumbers were called to investigate with no success in finding the source of the smell. It was then discovered a leaking battery in the corner of a room, which use to serve as a security system that was originally installed by the developer. Owners are advised to check their units for these batteries to make sure that they are no longer there as this could lead to a very disruptive smell and safety hazard.
- **Quote to Crack Fill Parking Garage Ramps** – The Strata Manager has reached out to a couple companies to quote on filling the cracks in the parking garage ramps.
- **Bird Exclusion** – Further investigation is being done to find out the best solution for bird control on the roofs of the buildings.
- **Enterphone Building C** – the most recent power outage may have caused the enterphone at building C to short out. It has not been able to be restored properly and therefore, it has been a nuisance for the Owners of building C. A new enterphone has been ordered and will be installed as soon as possible.
- **Ramp Diverter** – When there are large volumes of water it appears that the trough drains at the end of the parking garage ramps are not sufficient to catch all the water. Council has requested to obtain quotes on some sort of diverter or an option to make sure the water does not gain access to the actual parking garage.
- **Speed Limit 8KM/HR** – a number of people have made note of residents, guests, contractors and delivery drivers driving way too fast in the parking garage and on the exterior roadways. It was **MOVED** and **SECONDED** to approve that the speed limit around Southwynd to 8km/hr and to purchase signs for the entrance of the building and to have the speed limit painted in a number of locations in the parking garage. **CARRIED**

(7) **SECRETARY'S REPORT**

The following units sent correspondence: 207A, 302B, 202D, 201C, 408A, 207E, 106A, 301C, 307C, 102A, 306C, 307A, 405A

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A number of window requests were made, all have been added to the list for Peak Glass to quote and schedule.
- Owner requested authorization to make changes to landscaping.
- Owner advised that the hallway fan is causing excessive noise and vibration. Florian will look into this to see if adjustments are required or if further work is needed.
- Owner requested additional information regarding fire code issues about removing a current fire door to the elevator lobby. This door has been placed there in case of a fire or alarm, the door automatically close to help stop any spread of the fire or smoke to other areas of the building. Removal of this door is not recommended.
- Owner complaint of excessive noise due to work being done and also advised that the workers were not wearing masks. Masks are now mandatory in the common areas and a new rule has been passed to deal with noise issues.

- Owner advised of hand sanitizer at the elevator door being empty. If this is noticed please notify Florian so he can have the sanitizer stations filled.
- Owner request to have landscapers trim back the tree branches on the north side of Building C. This is on the arborist list to be done.
- Owner advised that another leak occurred in Building A from the water mechanical system on the roof and requested that their unit be included in the ongoing water problem and solution. The plumber has replaced all the supply lines to this boiler to make sure that these leaks no longer occur. Council understands that it has not been comfortable for a couple owners that are in direct effect of this boiler room as it has been a regular occurrence, however, it is believed to be solved now and no further leaks should occur.
- a recent request to allow one person at a time to use the exercise equipment. Council denied this request due to the current Covid-19 numbers and a belief that the equipment will not be adequately cleaned and sanitized between uses.

(8) **ADJOURNMENT**

There being no further business, the meeting was adjourned at 11:38 AM

(8) **NEXT COUNCIL MEETING**

Next Council Meeting is scheduled for Thursday, December 17th, 2020 at 9:00 AM to be held electronically

**Ross Ruddick and Jesse Train, Shelley Melville,**  
Strata Managers, CrossRoads Management

**EMERGENCY CONTACT  
24 HOUR SERVICE  
(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone*

**OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.

**COMBATting COLD-WEATHER CONDENSATION**

Although condensation can happen all year round, it is especially pronounced in colder seasons. Key points to control condensation in your unit:

- Keep your de-humidifier on(set at 40-50%)
- Use your exhaust fans to pull moisture away
- Open doors within your unit to allow air circulation
- Make sure that the front door bottom gap is not blocked – allow air flow
- Wipe up excess condensation as it appears to prevent moisture damage to window sills and walls.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management

## COVID – 19 GUIDELINES

- # Wash your hands frequently.
- # Stay away from crowded spaces.
- # Avoid touching your eyes, nose and mouth.
- # Cover your cough either with a tissue or cough into your elbow.
- # Stay at home as much as possible.
- # Avoid public transportation if possible.
- # Practise social distancing of at least 2 meters or 6 feet.
- # Wear a mask, covering your nose and mouth, when physical distancing is impossible.
- # Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- # If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- # Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- # Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- # If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- # **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- # **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- # If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- # **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- # **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- # Be **considerate of your neighbours.** Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- # Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, OCTOBER 15, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

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2020/2021

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Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

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**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Sandy McKenzie  
Alf Marchi  
Judith Green  
Wayne Mercer

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on September 17, 2020.  
**CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

a) **Balconies** – Seal-tech will be working on units 407A, 307A and 401D over the next couple of weeks, weather dependant.

b) **Wood ties/patios/pavers** – The contractor is currently working on the remaining patios to be done. There was a delay in the work being done as the contractor did sustain an injury on the job which delayed the work a



couple of weeks. More patios are being added to the list. The contractor will be working on the patios over the next couple of months.

- c) **Windows** – Peak glass has a number of windows on order and have completed a number of window issues to date. A quote was reviewed by Council and it was for an exterior balcony window which has failed seals. This causes condensation to build up and drip onto the balcony. Council believes that this is not a priority at this time when there are many other windows that need attention that effect the inside of the unit. Council requested the Strata Manager to see if the skylight atrium system can simply be caulked for now.
- d) **Ceiling Repairs** – Ric Fountain is taking care of a number of ceiling repairs throughout the complex.
- e) **Owner’s Manual update** – The updated Owner’s manual and other information sheets will be produced and delivered to each unit. Council would first like to make a few additions to the garbage section of the manual so further amendments do not need to be made after the manual is distributed.
- f) **Fire Place Servicing** – The contractor has started a number of fireplaces.
- g) **Carpet Cleaning** – Alpha Carpet cleaning has completed the common area carpets. There were a couple of Owners that mentioned some stains, Council did check and did not see any staining in the areas. Alpha did have to postpone some work so this could have been because they had not completed the work at that point.
- h) **Hydro Work** – It seems that Hydro has completed their job outside of Building E. Council is satisfied with the restoration of the Southwynd property. Thank you to Wayne Mercer for coordinating with the City of Surrey and Hydro to get this done.
- i) **Bird and Animal Feeding** – The Strata Manager has contacted Metro Vancouver housing about this and they have reported that they have advised their residents not to do so. Initially this did not seem to solve the problem, so the Strata Manager contacted the city, who have also spoken to the residents. We are hopeful that the problem might be solved, but will continue to monitor the situation.
- j) **EV Charging Stations** – Council will be submitting an EV charging station questionnaire for Owners to fill out and acknowledge their interest or non interest in getting EV charging stations installed for Southwynd. As there is a larger demand for electric vehicles this can be an additional selling feature and increase in value of the Southwynd units.
- k) **Parking Stall Storage and unlicensed vehicles** – Notices will be sent out to Owners that are storing items in their parking stalls. Council has noted that there are a number of vehicles that do not have registered licence plates. Owners are asked to make sure an updated storage insurance document is displayed on the dash of an unlicensed vehicle, or you can send a copy

of the storage insurance to Crossroads, [jesse@crpm.ca](mailto:jesse@crpm.ca). This information will be filed and Owners should be sending this to Crossroad's annually or whenever the policy is renewed. It is in the bylaws that you must have insurance for a vehicle to be parked in the parking garage.

- l) **Arborist Work** – Council met with the arborist on site to walk around the complex and identify what needs to be done. Council also invited two other arborist companies to quote on the same scope of work. Council will review all the quotes at the next meeting.

It was noted that there are a number of fallen branches hung up in the tree on the Somerset property next door. Council is worried these limbs could fall on a next wind storm and cause property damage or potentially hurt someone. The Strata Manager has requested for the Metro Vancouver Housing to have these dead branches removed from the trees.

- m) **Skunk Issue** – Atlas Pest Control was on site and preformed an exclusion program to deter the skunks from creating a den on the property.
- n) **Recycling/Organic Signage** – The Strata Manager ordered updated signs to go on the recycling/organic bins. Updated information will be included in the Owner's manual.

(4) **SECRETARY'S REPORT**

The following units sent correspondence: 201A, 301C, 103B, 102A, 408A, 307D, 302D, 403B, 202D, 102B, 104A, 303D, 408D, 302A, 207A, 204B, 102C

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A number of letters about moisture build up on the windows. Owners are reminded to make sure your dehumidifier is turned on as this will prevent the condensation on your windows.
- A request was made to add a unit to the awning repair list.
- An Owner made a suggestion to remove the inner door and partition wall in the garage entrance to the elevator in building C. This would be a fire code issue so this cannot be achieved.
- A couple of requests were made to have some trees pruned. These areas have been sent to the arborist to quote on.
- An Owner noted that the carpet cleaning was missed in some areas. Council reviewed these areas and could not see any issues.
- A letter was sent about concern of another unit not having sufficient sound proofing material under their hard surface flooring. A letter has been sent to this unit about this and will be on their Form B for any potential buyers.
- Council received a note that an Owner would like to put their name forward to run for Council. Council and Crossroads will reach out to this Owner closer to the AGM date for

them to provide a bio so Owners can find out about the person for voting purposes. Council is happy that this Owner stepped forward and is willing to be part of Council.

**(5) FINANCIAL REPORT**

The Financial Statements ending September 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of September 2020. **CARRIED**

There is one unit in arrears for fines and one unit is currently an estate and will be handled during the statement of adjustment phase upon sale of the unit.

Attached to these minutes are the September Financials.

**(6) COMMITTEE REPORTS**

**6.1 ROOFING** – No Issues reported

**6.2 BUILDING & WORKS** – A Drain was plugged in a vacant unit which led to water ingress in the unit and to the unit below. Repair invoices for the damage to the unit below will be passed onto the source unit. Owners are reminded to make sure your drains are clear during this time of year. Debris from the trees can block the drain relatively easily if not cleared and can lead to this kind of issue.

A number of balcony drain pipe extensions have been requested to divert the water from draining to unwanted areas. Council will look into getting these completed.

**6.3 SAFETY AND SECURITY** – No Report

**6.4 WORKSHOP** – No Report

**6.5 LANDSCAPING** – On going fall maintenance. Arborist work being evaluated.

**6.6 CORPORATE SERVICES** – No report.

**6.7 BYLAWS/RULES** – No Report

**6.8 SOCIAL COMMITTEE REPORT:** Clubhouse will remain closed.

**(7) NEW BUSINESS**

a) **Organic Bin Replacement** – One of the organic bins was damaged. The City of Surrey has replaced the bin.

b) **Windstorm Power Outage** – The large windstorm caused a large power outage in the Southwynd area. It was odd as some areas of the complex had no power while other areas did. This is still a mystery with Council and Florian. It was noted that the emergency lighting in

some areas was working for longer than other areas. Florian will be checking the emergency light packs to replace batteries and any burnt out bulbs. Owners are reminded that emergency lighting is only rated to be on for 30min at a time or a power failure. This is so that there is sufficient time for anyone to exit the building in an emergency. The lighting is not designed to stay on for a long power outage. Southwynd has been replacing emergency lighting on failure with new LED systems that last longer. Council will look at updating all the lights so that they will stay on longer than the code requires of the 30min to help in these long power outage situations.

Thank you to Florian for putting in the extra time during the power outage. He worked to get the systems back up and running once the power was back and coordination to have areas accessible during the outage.

- c) **Entry Sign Post** – The entry sign post is in need of a clean and paint job. Council will look into having this completed in the spring time.
- d) **Drain Grates at Gate 1 & 2** – Florian was able to fix the gate 2 issue, however, part of the drain trough at gate 1 is broken and requires a welder to add a piece of steel to the trough so that the grates can sit level. The Strata Manager will contact a contractor to have this work completed.
- e) **Irrigation Shut Down** – Florian has shut down the irrigation system for the winter.
- f) **Annual Fire Testing** – City Fire will be on site to do the annual fire testing for Southwynd.
- g) **Edwards Heat Detectors** – It was noted by Edwards Manufacturer, that the heat detectors that are 2004 and newer are on a recall. Council noted that the heat detectors are original and have been tested annually, therefore there should be none in Southwynd that are on the recall list. City Fire will check when in suite testing can be achieved.
- h) **Renovation Violation** – A renovation taking place failed to follow the alteration guidelines set out in the alteration agreement. Council requested that they follow these rules moving forward and to rectify anything in violation to date. Owners are reminded to make sure their contractors follow the guidelines set out or fines can be applied to unit.
- i) **Rusty Patio Lights** – Council notes that there are patio/balcony pot lights that are rusted, however, it is not an issue and it is the responsibility of the Owners to paint the light casings if desired.
- j) **Heat Exchanger Maintenance** – RM plumbing will be carrying out maintenance on the heat exchangers.

- k) **Mechanical Servicing** – RM Plumbing and Florian will be caring out servicing on the mechanical equipment.
- l) **Emergency Lighting Complaint** – a complaint was reported to the city of Surrey fire department that the emergency lighting was not sufficient during our power outage. This was a surprise to Florian when an inspector came to check the building. Florian had to spend time walking the building with this inspector to prove that the emergency lighting is sufficient as per the fire code. The inspector agreed and indicated that the emergency lighting system is more than adequate for an emergency situation and power failure. It is code for the lights to be on for 30minutes. Our emergency system is inspected annually by City Fire and monthly by our resident manager. This led to a waste of Florian’s time and the fire inspector’s time. If there are any concerns please direct them to Council and Crossroads.
- m) **Recycling glass** – The city of Surrey no longer accepts glass in recycling. This change is due to the fact that glass can easily break during collection and transport. When broken glass mixes with paper and other containers it becomes difficult to properly recycle these materials. Broken glass is also a safety hazard.

It was **MOVED** and **SECONDED** to have Emterra add 5 glass bins to their contract to properly dispose of glass. **CARRIED**

These bins will only be emptied monthly.

All this information will be in the updated Owner’s Manuals.

Some Council members indicated they are willing to return wine and liquor bottles separately and donate the proceeds to the Social Committee. Liquor return cardboard boxes will be placed beside the glass bins for this purpose. **Volunteers willing to help with this endeavour would be welcome.**

- n) **Smoking at Southwynd** – Owners are reminded that the bylaws state the following in regards to smoking:

### Use of Property

3. (1) An owner, tenant, occupant or visitor must not use a strata lot, the common property or common assets in a way that:
- (a) causes a nuisance or hazard to another person,
  - (c) unreasonably interferes with the rights of other persons to use and enjoy the common property, common assets, or another strata lot,
- (6) An owner, occupant, tenant or visitor must not:
- (a) smoke in hallways, elevators, stairways, underground parking areas or any other common area,

(y) smoke marijuana on common property, limited common property or inside the strata lot. This bylaw includes owners, tenants, occupants or visitors.

There being no further business, the meeting was adjourned at 11:29 AM

Next Council Meeting is scheduled for Thursday, November 19th, 2020 at 9:00 AM held electronically

Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone*

**OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.

**Balance Sheet (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**September 2020**

Page 1  
10/19/2020  
03:27 PM

**AS OF THE 6TH MONTH ENDING SEPTEMBER 30, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

**ASSETS**

1010-0000 Petty Cash	400.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	47,980.36
1025-0000 Bank - Westminster - Contingency	282,194.65
1040-0000 Bank - Social Committee	1,707.89
1200-0000 Prepaid Insurance	150,011.47
1220-0000 Caretaker Suite	299,000.00
1300-0000 Accounts Receivable	3,772.34

**TOTAL ASSETS**

785,071.71

**LIABILITIES**

2010-0000 Accounts Payable	23,276.68
2017-0000 Social Committee Fund	1,707.89
2017-0300 Locker Fund	245.00
2040-0003 Due to Contingency-Insurance	150,011.47
2170-0000 Vacation Payable	-594.16

**TOTAL LIABILITIES**

174,646.88

**OWNERS' EQUITY**

**RESERVES**

3300-0000 Contingency Fund	255,956.67
3300-0154 Balcony Repairs Fund	12,091.48
3300-0243 Roadway Pavers Fund	14,146.50

**TOTAL RESERVES**

282,194.65

3499-0000 Owners' Equity/Caretaker Suite	299,000.00
3510-0000 Net Income - Current Year	29,230.18

**TOTAL OWNERS' EQUITY**

610,424.83

**TOTAL LIABILITIES AND EQUITY**

785,071.71

Date: Oct. 19/2020  
Accountant: [Signature]  
Property Manager: [Signature]

**Budget Comparison (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**September 2020**

**AS OF THE 6TH MONTH ENDING SEPTEMBER 30, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
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Prepared By:  
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Surrey, BC V3W 1J8  
Phone: 778-578-4445,

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
<b>INCOME</b>									
4010-0000 Strata Fees	83,356.99	83,357.00	-0.01	0.00	500,141.94	500,142.00	-0.06	0.00	1,000,284.00
<b>TOTAL</b>	<b>83,356.99</b>	<b>83,357.00</b>	<b>-0.01</b>	<b>0.00</b>	<b>500,141.94</b>	<b>500,142.00</b>	<b>-0.06</b>	<b>0.00</b>	<b>1,000,284.00</b>
<b>OTHER</b>									
4045-0000 Rental - Caretaker Suite	750.00	750.00	0.00	0.00	4,500.00	4,500.00	0.00	0.00	9,000.00
4051-0000 Move In / Out	-50.00	83.33	-133.33	-160.0	200.00	499.98	-299.98	-60.00	1,000.00
4056-0000 Storage	0.00	58.33	-58.33	-100.0	664.80	349.98	314.82	89.95	700.00
4057-0000 Parking	525.00	333.33	191.67	57.50	3,100.00	1,999.98	1,100.02	55.00	4,000.00
4065-0000 Interest Income	60.46	66.67	-6.21	-9.31	416.01	400.02	15.99	4.00	800.00
4066-0000 Remote Control Sale	0.00	0.00	0.00	0	20.00	0.00	20.00	0	0.00
<b>TOTAL OTHER</b>	<b>1,285.46</b>	<b>1,291.66</b>	<b>-6.20</b>	<b>-0.48</b>	<b>8,900.81</b>	<b>7,749.96</b>	<b>1,150.85</b>	<b>14.85</b>	<b>15,500.00</b>
<b>TOTAL INCOME</b>	<b>84,642.45</b>	<b>84,648.66</b>	<b>-6.21</b>	<b>-0.01</b>	<b>509,042.75</b>	<b>507,891.96</b>	<b>1,150.79</b>	<b>0.23</b>	<b>1,015,784.00</b>
<b>COMMON EXPENSES</b>									
<b>LANDSCAPING &amp; GROUNDS</b>									
6415-0000 Landscape Contract	4,397.00	4,416.67	19.67	0.45	26,382.00	26,500.02	118.02	0.45	53,000.00
6435-0000 Plant Replacement & Im	0.00	625.00	625.00	100.0	4,722.40	3,750.00	-972.40	-25.93	7,500.00
6440-0000 Irrigation System	0.00	375.00	375.00	100.0	1,248.29	2,250.00	1,001.71	44.52	4,500.00
<b>TOTAL LANDS. &amp; GROUNDS</b>	<b>4,397.00</b>	<b>5,416.67</b>	<b>1,019.67</b>	<b>18.82</b>	<b>32,352.69</b>	<b>32,500.02</b>	<b>147.33</b>	<b>0.45</b>	<b>65,000.00</b>
<b>REPAIR &amp; MAINTENANCE- GENER</b>									
6510-0000 Repair & Maintenance	2,121.00	3,916.67	1,795.67	45.85	11,365.28	23,500.02	12,134.74	51.64	47,000.00
6510-0100 Door Rollers and Windo	5,694.55	1,666.67	-4,027.88	-241.6	14,897.58	10,000.02	-4,897.56	-48.98	20,000.00
6510-0200 R & M - Roofs	0.00	416.67	416.67	100.0	0.00	2,500.02	2,500.02	100.0	5,000.00
6510-0300 R & M - Plumbing and H	1,487.85	2,166.67	678.82	31.33	3,097.55	13,000.02	9,902.47	76.17	26,000.00
6510-0400 Patio and Balconies	0.00	3,333.33	3,333.33	100.0	19,015.50	19,999.98	984.48	4.92	40,000.00
6510-0500 Gates & Entry Doors	745.50	250.00	-495.50	-198.2	866.25	1,500.00	633.75	42.25	3,000.00
6510-0600 R & M - Painting and Ca	0.00	166.67	166.67	100.0	1,502.45	1,000.02	-502.43	-50.24	2,000.00
6510-4001 Elevator	1,544.55	1,333.33	-211.22	-15.84	7,860.90	7,999.98	139.08	1.74	16,000.00
6521-0000 Fire System Service	0.00	833.33	833.33	100.0	1,485.75	4,999.98	3,514.23	70.28	10,000.00
6521-2100 Exercise Equipment & R	0.00	83.33	83.33	100.0	0.00	499.98	499.98	100.0	1,000.00
6535-0000 Enterphone and Security	110.83	250.00	139.17	55.67	1,787.58	1,500.00	-287.58	-19.17	3,000.00
6563-0000 Window Cleaning	0.00	558.33	558.33	100.0	5,565.00	3,349.98	-2,215.02	-66.12	6,700.00
6566-0000 Light Bulbs	0.00	125.00	125.00	100.0	682.79	750.00	67.21	8.96	1,500.00
6569-0000 Supplies	0.00	83.33	83.33	100.0	390.63	499.98	109.35	21.87	1,000.00
<b>TOTAL REPAIR &amp; MAINT.</b>	<b>11,704.28</b>	<b>15,183.33</b>	<b>3,479.05</b>	<b>22.91</b>	<b>68,517.26</b>	<b>91,099.98</b>	<b>22,582.72</b>	<b>24.79</b>	<b>182,200.00</b>
<b>UTILITIES</b>									
6576-0000 Electricity	7,128.32	4,750.00	-2,378.32	-50.07	22,254.50	28,500.00	6,245.50	21.91	57,000.00
6578-0000 Water & Sewer	16,782.99	4,500.00	-12,282.99	-272.9	33,842.76	27,000.00	-6,842.76	-25.34	54,000.00
6578-2000 Garbage & Recycling	2,453.41	1,458.33	-995.08	-68.23	10,412.42	8,749.98	-1,662.44	-19.00	17,500.00
6581-0000 Gas	3,847.74	6,416.67	2,568.93	40.04	31,271.49	38,500.02	7,228.53	18.78	77,000.00
6595-0000 Telephone Caretaker	64.96	66.67	1.71	2.56	389.76	400.02	10.26	2.56	800.00
<b>TOTAL UTILITIES</b>	<b>30,277.42</b>	<b>17,191.67</b>	<b>-13,085.75</b>	<b>-76.12</b>	<b>98,170.93</b>	<b>103,150.02</b>	<b>4,979.09</b>	<b>4.83</b>	<b>206,300.00</b>
<b>SALARIES &amp; BENEFITS</b>									
6820-0000 Caretaker Salary and Be	2,218.45	4,000.00	1,781.55	44.54	21,806.93	24,000.00	2,193.07	9.14	48,000.00
6870-0000 Janitorial Contract	2,291.10	2,333.33	42.23	1.81	13,746.60	13,999.98	253.38	1.81	28,000.00
6870-2000 Extra Cleaning	698.92	83.33	-615.59	-738.7	698.92	499.98	-198.94	-39.79	1,000.00
6875-0000 Payroll Costs	643.34	750.00	106.66	14.22	3,860.03	4,500.00	639.97	14.22	9,000.00
6895-0000 Strata Fees Caretaker S	397.98	422.00	24.02	5.69	2,387.88	2,532.00	144.12	5.69	5,064.00
6896-0000 Property Tax Caretaker	0.00	33.33	33.33	100.0	358.00	199.98	-158.02	-79.02	400.00
<b>TOTAL SALARIES &amp; PAYROLL COS</b>	<b>6,249.79</b>	<b>7,621.99</b>	<b>1,372.20</b>	<b>18.00</b>	<b>42,858.36</b>	<b>45,731.94</b>	<b>2,873.58</b>	<b>6.28</b>	<b>91,464.00</b>
<b>ADMINISTRATION</b>									
6975-0000 Council Expenses - Adm	0.00	83.33	83.33	100.0	120.61	499.98	379.37	75.88	1,000.00
6980-0000 Legal Expenses	0.00	83.33	83.33	100.0	112.50	499.98	387.48	77.50	1,000.00







The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management

## COVID – 19 GUIDELINES

- ✦ Wash your hands frequently.
- ✦ Stay away from crowded spaces.
- ✦ Avoid touching your eyes, nose and mouth.
- ✦ Cover your cough either with a tissue or cough into your elbow.
- ✦ Stay at home as much as possible.
- ✦ Avoid public transportation if possible.
- ✦ Practise social distancing of at least 2 meters or 6 feet.
- ✦ Wear a mask, covering your nose and mouth, when physical distancing is impossible.
- ✦ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✦ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✦ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✦ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✦ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✦ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✦ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✦ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✦ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✦ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✦ Be **considerate of your neighbours.** Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✦ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, SEPTEMBER 17, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

*See end of minutes*

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**

**2020/2021**

**PRESIDENT/BUILDING AND WORKS**

*Gary Greer - #107C*

**VICE-PRESIDENT/LANDSCAPING**

*Hank Lageweg – #107D*

**TREASURER**

*Alf Marchi - #103E*

**SECRETARY**

*Judith Green - #206C*

**SOCIAL LIAISON/CORP. SERVICES**

*Lou Anne Waln - #209E*

**AT LARGE**

*Sandy McKenzie #103D*

**SECURITY AND SAFETY**

*Wayne Mercer - #402E*

**STRATA MANAGERS**

*Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))*

*Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))*

**RESIDENT MANAGER**

*Florian Mitoi*

*(604)760-5743*

**CROSSROADS MANAGEMENT LTD.**

**1001 - 7445 – 132<sup>ND</sup> STREET**

**SURREY, B.C. V3W 1J8**

**Phone: (778) 578-4445**

**Fax: (778) 578-4447**

**EMERGENCY CONTACT- 24/7**

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
.....

**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Sandy McKenzie  
Alf Marchi  
Judith Green  
Wayne Mercer

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on August 20, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

a) **Balconies** –Balconies that have been approved to be done are 407A, 307A, 203D, 309E, 404E, and 401D. Seal-Tech Water Proofing will be performing the work and will be getting in contact with the individual home owners to book access to the balconies. The work is weather dependant and obviously need dry weather to perform the work. It would have been ideal to have this done sooner, however, with COVID and budgeting this

was delayed. The contractors will work hard to have this work completed before the heavy rains come.

- b) **Wood ties/patios/pavers** – The replacement pavers have been on back order, this is the reason for the delay in getting the pavers completed. The contractor will continue working on the patios. The wood ties replacement will commence shortly.
- c) **Windows** – Peak glass has a number of windows on order and have completed a number of window issues to date.
- d) **Ceiling Repairs** – Ric Fountain is taking care of a number of ceiling repairs throughout the complex.
- e) **Owner's Manual update** – The updated Owner's manual and other information sheets will be produced and delivered to each unit.
- f) **Fire Place Servicing** – The contractor will be scheduling with the Owners that have signed up into October.
- g) **Carpet Cleaning** – Alpha carpet cleaning will be back on site to finish the remainder of the carpets on September 30 and October 1<sup>st</sup>. Notices are posted.
- h) **Awning Work** – Council reviewed an Awning that seemed to have issues, however, after inspecting, it is a small amount of water that trickles through the seams, which with heavy rains, is expected given the way these awnings are designed. The awnings are not designed to be completely water proof as they are more of a sun shade.
- i) **Rodent Control** – Council reviewed a quote for an annual rodent control program with Atlas Pest Control. It was **MOVED** and **SECONDED** to approve the quote. **CARRIED**
- j) **SGM/Town Hall meeting** – Given the increase in COVID numbers in British Columbia and the regulations getting stricter it does not seem practical to be hosting an in person meeting anytime soon. The new normal will be Zoom meetings with directed proxies. Council believes it is best to host a proper Town Hall meeting, through ZOOM, in February prior to the AGM date to accurately determine what the Owners want to be included for the AGM agenda and who will be running for Council in 2021.
- k) **Hydro Work** – Council and Crossroads have been in communication with Hydro and the City to urge them to properly install the walkways in front of building E. This is on-going and communications with the City and Hydro will continue until the project is completed.

- l) **Bird and Animal Feeding** – The Co-op building behind Building D has a number of their residents feeding the wildlife. Council has requested the Strata Manager to contact the Vancouver Housing contact to see if anything can be done on their end to stop this from occurring.
- m) **EV Charging Stations** – Council is in the process of investigating the possible installation of common area Electrical Vehicle charging stations. Council first needs to find out the capacity in which how many charging stations can run on our system as well as how many individual charging stations can be installed by Owners at their individual parking spots. It was **MOVED** and **SECONDED** to have a feasibility study done to find out what is required. **CARRIED**

In the interim, Council did discuss accommodating one owner with a new electric vehicle and will permit them to park in a visitor stall but be charged for electrical consumption. It was **MOVED** and **SECONDED** to adopt a new rule that states: Owners that need to plug into common area outlets to charge their Electrical Vehicles will be charged \$25/month for the common area electricity usage. The amount is subject to change. **CARRIED**

(4) **SECRETARY'S REPORT**

The following units sent correspondence: 407A, 404D, 312E, 105A 108D, 108E, 306D, 402B, 204A, 102A, 109E, 406E, 311E, 201A, 408E, 408A, 406C, 204B, 108E, 208D, 104C,

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A request was made to include all accessible windows for the window cleaning next year. Council does not believe this is needed as it would produce a very large increase in the window cleaning bill.
- Council received an email about plastic bags full of recyclable and non-recyclables found in the recycle bins. Plastic bags are not recyclable, they are garbage, please empty the contents into the proper bins from the plastic bags and then dispose of the bags in the garbage. Garbage use documents will be included with the new Owners manual.
- A complaint was received that there is gurgling and soap suds coming from their toilet when an upper unit does their laundry. Council is looking into this and Crossroads sent letters to a number of units making them aware that this is occurring.
- A number of letters were received about certain plants not getting sufficient enough water, the irrigation system may not be able to get every area of the complex and may not be able to be on long enough during the hot dry summers. If you see this please help out and hand water these areas.

- An Owner acknowledged the amount of work that Renato Infanti has been doing around the complex. Council agrees and would like to Thank Renato for his valued contributions as a willing volunteer.
- An Owner believes there is a noise issue with the upstairs mechanical equipment. Council will investigate to determine what this noise could be.
- A complaint was received that people are leaving garbage bags on the ground when the garbage is out for pick up. Do not leave bags in the common area at any time, either take the bag back up to your unit or walk to the bins that are outside and dispose of the bags in the proper bins.

#### (5) FINANCIAL REPORT

The Financial Statements ending August 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of August 2020. **CARRIED**

There is one unit in arrears for fines. All Owners are up to date with their Strata Fees. Thank you Owners.

Attached to these minutes are the August Financials.

#### (6) COMMITTEE REPORTS

**6.1 ROOFING** – One leak to be reviewed by the roofer on building D.

**6.2 BUILDING & WORKS** – No Report – everything noted in other sections of the minutes.

**6.3 SAFETY AND SECURITY** – No Report

**6.4 WORKSHOP** – The outlet that was too close to the ground has been re-located to a higher location.

**6.5 LANDSCAPING** – Council reviewed a quote from Bartlett, the arborist company. Council wanted further clarification on why some trees were recommended to be removed as well as how important that this work be completed now or if can wait until the spring.

Due to the air quality from the smoke, the landscapers did have to take some days off from working at the complex. Once the air quality is back to normal, the landscapers will be back in full force.

**6.6 CORPORATE SERVICES** – No report. Gary Greer and Ross Ruddick do need to do an annual performance review with staff but that cannot take place right now.

**6.7 BYLAWS/RULES** – No Report

**6.8 SOCIAL COMMITTEE REPORT:** Clubhouse will remain closed.

**(7) NEW BUSINESS**

- a) **Planned Power Outage BC Hydro** – Notices were posted on the guidelines and precautions Owners should take during the planned power outage. Council provided security for the open entrance doors to the buildings.
- b) **Building A Leak** – Another leak occurred from the mechanical system in building A, Council will be looking into ways to stop this from occurring.
- c) **Skunk Issues** – It has been reported that there is a skunk den in the area, Atlas Pest control was called out to provide exclusion to this area that the skunks have started to make into a den. Hopefully without access they will move to another location. Proper re-location of the skunks cannot be achieved until middle of October if they are still at the Southwynd Property.
- d) **Garbage Guidelines** – Garbage/recycle/organic disposal information sheets will be included in the new Owners information packages that will be distributed soon.
- e) **Parking Stall Storage** – Council would like to remind Owners that the Fire Marshall states parking stalls are not to be used for storing items, they are intended for parking your vehicle only. Notices will be distributed to owners that have items in their stalls.
- f) **Smoking at Southwynd** – Owners are reminded that the bylaws state the following in regards to smoking:

**Use of Property**

- 3. (1) An owner, tenant, occupant or visitor must not use a strata lot, the common property or common assets in a way that:
  - (a) causes a nuisance or hazard to another person,
  - (b) causes unreasonable noise,
  - (c) unreasonably interferes with the rights of other persons to use and enjoy the common property, common assets, or another strata lot,
  - (d) is illegal,
  - (e) is contrary to a purpose for which the strata lot or common property is intended,
  - (f) causes damage or prevents the growth of trees, plants, bushes, flowers or lawns,



- (g) changes a landscaped area by removing or adding any plants without prior Strata Corporation approval,
- (h) interferes with or prevents the maintenance of the grounds.

- (6) An owner, occupant, tenant or visitor must not:
  - (a) smoke in hallways, elevators, stairways, underground parking areas or any other common area,
  - (c) make, cause or produce undue noise, smell, vibration or glare in or about any strata lot or common property or do anything which will interfere unreasonably with any other owner, occupant or tenant,
  - (y) smoke marijuana on common property, limited common property or inside the strata lot. This bylaw includes owners, tenants, occupants or visitors.

There being no further business, the meeting was adjourned at 11:29 AM

Next Council Meeting is scheduled for Thursday, October 15th, 2020 at 9:00 AM held electronically

Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone*

#### **OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.

**Balance Sheet (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**August 2020**

Page 1  
09/14/2020  
10:29 AM

**AS OF THE 5TH MONTH ENDING AUGUST 31, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

**ASSETS**

1010-0000 Petty Cash	400.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	35,403.40
1025-0000 Bank - Westminster - Contingency	246,555.97
1040-0000 Bank - Social Committee	1,656.57
1200-0000 Prepaid Insurance	175,013.31
1220-0000 Caretaker Suite	299,000.00
1300-0000 Accounts Receivable	4,079.61

**TOTAL ASSETS**

762,113.86

**LIABILITIES**

2010-0000 Accounts Payable	2,398.40
2017-0000 Social Committee Fund	1,656.57
2017-0300 Locker Fund	215.00
2040-0003 Due to Contingency-Insurance	175,013.31
2170-0000 Vacation Payable	1,047.49

**TOTAL LIABILITIES**

180,330.77

**OWNERS' EQUITY**

**RESERVES**

3300-0000 Contingency Fund	220,317.99
3300-0154 Balcony Repairs Fund	12,091.48
3300-0243 Roadway Pavers Fund	14,146.50

**TOTAL RESERVES**

246,555.97

3499-0000 Owners' Equity/Caretaker Suite	299,000.00
3510-0000 Net Income - Current Year	36,227.12

**TOTAL OWNERS' EQUITY**

581,783.09

**TOTAL LIABILITIES AND EQUITY**

762,113.86

Date: SEP. 14/2020  
Accountant: [Signature]  
Property Manager: [Signature]

**Budget Comparison (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**August 2020**

**AS OF THE 5TH MONTH ENDING AUGUST 31, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
<b>INCOME</b>									
4010-0000 Strata Fees	83,356.99	83,357.00	-0.01	0.00	416,784.95	416,785.00	-0.05	0.00	1,000,284.00
<b>TOTAL</b>	83,356.99	83,357.00	-0.01	0.00	416,784.95	416,785.00	-0.05	0.00	1,000,284.00
<b>OTHER</b>									
4045-0000 Rental - Caretaker Suite	750.00	750.00	0.00	0.00	3,750.00	3,750.00	0.00	0.00	9,000.00
4051-0000 Move In / Out	0.00	83.33	-83.33	-100.0	250.00	416.65	-166.65	-40.00	1,000.00
4056-0000 Storage	96.00	58.33	37.67	64.58	664.80	291.65	373.15	127.9	700.00
4057-0000 Parking	525.00	333.33	191.67	57.50	2,575.00	1,666.65	908.35	54.50	4,000.00
4065-0000 Interest Income	50.13	66.67	-16.54	-24.81	355.55	333.35	22.20	6.66	800.00
4066-0000 Remote Control Sale	0.00	0.00	0.00	0	20.00	0.00	20.00	0	0.00
<b>TOTAL OTHER</b>	1,421.13	1,291.66	129.47	10.02	7,615.35	6,458.30	1,157.05	17.92	15,500.00
<b>TOTAL INCOME</b>	84,778.12	84,648.66	129.46	0.15	424,400.30	423,243.30	1,157.00	0.27	1,015,784.00
<b>COMMON EXPENSES</b>									
<b>LANDSCAPING &amp; GROUNDS</b>									
6415-0000 Landscape Contract	4,397.00	4,416.67	19.67	0.45	21,985.00	22,083.35	98.35	0.45	53,000.00
6435-0000 Plant Replacement & Im	0.00	625.00	625.00	100.0	4,722.40	3,125.00	-1,597.40	-51.12	7,500.00
6440-0000 Irrigation System	0.00	375.00	375.00	100.0	1,248.29	1,875.00	626.71	33.42	4,500.00
<b>TOTAL LANDS. &amp; GROUNDS</b>	4,397.00	5,416.67	1,019.67	18.82	27,955.69	27,083.35	-872.34	-3.22	65,000.00
<b>REPAIR &amp; MAINTENANCE- GENER</b>									
6510-0000 Repair & Maintenance	1,556.07	3,916.67	2,360.60	60.27	9,244.28	19,583.35	10,339.07	52.80	47,000.00
6510-0100 Door Rollers and Windo	2,924.12	1,666.67	-1,257.45	-75.45	9,203.03	8,333.35	-869.68	-10.44	20,000.00
6510-0200 R & M - Roofs	0.00	416.67	416.67	100.0	0.00	2,083.35	2,083.35	100.0	5,000.00
6510-0300 R & M - Plumbing and H	0.00	2,166.67	2,166.67	100.0	1,609.70	10,833.35	9,223.65	85.14	26,000.00
6510-0400 Patio and Balconies	3,465.00	3,333.33	-131.67	-3.95	19,015.50	16,666.65	-2,348.85	-14.09	40,000.00
6510-0500 Gates & Entry Doors	0.00	250.00	250.00	100.0	120.75	1,250.00	1,129.25	90.34	3,000.00
6510-0600 R & M - Painting and Ca	846.20	166.67	-679.53	-407.7	1,502.45	833.35	-669.10	-80.29	2,000.00
6510-4001 Elevator	1,187.55	1,333.33	145.78	10.93	6,316.35	6,666.65	350.30	5.25	16,000.00
6521-0000 Fire System Service	1,485.75	833.33	-652.42	-78.29	1,485.75	4,166.65	2,680.90	64.34	10,000.00
6521-2100 Exercise Equipment & R	0.00	83.33	83.33	100.0	0.00	416.65	416.65	100.0	1,000.00
6535-0000 Enterphone and Security	110.83	250.00	139.17	55.67	1,676.75	1,250.00	-426.75	-34.14	3,000.00
6563-0000 Window Cleaning	0.00	558.33	558.33	100.0	5,565.00	2,791.65	-2,773.35	-99.34	6,700.00
6566-0000 Light Bulbs	137.90	125.00	-12.90	-10.32	682.79	625.00	-57.79	-9.25	1,500.00
6569-0000 Supplies	167.54	83.33	-84.21	-101.0	390.63	416.65	26.02	6.25	1,000.00
<b>TOTAL REPAIR &amp; MAINT.</b>	11,880.96	15,183.33	3,302.37	21.75	56,812.98	75,916.65	19,103.67	25.16	182,200.00
<b>UTILITIES</b>									
6576-0000 Electricity	0.00	4,750.00	4,750.00	100.0	15,126.18	23,750.00	8,623.82	36.31	57,000.00
6578-0000 Water & Sewer	0.00	4,500.00	4,500.00	100.0	17,059.77	22,500.00	5,440.23	24.18	54,000.00
6578-2000 Garbage & Recycling	791.37	1,458.33	666.96	45.73	7,959.01	7,291.65	-667.36	-9.15	17,500.00
6581-0000 Gas	3,848.38	6,416.67	2,568.29	40.03	27,423.75	32,083.35	4,659.60	14.52	77,000.00
6595-0000 Telephone Caretaker	64.96	66.67	1.71	2.56	324.80	333.35	8.55	2.56	800.00
<b>TOTAL UTILITIES</b>	4,704.71	17,191.67	12,486.96	72.63	67,893.51	85,958.35	18,064.84	21.02	206,300.00
<b>SALARIES &amp; BENEFITS</b>									
6820-0000 Caretaker Salary and Be	4,106.50	4,000.00	-106.50	-2.66	19,588.48	20,000.00	411.52	2.06	48,000.00
6870-0000 Janitorial Contract	2,291.10	2,333.33	42.23	1.81	11,455.50	11,666.65	211.15	1.81	28,000.00
6870-2000 Extra Cleaning	0.00	83.33	83.33	100.0	0.00	416.65	416.65	100.0	1,000.00
6875-0000 Payroll Costs	643.34	750.00	106.66	14.22	3,216.69	3,750.00	533.31	14.22	9,000.00
6895-0000 Strata Fees Caretaker S	397.98	422.00	24.02	5.69	1,989.90	2,110.00	120.10	5.69	5,064.00
6896-0000 Property Tax Caretaker	0.00	33.33	33.33	100.0	358.00	166.65	-191.35	-114.8	400.00
<b>TOTAL SALARIES &amp; PAYROLL COS</b>	7,438.92	7,621.99	183.07	2.40	36,608.57	38,109.95	1,501.38	3.94	91,464.00
<b>ADMINISTRATION</b>									
6975-0000 Council Expenses - Adm	0.00	83.33	83.33	100.0	120.61	416.65	296.04	71.05	1,000.00
6980-0000 Legal Expenses	0.00	83.33	83.33	100.0	112.50	416.65	304.15	73.00	1,000.00





The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management

## COVID – 19 GUIDELINES

- ✚ Wash your hands frequently.
- ✚ Stay away from crowded spaces.
- ✚ Avoid touching your eyes, nose and mouth.
- ✚ Cover your cough either with a tissue or cough into your elbow.
- ✚ Stay at home as much as possible.
- ✚ Avoid public transportation if possible.
- ✚ Practise social distancing of at least 2 meters or 6 feet.
- ✚ Wear a mask, covering your nose and mouth, when physical distancing is impossible.
- ✚ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✚ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✚ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✚ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✚ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✚ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✚ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✚ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✚ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✚ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✚ Be **considerate of your neighbours.** Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✚ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, AUGUST 20, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2020/2021**

**PRESIDENT/BUILDING AND WORKS**

Gary Greer - #107C

**VICE-PRESIDENT/LANDSCAPING**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**AT LARGE**

Sandy McKenzie #103D

**SECURITY AND SAFETY**

Wayne Mercer - #402E

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
.....

**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Sandy McKenzie  
Alf Marchi  
Judith Green  
Wayne Mercer

**REGRETS:**

Jesse Train – CrossRoads Management

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

It was **MOVED** and **SECONDED** to appoint Sandy McKenzie, 103D, to Council. **CARRIED**

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on July 16, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Balconies** – Council reviewed the list of balconies that require work this year and it was **MOVED** and **SECONDED** to approve them to be done as soon as possible while the good weather is upon us. Council will review quotes before choosing a contractor and balconies being done will be on priority basis until an SGM can be

completed to get approval to have a spending resolution to take care of the remaining balconies that are not as serious. Balconies that have been approved to be done are 407A, 307A, 203D, 309E, 404E, and 401D. **CARRIED**

- b) **Wood ties/patios/pavers** – South Fraser Custom Landscaping is on site taking care of the remaining patios that need work done. They are also trying to set a date where they can take care of all the wood working that needs to be done, this is wood ties and a few fence posts repairs. The guidelines for pavers set out by Council are as follows: If the pavers are in good shape but need re-leveling that is the Strata expense. If a majority of the pavers are in good shape and only a few pavers need replacing the contractor will re-level and replace the bad ones with the supply of good ones left over from previous projects. If a large amount of the pavers are starting to become brittle and falling apart, replacement with new pavers will be done at the Strata Expense. If the status of a patio is in decent shape and replacement is not necessary, but the Owner wants new paving stones, then it would be the Owner's responsibility to pay for the pavers and the extra costs associated with the full replacement.
- c) **Windows** – Peak glass has a number of windows on order and have completed a number of window issues to date.
- d) **Ceiling Repairs** – Ric Fountain has been contacted to take care of ceiling repairs that have been outstanding from leaks. If there are any further ceiling repairs that are required, please contact jesse@crpm.ca.
- e) **Building Front Doors** – Peak Glass is almost completed the building D door repair.
- f) **Owner's Manual update** – Council is reviewing the draft of the Owner's manual and will provide updates and final approval at the next Council meeting.
- g) **Fire Place Servicing** – New signs have been posted in the buildings where there were many who signed up. No need to sign a second time.
- h) **Carpet Cleaning** – The Council decided to schedule with Tuxedo carpet cleaning to come and do all the buildings, starting with Building A. Notices will be posted when this work will commence.
- i) **Roof Leak and other jobs** – Remdal was out to deal with a number of jobs that required a boom lift in order to carry out the repairs. Florian was very pleased with the work done by Remdal.
- j) **Awning Work** – An Awning had been inspected by Century Signs and it was reported that the fabric is deteriorating and needs to be fully replaced, as repairs will not be sufficient. Council reviewed a quote to have this replaced but before granting approval want to inspect the awning themselves.
- k) **Ant Treatment** – There are a couple areas that have a number of flying ants, the pest control has been contacted to take care of this. Florian, reports that the next pest control situation will be lady bug infestation, so Atlas will be contacted when this occurs to handle this situation.



- l) **Hand Sanitizers** – The hand sanitizers have arrived and Council will instruct Florian on the locations that the stations are to be installed. Council discussed getting drip pans or something along the lines of protection from hand sanitizer dripping on the floor or carpet.
- m) **SGM/Town Hall meeting** – Council would like to schedule a town hall zoom meeting to get Owners input on what they believe needs to be addressed at an SGM. As COVID continues to rise in British Columbia, the reality is that the SGM will most likely be held electronically and by direct proxy.
- n) **Hydro Work** – Council and Crossroads have been in communication with Hydro and the City to urge them to properly install the walkways in front of building E, as there are some areas which are causing a tripping hazard. Florian and volunteers have been hand watering the grass that has recently been laid down. Council hopes more people will help out and spray some water on the seeded areas.
- o) **Balcony Clean up** – An Owner was asked to clear a number of items off their balcony. The Owner has complied to the satisfaction of their neighbour and Council.

(4) **SECRETARY'S REPORT**

The following units sent correspondence: 103C, 107E, 403C, 101D, 404A, 103E, 108E, 107D, 403B, 409E, 202C, 401B, 104E, 302B, 108D, 103D, 106A,

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A letter was sent thanking the Council for having their patio completed.
- A complaint that the shrubs under their window need pruning, Council will discuss with Deca.
- A number of letters and emails about window work and patio work. These have been added to the lists and passed onto the contractors.
- A number of requests for ceiling damage repair, these requests have been passed onto the contractor to make arrangements with the Owners.
- A letter thanking Council member Greg Egan and Florian for their prompt assistance for an accidental water leak from another unit.
- An owner reported an error note on the Southwynd website. This was due to the website being upgraded. It is no longer an issue.
- An Owner was concerned about the type of spray Deca uses on the weeds. It is a Horticultural vinegar that is safe for the environment.
- There have been complaints about seagull mess, at this time if there are nests in place there is nothing we can do as it is illegal for us to remove the nests. There has previously been a suggestion to install bird spikes on the roofs and canopies to deter the birds, however Council determined that it too difficult and expensive .

(5) **FINANCIAL REPORT**

The Financial Statements ending July 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of July 2020. **CARRIED**

There is one unit in arrears for fines. All Owners are up to date with their Strata Fees. Thank you Owners.

Attached to these minutes are the July Financials.

(6) **COMMITTEE REPORTS**

**6.1 ROOFING** – The leak on Building A has been repaired by Remdal.

**6.2 BUILDING & WORKS** – Florian has carried out a number of repairs on the sprinkler system and plumbing system. There was some damage done to the parking lot gate recently, Florian was able to fix that as well. There are a number of other maintenance issues that Florian has been able to resolve for the Strata. Council is very grateful for his attention to these matters, which would otherwise incur significant expense.

**6.3 SAFETY AND SECURITY** – Wayne Mercer volunteered to be the Safety and Security member of Council and Council designated him as a privacy officer in order for him to view the video cameras in case of an incident. It was **MOVED** and **SECONDED** to appoint Wayne Mercer as a Privacy Officer. **CARRIED**

**6.4 WORKSHOP** – It was reported that an outlet is not to code in the electrical room, Council has requested an electrician to come and review the room to make sure it is wired properly and to code.

Council would like to send a huge Thank you to Renato Infanti (107E) for the generous donation of the workshop tools and equipment. An official thank you letter will be sent to Renato.

**6.5 LANDSCAPING** – There are a number of areas that the grass is dying due to lack of water due to the water restrictions imposed by the City of Surrey. In this heat wave we have been having, it is hard for the sprinkler system to provide a sufficient amount of water for the grass. This is something that occurs in this type of weather. Council asks if volunteers can help in hand watering areas that they see are in need of water.

Council requests that Bartlett Tree Services come out to have a look at the complex and provide further recommendations on what can be done around the property.

**6.6 CORPORATE SERVICES** – No report. Gary Greer and Ross Ruddick do need to do an annual performance review with staff but that cannot take place right now.

**6.7 BYLAWS/RULES** – No Report

## 6.8 SOCIAL COMMITTEE REPORT: No Report

### (7) NEW BUSINESS

- a) **New Mats** – Florian has purchased new mats for the Elevator parking level lobbies.
- b) **Parking Stall Storage** – Council would like to remind Owners that the Fire Marshall states parking stalls are not to be used for storing items, they are intended to parking your vehicle only. Notices will be distributed to owners that have items in their stalls.
- c) **Bird and animal feeding** – There have been a number of complaints that residents are feeding the wildlife around Southwynd and there are a number of complaints with the results of these animals being fed. Attached to these minutes is a notice from Council. Please read.
- d) **AC installation Guidelines** – Council discussed the option of drafting up guidelines for AC installations. Council believes that it should be looked at case by case.
- e) **EV Charging Stations** – As it is becoming more and more attractive to purchase Electrical Vehicles and it is becoming a selling feature for condos to have EV charging stations, Council has decided to start looking further into getting charging stations installed at Southwynd. This will be a process of a feasibility study, bylaw amendments and spending resolutions.
- f) **Clubhouse Protocols** – Council went to the clubhouse to look into ways that social distancing can be in place while using the clubhouse for certain activities, but they did not have confidence that this would be achievable. With COVID 19 numbers rising in BC, Council does not believe it to be a good idea to open the clubhouse at this time. The Strata Manager pointed out that a majority of the buildings managed have not opened their clubhouses or amenity rooms to the Ownerships use.
- g) **Booster Pump Leak** – A pin-hole leak was discovered by the booster pump in the mechanical room. Florian was able to take care of this before any damage occurred.
- h) **Sprinkler Pipe Seal Leak** – The sprinkler line had an active leak at a joint, in which the rubber seal had failed. Florian had City Fire out to make the repair.
- i) **Gate Accident** – Council would like to remind Owners to make sure you are patient with the gate fully opening before driving through to avoid possible damage to the gates if struck by a vehicle. Council would also like to remind everyone that you must wait for the gate to close behind you and not to allow anyone in behind you. **There was a report that someone walked**

in behind a vehicle, however, they were not a recognizable person that lived at Southwynd. If this ever occurs please contact Florian right away.

- j) **Smoking at Southwynd** – Owners are reminded that the bylaws state the following in regards to smoking:

### **Use of Property**

3. (1) An owner, tenant, occupant or visitor must not use a strata lot, the common property or common assets in a way that:
- (a) causes a nuisance or hazard to another person,
  - (b) causes unreasonable noise,
  - (c) unreasonably interferes with the rights of other persons to use and enjoy the common property, common assets, or another strata lot,
  - (d) is illegal,
  - (e) is contrary to a purpose for which the strata lot or common property is intended,
  - (f) causes damage or prevents the growth of trees, plants, bushes, flowers or lawns,
  - (g) changes a landscaped area by removing or adding any plants without prior Strata Corporation approval,
  - (h) interferes with or prevents the maintenance of the grounds.
- (6) An owner, occupant, tenant or visitor must not:
- (a) smoke in hallways, elevators, stairways, underground parking areas or any other common area,
  - (c) make, cause or produce undue noise, smell, vibration or glare in or about any strata lot or common property or do anything which will interfere unreasonably with any other owner, occupant or tenant,
  - (y) smoke marijuana on common property, limited common property or inside the strata lot. This bylaw includes owners, tenants, occupants or visitors.

There being no further business, the meeting was adjourned at 11:35 AM

Next Council Meeting is scheduled for Thursday, September 17th, 2020 at 9:00 AM held electronically due to the COVID 19 situation.

Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

**EMERGENCY CONTACT  
24 HOUR SERVICE  
(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone*

### **OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management

## COVID – 19 GUIDELINES

- ✚ Wash your hands frequently.
- ✚ Stay away from crowded spaces.
- ✚ Avoid touching your eyes, nose and mouth.
- ✚ Cover your cough either with a tissue or cough into your elbow.
- ✚ Stay at home as much as possible.
- ✚ Avoid public transportation if possible.
- ✚ Practise social distancing of at least 2 meters or 6 feet.
- ✚ Wear a mask, covering your nose and mouth, when physical distancing is impossible.
- ✚ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✚ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✚ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✚ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✚ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✚ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✚ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✚ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✚ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✚ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✚ Be **considerate of your neighbours.** Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✚ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>



Just a reminder that residents are not to feed seagulls, crows, squirrels or any other wildlife. This can cause a mess on balconies and patios and is a potential health issue and also encourages wildlife to depend on humans which means that they do not forage for themselves.

Watching the wildlife is enjoyable but they often rip up plants from pots and gardens of other residents and foul windows which can only be cleaned once a year.

The larger birds scare away the songbirds and humming birds and actually eat them and rob their nests which means fewer lovely songs in the trees.

Please DO NOT feed them from your balcony or patio and remember, they are wild not tame or domesticated. This is for their health and ours.

Please refer to Bylaws section 6 (n) which states:

An owner, occupant, tenant or visitor must not hang any bird feeders (except hummingbird feeders), install any bird baths, **feed pigeons gulls or other birds, squirrels, rodents or other animals from a strata lot or anywhere on or in close proximity to the common property or any limited common property.**

**Balance Sheet (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**July 2020**

Page 1  
08/18/2020  
12:09 PM

**AS OF THE 4TH MONTH ENDING JULY 31, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

**ASSETS**

1010-0000 Petty Cash	400.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	31,107.24
1025-0000 Bank - Westminster - Contingency	210,938.69
1040-0000 Bank - Social Committee	1,655.23
1200-0000 Prepaid Insurance	200,015.15
1220-0000 Caretaker Suite	299,000.00
1300-0000 Accounts Receivable	3,084.61

**TOTAL ASSETS**

746,205.92

**LIABILITIES**

2010-0000 Accounts Payable	13,427.90
2017-0000 Social Committee Fund	1,655.23
2017-0300 Locker Fund	185.00
2040-0003 Due to Contingency-Insurance	200,015.15
2170-0000 Vacation Payable	801.09
2250-0000 Pre-Paid Fees	453.98

**TOTAL LIABILITIES**

216,538.35

**OWNERS' EQUITY**

**RESERVES**

3300-0000 Contingency Fund	184,700.71
3300-0154 Balcony Repairs Fund	12,091.48
3300-0243 Roadway Pavers Fund	14,146.50

**TOTAL RESERVES**

210,938.69

3499-0000 Owners' Equity/Caretaker Suite	299,000.00
3510-0000 Net Income - Current Year	19,728.88

**TOTAL OWNERS' EQUITY**

529,667.57

**TOTAL LIABILITIES AND EQUITY**

746,205.92

Date: Aug 18/2020  
Accountant: (Signature)  
Property Manager: (Signature)



**Budget Comparison (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**July 2020**

**AS OF THE 4TH MONTH ENDING JULY 31, 2020**

Prepared For:  
 Strata Plan LMS1107  
 1705 - 1785 Martin Drive  
 Surrey, BC V4A 9T5

Prepared By:  
 Crossroads Management Ltd.  
 #1001 - 7445 132nd Street  
 Surrey, BC V3W 1J8  
 Phone: 778-578-4445,

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
<b>INCOME</b>									
4010-0000 Strata Fees	83,356.99	83,357.00	-0.01	0.00	333,427.96	333,428.00	-0.04	0.00	1,000,284.00
<b>TOTAL</b>	<b>83,356.99</b>	<b>83,357.00</b>	<b>-0.01</b>	<b>0.00</b>	<b>333,427.96</b>	<b>333,428.00</b>	<b>-0.04</b>	<b>0.00</b>	<b>1,000,284.00</b>
<b>OTHER</b>									
4045-0000 Rental - Caretaker Suite	750.00	750.00	0.00	0.00	3,000.00	3,000.00	0.00	0.00	9,000.00
4051-0000 Move In / Out	150.00	83.33	66.67	80.01	250.00	333.32	-83.32	-25.00	1,000.00
4056-0000 Storage	-96.00	58.33	-154.33	-264.5	568.80	233.32	335.48	143.7	700.00
4057-0000 Parking	50.00	333.33	-283.33	-85.00	2,050.00	1,333.32	716.68	53.75	4,000.00
4065-0000 Interest Income	82.25	66.67	15.58	23.37	305.42	266.68	38.74	14.53	800.00
4066-0000 Remote Control Sale	0.00	0.00	0.00	0	20.00	0.00	20.00	0	0.00
<b>TOTAL OTHER</b>	<b>936.25</b>	<b>1,291.66</b>	<b>-355.41</b>	<b>-27.52</b>	<b>6,194.22</b>	<b>5,166.64</b>	<b>1,027.58</b>	<b>19.89</b>	<b>15,500.00</b>
<b>TOTAL INCOME</b>	<b>84,293.24</b>	<b>84,648.66</b>	<b>-355.42</b>	<b>-0.42</b>	<b>339,622.18</b>	<b>338,594.64</b>	<b>1,027.54</b>	<b>0.30</b>	<b>1,015,784.00</b>
<b>COMMON EXPENSES</b>									
<b>LANDSCAPING &amp; GROUNDS</b>									
6415-0000 Landscape Contract	4,397.00	4,416.67	19.67	0.45	17,588.00	17,666.68	78.68	0.45	53,000.00
6435-0000 Plant Replacement & Im	0.00	625.00	625.00	100.0	4,722.40	2,500.00	-2,222.40	-88.90	7,500.00
6440-0000 Irrigation System	0.00	375.00	375.00	100.0	1,248.29	1,500.00	251.71	16.78	4,500.00
<b>TOTAL LANDS. &amp; GROUNDS</b>	<b>4,397.00</b>	<b>5,416.67</b>	<b>1,019.67</b>	<b>18.82</b>	<b>23,558.69</b>	<b>21,666.68</b>	<b>-1,892.01</b>	<b>-8.73</b>	<b>65,000.00</b>
<b>REPAIR &amp; MAINTENANCE- GENER</b>									
6510-0000 Repair & Maintenance	1,266.68	3,916.67	2,649.99	67.66	7,688.21	15,666.68	7,978.47	50.93	47,000.00
6510-0100 Door Rollers and Windo	6,278.91	1,666.67	-4,612.24	-276.7	6,278.91	6,666.68	387.77	5.82	20,000.00
6510-0200 R & M - Roofs	0.00	416.67	416.67	100.0	0.00	1,666.68	1,666.68	100.0	5,000.00
6510-0300 R & M - Plumbing and H	0.00	2,166.67	2,166.67	100.0	1,609.70	8,666.68	7,056.98	81.43	26,000.00
6510-0400 Patio and Balconies	0.00	3,333.33	3,333.33	100.0	15,550.50	13,333.32	-2,217.18	-16.63	40,000.00
6510-0500 Gates & Entry Doors	0.00	250.00	250.00	100.0	120.75	1,000.00	879.25	87.93	3,000.00
6510-0600 R & M - Painting and Ca	0.00	166.67	166.67	100.0	656.25	666.68	10.43	1.56	2,000.00
6510-4001 Elevator	1,433.55	1,333.33	-100.22	-7.52	5,128.80	5,333.32	204.52	3.83	16,000.00
6521-0000 Fire System Service	0.00	833.33	833.33	100.0	0.00	3,333.32	3,333.32	100.0	10,000.00
6521-2100 Exercise Equipment & R	0.00	83.33	83.33	100.0	0.00	333.32	333.32	100.0	1,000.00
6535-0000 Enterphone and Security	110.83	250.00	139.17	55.67	1,565.92	1,000.00	-565.92	-56.59	3,000.00
6563-0000 Window Cleaning	0.00	558.33	558.33	100.0	5,565.00	2,233.32	-3,331.68	-149.1	6,700.00
6566-0000 Light Bulbs	0.00	125.00	125.00	100.0	544.89	500.00	-44.89	-8.98	1,500.00
6569-0000 Supplies	61.57	83.33	21.76	26.11	223.09	333.32	110.23	33.07	1,000.00
<b>TOTAL REPAIR &amp; MAINT.</b>	<b>9,151.54</b>	<b>15,183.33</b>	<b>6,031.79</b>	<b>39.73</b>	<b>44,932.02</b>	<b>60,733.32</b>	<b>15,801.30</b>	<b>26.02</b>	<b>182,200.00</b>
<b>UTILITIES</b>									
6576-0000 Electricity	7,394.45	4,750.00	-2,644.45	-55.67	15,126.18	19,000.00	3,873.82	20.39	57,000.00
6578-0000 Water & Sewer	0.00	4,500.00	4,500.00	100.0	17,059.77	18,000.00	940.23	5.22	54,000.00
6578-2000 Garbage & Recycling	1,508.41	1,458.33	-50.08	-3.43	7,167.64	5,833.32	-1,334.32	-22.87	17,500.00
6581-0000 Gas	4,228.31	6,416.67	2,188.36	34.10	23,575.37	25,666.68	2,091.31	8.15	77,000.00
6595-0000 Telephone Caretaker	64.96	66.67	1.71	2.56	259.84	266.68	6.84	2.56	800.00
<b>TOTAL UTILITIES</b>	<b>13,196.13</b>	<b>17,191.67</b>	<b>3,995.54</b>	<b>23.24</b>	<b>63,188.80</b>	<b>68,766.68</b>	<b>5,577.88</b>	<b>8.11</b>	<b>206,300.00</b>
<b>SALARIES &amp; BENEFITS</b>									
6820-0000 Caretaker Salary and Be	4,106.50	4,000.00	-106.50	-2.66	15,481.98	16,000.00	518.02	3.24	48,000.00
6870-0000 Janitorial Contract	2,291.10	2,333.33	42.23	1.81	9,164.40	9,333.32	168.92	1.81	28,000.00
6870-2000 Extra Cleaning	0.00	83.33	83.33	100.0	0.00	333.32	333.32	100.0	1,000.00
6875-0000 Payroll Costs	643.34	750.00	106.66	14.22	2,573.35	3,000.00	426.65	14.22	9,000.00
6895-0000 Strata Fees Caretaker S	397.98	422.00	24.02	5.69	1,591.92	1,688.00	96.08	5.69	5,064.00
6896-0000 Property Tax Caretaker	0.00	33.33	33.33	100.0	358.00	133.32	-224.68	-168.5	400.00
<b>TOTAL SALARIES &amp; PAYROLL COS</b>	<b>7,438.92</b>	<b>7,621.99</b>	<b>183.07</b>	<b>2.40</b>	<b>29,169.65</b>	<b>30,487.96</b>	<b>1,318.31</b>	<b>4.32</b>	<b>91,464.00</b>
<b>ADMINISTRATION</b>									
6975-0000 Council Expenses - Adm	120.61	83.33	-37.28	-44.74	120.61	333.32	212.71	63.82	1,000.00
6980-0000 Legal Expenses	0.00	83.33	83.33	100.0	112.50	333.32	220.82	66.25	1,000.00



**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, JULY 16, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**

2019/2020

**PRESIDENT/BUILDING AND WORKS**

Gary Greer - #107C

**VICE-PRESIDENT/LANDSCAPING**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**AT LARGE**

Wayne Mercer - #402E

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
.....

**ATTENDANCE:**

Gary Greer

Hank Lageweg

Lou Anne Waln

Greg Egan

Alf Marchi

Jesse Train – CrossRoads Management

**REGRETS:**

Wayne Mercer

Judith Green

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

It was **MOVED** and **SECONDED** to appoint Wayne Mercer, 402E, to Council. **CARRIED**

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on June 18, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

a) **Balconies** – Seal Tech has provided guidelines on entering the units of buildings due to COVID 19. As long as the Owner is comfortable with the contractors coming through the unit to inspect the balcony to obtain pricing on the balconies, the Strata Manager will start the process of getting these balconies repaired. The Strata Manager will call the individual units that require balcony inspections/repairs to see if they are comfortable with contractors coming through their units. Once the price is obtained, this will go forward to the SGM for a spending resolution.

- b) **Wood ties/patios/pavers** – South Fraser Custom Landscaping is on site taking care of the remaining patios that need work done. The guidelines set out by Council are as follows: If the pavers are in good shape but need re-leveling that is the Strata expense. If a majority of the pavers are in good shape and only a few pavers need replacing the contractor will re-level and replace the bad ones with the supply of good ones left over from previous projects. If a large amount of the pavers are starting to become brittle and falling apart, replacement with new pavers will be done at the Strata Expense. If the status of a patio is in decent shape and replacement is not necessary, but the Owner wants new paving stones, then it would be the Owner's responsibility to pay for the pavers and the extra costs associated with the full replacement.
- c) **Windows** – Peak glass has a number of windows on order to have installed at Southwynd.
- d) **Ceiling Repairs** – Please inform Crossroads management if you are comfortable with having a contractor come and do your ceiling repairs. This requires multiple site visits in the unit and may require you to leave the unit for a duration of time or stay to a separate room during the work.
- e) **Battery Back-up for Cameras** – Six technologies has completed the install of the battery back-up for the cameras.
- f) **Building Front Doors** – Peak Glass is still waiting for parts to come in to carry out the repairs on the building D door.
- g) **Owner's Manual update** – Judith and Crossroads will be going through the Owner's manual next week.
- h) **Fire Place Servicing** – Fire Place servicing will be done in September, notices/sign-up sheets will be posted closer to the scheduled date.
- i) **Carpet Cleaning** – The Council decided to delay this work until the fall. Normally, when common area carpet cleaning is done, the company provides separate pricing for owner suites (at owner expense), and Council wishes to delay the cleaning until that coordination can be done.
- j) **Roof Leak and other jobs** – This work is scheduled for August 10<sup>th</sup>, a boom lift will be in use from the driveway of the complex.
- k) **Awning Work** – The contractor is going to follow up with the owners that are affected by the leaking awnings. It was noted that these awnings are a stitched design and more of a sun shade style of awning and not designed to withhold large rainstorms, there will be some leakage through the seams as times.
- l) **Ant Treatment** – The ant treatment was completed, however, some of the areas it did not seem to work. Atlas will be called back to deal with these areas. As well Florian is going to have

them have a look on the roof. Ants are particularly bad this year, if you have a problem please inform Florian.

- m) Hand Sanitizers** – The order Crossroads put into Swish Cleaning Supplies has yet to come and provide an ETA. Crossroads was able to source out a different style of hand sanitizer stations, these are simply just a bottle holder that is attached to the wall. These were much cheaper than the other types. It was **MOVED** and **SECONDED** to purchase 15 hand sanitizer stations and the solution. **CARRIED**

**(4) SECRETARY'S REPORT**

The following units sent correspondence: 208D, 108E, 404A, 201D, 408E, 104E, 403B, 105B, 102C, 406C, 301C, 103C, 401B, 103B, 404D, 210E, 106B, 106D, 204B, 301D.

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- There have been a number of complaints about smelling marijuana. Owners are reminded that this is against the bylaws.

**Use of Property**

3. (1) An owner, tenant, occupant or visitor must not use a strata lot, the common property or common assets in a way that:
    - (y) smoke marijuana on common property, limited common property or inside the strata lot. This bylaw includes owners, tenants, occupants or visitors.
- A letter was submitted indicating that many people do not follow the rules of not letting strangers into the building. Make sure you use your fob when entering the buildings and not to just follow someone in. Make sure you do not allow someone to simply follow you into the building.
  - A number of window and patio paver requests, all are on the list and sent onto the contractors.
  - An Owner submitted a request to have the landscapers deal with a large clump of weeds, the landscapers will have this taken care of.
  - A number of complaints were received about the upkeep of fences and walkways. Council thanks this owner for their opinion and will look into the issues.
  - A requests made to have all the weeds in the driveway/walkways attended too. DECA normally sprays these weeds, however, there was no stretch of consistent dry weather for them to apply the spray. Now that we have good weather DECA will take care of the weeds.
  - A number of alteration requests were submitted.

**(5) FINANCIAL REPORT**

The Financial Statements ending June 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of June 2020. **CARRIED**

**(6) COMMITTEE REPORTS**

**6.1 ROOFING** – There are a number of weeds growing on the roofs, there are issues in trying to pull these weeds. The roofing consultant informed Florian that using white vinegar will kill the weeds and then they can be pulled.

**6.2 BUILDING & WORKS** – If Owners are comfortable with work in their unit and the contractor agrees, certain work can commence but scheduling is between the Owner and the contractor and ensure that COVID – 19 precautions are in place.

**6.3 SAFETY AND SECURITY** – Gary Greer will take over as Safety and Security until Greg Egan trains another member on the system. It was **MOVED** and **SECONDED** to appoint Gary Greer as a Privacy Officer. **CARRIED**

**6.4 WORKSHOP** – Thank you to Renato for the workshop organization and the garbage removal!

**6.5 LANDSCAPING** – Residents are reminded that DECA will only take green waste off the property for you. It was noted that someone left a bag out with some landscaping mesh, which is not considered green waste.

**6.6 CORPORATE SERVICES** – No report. Gary Greer and Ross Ruddick do need to do an annual performance review with staff but that cannot take place right now.

**6.7 BYLAWS/RULES** – No Report

**6.8 SOCIAL COMMITTEE REPORT:** No Report

**(7) NEW BUSINESS**

- a) **SGM/Town Hall Meeting** – no further progress has been made on having a town hall meeting or SGM.
- b) **Council Member Resignation** – It was with great sadness to hear that Greg Egan decided to step down from Council effective August 1st. Greg was a huge part of Southwynd, dealing with security and safety. Council thanks Greg for all the years of volunteering for Southwynd, he is going to be truly missed on Council.
- c) **Council Vacancy** – With Greg Egan stepping down, this opens a spot on Council. After the resignation of Gary Myers there was only one other person who stepped forward, Sandy

Mackenzie. Council gladly accepted Sandy's request to join Council and she will be officially part of Council as of August 1<sup>st</sup>.

- d) **Hydro Work** – Hydro has almost completed their sidewalk project, they will be making sure everything is restored to what it was originally, this will take some time.
  
- e) **Elevator Increase** – Richmond elevator sent a letter informing, that there will now be a fee for hoist way access for fire service technicians.
  
- f) **Building A leak** – There was a leak from one unit to another from a flooring levelling compound, it is noted that there are cracks in the concrete on all levels and if using a liquid floor levelling compound it is imperative that the contractor makes sure that the floor is sealed and no way for the compound to follow a crack into another unit.

There being no further business, the meeting was adjourned at 11:13 AM

Next Council Meeting is scheduled for Thursday, August 20th, 2020 at 9:00 AM held electronically due to the COVID 19 situation.

Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

**EMERGENCY CONTACT**

**24 HOUR SERVICE**

**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone*

**OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.

**SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management



## COVID – 19 GUIDELINES

- ✚ Wash your hands frequently.
- ✚ Stay away from crowded spaces.
- ✚ Avoid touching your eyes, nose and mouth.
- ✚ Cover your cough either with a tissue or cough into your elbow.
- ✚ Stay at home as much as possible.
- ✚ Avoid public transportation if possible.
- ✚ Practise social distancing of at least 2 meters or 6 feet.
- ✚ Wear a mask, covering your nose and mouth, when physical distancing is impossible.
- ✚ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✚ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✚ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✚ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✚ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✚ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✚ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✚ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✚ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✚ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✚ Be **considerate of your neighbours.** Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✚ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**Balance Sheet (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**June 2020**

Page 1  
07/14/2020  
11:10 AM

**AS OF THE 3RD MONTH ENDING JUNE 30, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

**ASSETS**

1010-0000 Petty Cash	400.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	72,728.50
1025-0000 Bank - Westminster - Contingency	122,094.94
1040-0000 Bank - Social Committee	1,653.90
1200-0000 Prepaid Insurance	225,016.99
1220-0000 Caretaker Suite	299,000.00
1300-0000 Accounts Receivable	17,688.62

**TOTAL ASSETS**

738,587.95

**LIABILITIES**

2010-0000 Accounts Payable	27,329.23
2017-0000 Social Committee Fund	1,653.90
2017-0300 Locker Fund	155.00
2040-0003 Due to Contingency-Insurance	225,016.99
2170-0000 Vacation Payable	554.69
2250-0000 Pre-Paid Fees	89.62

**TOTAL LIABILITIES**

254,799.43

**OWNERS' EQUITY**

**RESERVES**

3300-0000 Contingency Fund	95,856.96
3300-0154 Balcony Repairs Fund	12,091.48
3300-0243 Roadway Pavers Fund	14,146.50

**TOTAL RESERVES**

122,094.94

3499-0000 Owners' Equity/Caretaker Suite	299,000.00
------------------------------------------	------------

3500-0000 Net Income - Prior Years	53,295.38
3510-0000 Net Income - Current Year	9,398.20

**TOTAL OWNERS' EQUITY**

483,788.52

**TOTAL LIABILITIES AND EQUITY**

738,587.95

Date: JUL.14/2020  
Accountant: [Signature]  
Property Manager: [Signature]

**Budget Comparison (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**June 2020**

**AS OF THE 3RD MONTH ENDING JUNE 30, 2020**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8  
Phone: 778-578-4445,

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
<b>INCOME</b>									
4010-0000 Strata Fees	83,356.99	83,357.00	-0.01	0.00	250,070.97	250,071.00	-0.03	0.00	1,000,284.00
<b>TOTAL</b>	83,356.99	83,357.00	-0.01	0.00	250,070.97	250,071.00	-0.03	0.00	1,000,284.00
<b>OTHER</b>									
4045-0000 Rental - Caretaker Suite	750.00	750.00	0.00	0.00	2,250.00	2,250.00	0.00	0.00	9,000.00
4051-0000 Move In / Out	0.00	83.33	-83.33	-100.0	100.00	249.99	-149.99	-60.00	1,000.00
4056-0000 Storage	-99.00	58.33	-157.33	-269.7	664.80	174.99	489.81	279.9	700.00
4057-0000 Parking	-675.00	333.33	-1,008.33	-302.5	2,000.00	999.99	1,000.01	100.0	4,000.00
4065-0000 Interest Income	75.79	66.67	9.12	13.68	223.17	200.01	23.16	11.58	800.00
4066-0000 Remote Control Sale	0.00	0.00	0.00	0	20.00	0.00	20.00	0	0.00
<b>TOTAL OTHER</b>	51.79	1,291.66	-1,239.87	-95.99	5,257.97	3,874.98	1,382.99	35.69	15,500.00
<b>TOTAL INCOME</b>	83,408.78	84,648.66	-1,239.88	-1.46	255,328.94	253,945.98	1,382.96	0.54	1,015,784.00
<b>COMMON EXPENSES</b>									
<b>LANDSCAPING &amp; GROUNDS</b>									
6415-0000 Landscape Contract	4,397.00	4,416.67	19.67	0.45	13,191.00	13,250.01	59.01	0.45	53,000.00
6435-0000 Plant Replacement & Im	393.51	625.00	231.49	37.04	4,722.40	1,875.00	-2,847.40	-151.8	7,500.00
6440-0000 Irrigation System	153.30	375.00	221.70	59.12	1,248.29	1,125.00	-123.29	-10.96	4,500.00
<b>TOTAL LANDS. &amp; GROUNDS</b>	4,943.81	5,416.67	472.86	8.73	19,161.69	16,250.01	-2,911.68	-17.92	65,000.00
<b>REPAIR &amp; MAINTENANCE- GENER</b>									
6510-0000 Repair & Maintenance	3,822.00	3,916.67	94.67	2.42	6,290.28	11,750.01	5,459.73	46.47	47,000.00
6510-0100 Door Rollers and Windo	0.00	1,666.67	1,666.67	100.0	0.00	5,000.01	5,000.01	100.0	20,000.00
6510-0200 R & M - Roofs	0.00	416.67	416.67	100.0	0.00	1,250.01	1,250.01	100.0	5,000.00
6510-0300 R & M - Plumbing and H	0.00	2,166.67	2,166.67	100.0	1,609.70	6,500.01	4,890.31	75.24	26,000.00
6510-0400 Patio and Balconies	9,124.50	3,333.33	-5,791.17	-173.7	15,550.50	9,999.99	-5,550.51	-55.51	40,000.00
6510-0500 Gates & Entry Doors	0.00	250.00	250.00	100.0	120.75	750.00	629.25	83.90	3,000.00
6510-0600 R & M - Painting and Ca	0.00	166.67	166.67	100.0	656.25	500.01	-156.24	-31.25	2,000.00
6510-4001 Elevator	1,187.55	1,333.33	145.78	10.93	3,695.25	3,999.99	304.74	7.62	16,000.00
6521-0000 Fire System Service	0.00	833.33	833.33	100.0	0.00	2,499.99	2,499.99	100.0	10,000.00
6521-2100 Exercise Equipment & R	0.00	83.33	83.33	100.0	0.00	249.99	249.99	100.0	1,000.00
6535-0000 Enterphone and Security	1,233.43	250.00	-983.43	-393.3	1,455.09	750.00	-705.09	-94.01	3,000.00
6563-0000 Window Cleaning	0.00	558.33	558.33	100.0	5,565.00	1,674.99	-3,890.01	-232.2	6,700.00
6566-0000 Light Bulbs	0.00	125.00	125.00	100.0	544.89	375.00	-169.89	-45.30	1,500.00
6569-0000 Supplies	0.00	83.33	83.33	100.0	161.52	249.99	88.47	35.39	1,000.00
<b>TOTAL REPAIR &amp; MAINT.</b>	15,367.48	15,183.33	-184.15	-1.21	35,649.23	45,549.99	9,900.76	21.74	182,200.00
<b>UTILITIES</b>									
6576-0000 Electricity	-739.69	4,750.00	5,489.69	115.57	7,731.73	14,250.00	6,518.27	45.74	57,000.00
6578-0000 Water & Sewer	0.00	4,500.00	4,500.00	100.0	17,059.77	13,500.00	-3,559.77	-26.37	54,000.00
6578-2000 Garbage & Recycling	1,697.41	1,458.33	-239.08	-16.39	5,659.23	4,374.99	-1,284.24	-29.35	17,500.00
6581-0000 Gas	4,603.42	6,416.67	1,813.25	28.26	19,347.06	19,250.01	-97.05	-0.50	77,000.00
6595-0000 Telephone Caretaker	64.96	66.67	1.71	2.56	194.88	200.01	5.13	2.56	800.00
<b>TOTAL UTILITIES</b>	5,626.10	17,191.67	11,565.57	67.27	49,992.67	51,575.01	1,582.34	3.07	206,300.00
<b>SALARIES &amp; BENEFITS</b>									
6820-0000 Caretaker Salary and Be	3,162.48	4,000.00	837.52	20.94	11,375.48	12,000.00	624.52	5.20	48,000.00
6870-0000 Janitorial Contract	2,291.10	2,333.33	42.23	1.81	6,873.30	6,999.99	126.69	1.81	28,000.00
6870-2000 Extra Cleaning	0.00	83.33	83.33	100.0	0.00	249.99	249.99	100.0	1,000.00
6875-0000 Payroll Costs	643.33	750.00	106.67	14.22	1,930.01	2,250.00	319.99	14.22	9,000.00
6895-0000 Strata Fees Caretaker S	397.98	422.00	24.02	5.69	1,193.94	1,266.00	72.06	5.69	5,064.00
6896-0000 Property Tax Caretaker	358.00	33.33	-324.67	-974.1	358.00	99.99	-258.01	-258.0	400.00
<b>TOTAL SALARIES &amp; PAYROLL COS</b>	6,852.89	7,621.99	769.10	10.09	21,730.73	22,865.97	1,135.24	4.96	91,464.00
<b>ADMINISTRATION</b>									
6975-0000 Council Expenses - Adm	0.00	83.33	83.33	100.0	0.00	249.99	249.99	100.0	1,000.00
6980-0000 Legal Expenses	0.00	83.33	83.33	100.0	112.50	249.99	137.49	55.00	1,000.00



**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, JUNE 18, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT/BUILDING AND WORKS**

Gary Greer - #107C

**VICE-PRESIDENT/LANDSCAPING**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
.....

**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Greg Egan  
Alf Marchi  
Judith Green  
Gary Myers

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

Observer – Wayne Mercer, 402E

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:30 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called "ZOOM".

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on May 21, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Balconies** – This work will be delayed due to the COVID 19, as access to units is limited and testing units for leaks is not ideal; doing this work threatens the health of the Southwynd Owners and the contractors.

- b) **Wood ties/patios/pavers** – South Fraser Custom Landscaping is on site taking care of the remaining patios that need work done. The guidelines set out by Council are as follows: If the pavers are in good shape but need re-leveling that is the Strata expense. If a majority of the pavers are in good shape and only a few pavers need replacing the contractor will re-level and replace the bad ones with the supply of good ones left over from previous projects. If a large amount of the pavers are starting to become brittle and falling apart, replacement with new pavers will be done at the Strata Expense. If the status of a patio is in decent shape and replacement is not necessary, but the Owner wants new paving stones, then it would be the Owner's responsibility to pay for the pavers and the extra costs associated with the full replacement.
- c) **Windows** – Peak glass has been advised to get in contact with the Owners that have work on order, to determine if they are comfortable with them coming into their suites to do the work.
- d) **Depreciation Report** – The full updated Depreciation Report is now on the Southwynd website for owners to review and hard copies can be made available upon request. Depreciation Reports are only a guide and the noted life expectancy of any components are based on Canadian Construction averages and, in reality, may vary in either direction.
- e) **Battery Back-up for Cameras** – Greg is working with the contractor to get these battery back-ups installed.
- f) **Ceiling Repairs** – The contractors are still worried about COVID 19 situation and to do any sort of ceiling repair work and are not comfortable doing any ceiling repairs.
- g) **Building Front Doors** – Peak glass provided Council with a recommendation on how the doors can be altered to work properly. It was **MOVED** and **SECONDED** to approve the work to be done on Building D first and if it does the job it is was intended Council will look at having this done on all the buildings front doors. **CARRIED**
- h) **Owner's Manual update** – Judith and Crossroads will book some time together to prepare the updated Manual for Council review.
- i) **Fire Place Servicing** – Fire Place servicing will be done in September, notices/sign up sheets will be posted closer to the scheduled date.
- j) **Carpet Cleaning** – The Council decided to delay this work until the fall. Normally, when common area carpet cleaning is done, the company provides separate pricing for owner suites (at owner expense), and Council wishes to delay the cleaning until that coordination can be done.
- k) **Dryer Vent Cleaning** – Outside only cleaning of the dryer vents was done on June 14/15. The contractor indicated that they were relatively dirty and recommends cleaning yearly.

l) **Roof Leak and other jobs** – It was **MOVED** and **SECONDED** to approve Remdal to take care of a number of issues that require a boom lift. Remdal will coordinate with Florian when on site to have these areas repaired. **CARRIED**

m) **Awning Work** – Still delayed due to COVID 19.

n) **Ant Treatment** – The ant treatment was completed.

(4) **SECRETARY’S REPORT**

The following units sent correspondence: 104D, 105D, 104C, 103A, 111E, 306D, 105B, 210E, 404A, 307D, 203D & 109E.

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- An apology was sent in regards to a renovation-taking place.
- A letter was submitted indicating that many people do not follow the rules of not letting strangers into the building. Make sure you use your fob when entering the buildings and not to just follow someone in. Make sure you do not allow someone to simply follow you into the building.

(5) **FINANCIAL REPORT**

The Financial Statements ending May 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of May 2020. **CARRIED**

In accordance with the notes presented to owners regarding the proposed budget in the Annual General Meeting package, it was **MOVED** and **SECONDED** to transfer the prior years’ surplus of \$53,295.38 into the Contingency Reserve Fund. **CARRIED**

(6) **COMMITTEE REPORTS**

**6.1 ROOFING** – The roof leak is scheduled to be repaired by Remdal, along with other issues that require a boom lift.

**6.2 BUILDING & WORKS** – It was reported that, during this Covid-19 Pandemic, only Emergency and accessible exterior work would be done at this time. If Owners are comfortable with work in their unit and the contractor agrees, certain work can commence but scheduling is between the Owner and the contractor and ensure that COVID – 19 precautions are in place. Gary Greer will be the Buildings and Works liaison, in place of Gary Myers.

**6.3 SAFETY AND SECURITY** – No Report

**6.4 WORKSHOP** – Please remove everything off the top shelves and clear everything off the top of the lockers. Please clear everything from under the workbenches. If these items are not removed in 30 days of these minutes, the items will be removed.

**6.5 LANDSCAPING** – Hank will take on the role of landscaping liaison for the remainder of the term.

**6.6 CORPORATE SERVICES** – No report. Gary Greer and Ross Ruddick do need to do an annual performance review with staff but that cannot take place right now.

**6.7 BYLAWS/RULES** – Council discussed a number of possible bylaw amendments that should be presented at a future Special General Meeting. These include amendments to clarify expectations re: cleaning balconies make attached locks and hardware an owner responsibility, an amendment to the visiting pet bylaw to stop the practice of owners providing a pet daycare for children who are not actually visiting, update the window covering bylaw should enough owner support be received in advance. There would also be a ratification of any rules that have been passed since 2019.

**6.8 SOCIAL COMMITTEE REPORT:** No Report

**(7) NEW BUSINESS**

- a) **SGM** - The Strata Council knows that a physical Special General Meeting will not take place until the 50 person crowd size limitation is relaxed. In anticipation of that happening, the Strata Managers will investigate alternate venues that could accommodate our average attendance numbers and provide for proper social distancing. In the event that it becomes necessary to hold a Special General Meeting electronically, the Strata Council will consider doing some test Zoom meetings to get Southwynd owners familiar with the platform.
- b) **Hand sanitizers** – ordered for all buildings but currently on backorder. These will be wall mounted units in each building.
- c) **Council Member Resignation** – It was with great sadness to hear that Gary Myers decided to step down from Council effective after this Council meeting. Gary was a huge part of Southwynd, dealing with parking, landscaping and building and works. He also filled in for the contact when Florian took time off. Council thanks Gary for all the years of volunteering for Southwynd, he is going to be truly missed on Council.
- d) **Council Vacancy** – With Gary Myers stepping down, this opens a spot on Council. If interested please let Council know and Council will look over the candidates at the next Council meeting to appoint someone to join Council until the SGM, when a proper election can take place. There have already been a few Owners sharing interest which is great to see!
- e) **Goose Mess** – It seems with the work of Council, Florian and some helping Owners the goose mess is not as big of an issue. Thank you for all who helped out!



- f) **Library and fitness Policy COVID 19** – Council does not plan to open the clubhouse at this time. Until further information is obtained from the health authorities on setting proper guidelines. The library will remain closed. Please do not take or return books until further notice.
- g) **Insulting Council** – There has been a letter sent to Council that was insulting to a particular Council member. Council volunteer their time to work in the best interest of all the Owners at Southwynd and do not deserve that kind of treatment. A letter was sent to this person and Council hopes that they reach out to the Council member to apologize.
- h) **Garbage Prohibited Items** – It seems some people do not know what they can and cannot put in the garbage. The Strata Manager reached out to the garbage contractor for a list of materials that are prohibited. **ITEMS NOT ALLOWED IN THE GARBAGE ARE:**
- Drywall, Yard waste, Hazardous materials, Oil, Paint, medications, tires, batteries, newsprint, Cardboard, Electronic Waste, Office Paper, Blue Box items, refundables, and Styrofoam.**
- i) **Work requests.** If owners have requests for work (whether for budget consideration or for immediate attention), they are asked to submit these in writing with their names and unit numbers. Such requests can be submitted electronically to jesse@crpm.ca or by hard copy. If hard copy, for the duration of the COVID 19 lock down, please leave the request in your lobby box. Once the crisis is over, we can return to using the general box in the clubhouse.
- j) **Elevator doors.** Should you need to hold an elevator door open, please use the elevator open button. Physically holding the doors open can damage them.
- k) **Owner information forms.** Nearly 80% of the owner information forms have now been returned, and have clearly demonstrated the need for an update! A big thanks if yours was among them. ***If you have not yet returned your form, please do so as soon as possible.*** If you require another form, call Judy at 778-537-6411.
- l) **Shopping Carts** - Reminder to owners to not bring shopping carts onto the property nor leave them in the parkade.
- m) **BC Government and Insurance** - On Tuesday, June 23<sup>rd</sup>, the BC Minister of Finance, Carol James, announced that the BC Government was tabling legislation to amend the Strata Property Act and the Financial Institutions Act as initial steps to address the crisis relating to dramatic increases in the costs of strata insurance. You have most likely seen coverage of this announcement in various media outlets.

At CrossRoads, we welcome this news and, as you know when policies are up for renewal, we have addressed the possibility of Government intervention with you and owners in bulletins we have produced. With yesterday's announcement, we do feel it

is important to address some of the areas noted by Finance Minister James and the Minister of Housing, Selina Robinson.

One part of the announcement that received considerable media attention referenced referral fees paid to property managers from insurance brokers. We would like to make it very clear to our clients that CrossRoads Management and our licensed Strata Managers do not solicit, nor do we accept any referral fees, commissions or “kickbacks” from our insurance brokers or any other vendor or contractor that we engage on your behalf. This would be contrary to our code of ethics and our explicit company policy.

While this practice is considered by us to be unethical, it is not necessarily illegal and we would be remiss if we did not defend some of our competitors in the strata management industry. Unlike strata corporations who are governed by The Strata Property Act, property and strata management services are regulated by the Real Estate Services Act with governance by the Real Estate Council. The current legislation does permit commissions or referral fees provided that the right to collect these is contained and disclosed in the management agreement between the Strata Management Brokerage and the Strata Corporation.

We do find it unfortunate that the minister, along with CHOA, has painted the Strata Management industry with a brush that should not have been so broad. It is true that a limited number of Strata Management Brokerages do accept commissions or referral fees from various vendors but the information provided to the Government about this practice was both anecdotal and, we believe, unreliable. To determine the actual extent of commissions or referral fees, the Government need only to direct the Real Estate Council to compel all of the strata management brokerages in BC to provide their management agreements to the Real Estate Council so that they can get a clear picture of how many firms include this provision in their contracts. Again, in defence of our competitors, we do not believe this to be wide spread.

There are also illegal commissions or kickbacks in the industry but, again, we believe this to be limited to a few bad actors. Fortunately, these are often eventually discovered and dealt with by the Real Estate Council with severe penalties including loss of licence. None of us at CrossRoads are prepared to risk our livelihood for the sake of a few extra dollars.

The announcement did note the apparently high commissions earned by the insurance brokers and reported that these can be as high as 20%. We do agree that this should be examined in greater detail. While it is appropriate that these private firms do receive compensation for the work involved in preparing an insurance quotation and gathering together a consortium of insurers, the rising insurance rates we have been seeing may be delivering excess profitability to these brokers. This is where full transparency should be required as it might produce some competitiveness in the industry.

We also agree that the legislation should address the timeliness of insurance quotations. As you are aware, these renewal documents are coming to us at the eleventh hour and this has necessitated last minute decision making and immediate communications with the owners about the cost of insurance and large increases in deductibles. The Minister also addressed the need to inform owners about these insurance changes and we are confident that we, along with Council, have been very diligent in that regard.

In our communications to Strata Councils who have had recent insurance renewals, we have noted that the current "Best Terms" condition adopted by the strata insurance industry has played a major role in driving up both premiums and deductibles as the terms demanded by the small insurers taking on small percentages to achieve full 100% capacity are applied to all participating subscribers. It is our hope that the Government does address this by requiring blended terms and/or by permitting a strata corporation to partially co-insure and not obtain 100% capacity. While this would mean a strata corporation would be assuming some percentage of risk, this would mitigate against, at least partially, the large increases we have seen.

The Government does appear to be contemplating some actions that will increase costs to the strata corporations. One measure would be to limit the level of the deductible that would be permitted to be charged back to a unit owner in the event of a claim. If there was a cap on this deductible then the balance of the deductible cost would then be shared by all owners. The Government is also looking at tightening up provisions regarding depreciation reports. This could include removing the opportunity (by way of a  $\frac{3}{4}$  vote) to defer the renewal of the report. It could also include an increase in the minimum percentage that is required to be in the Contingency Reserve Fund. We are of the opinion that our Strata Councils have been very responsible in their approach to these two issues but we are aware that CHOA is actively advocating for these changes. As such, our clients need to be prepared for potential legislative changes that could have a financial impact on the strata.

Although not extensively reported in the media, a major factor in the Governments potential legislative changes was the June 16<sup>th</sup> report to Carol James from the BC Financial Authority. We have attached that report for your perusal.

Finally, we must express our disappointment in the various professional associations that more closely represent the interests of strata corporations and the strata management industry. Thus far, the Government has been guided by input from the following groups:

- Condominium Home Owners Association of BC;
- Vancouver Island Strata Owners Association;
- Insurance Brokers Association of BC;
- Insurance Bureau of Canada;
- Insurance Council of BC;
- Office of the Superintendent of Real Estate;
- Real Estate Council of BC;
- Mortgage Brokers Association of BC
- BC Real Estate Association; and
- the interim report of the BC Financial Services Authority.

While each of these industry groups and consumer associations do provide valuable advice, the two listed home owner associations tend to focus on issues of strata owners and not the strata corporation. We have encouraged our professional associations such as PAMA (Professional Association of Property Managers), SPABC (Strata Property Agents of BC) and CCI (Canadian Condominium Institute) to seek a seat at the table. We have also written to the Minister of Housing to encourage her to reach out to these associations. CrossRoads will continue to advocate that our professional associations be active participants.

While we do not believe that the Government of BC should get into the business of providing strata insurance, we do think that Government can play an important role with legislative changes that can start to restore some sanity in the industry for the benefit of both strata corporations and strata owners.

We will continue to advise our clients of the future course of events.

Ross Ruddick, Jesse Train, Bogdan Mitoi - Strata Managers

There being no further business, the meeting was adjourned at 11:24 AM

Next Council Meeting is scheduled for Thursday, July 17th, 2020 at 9:00 AM held electronically due to the COVID 19 situation.

Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

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**24 HOUR SERVICE**  
**(778) 578-4445**

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On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members are also be listed on the website for reference.

Thank You,  
CrossRoads Management

### **COVID – 19 GUIDELINES- UPDATE MAY 25<sup>TH</sup>**

- ✚ Wash your hands frequently.
- ✚ Stay away from crowded spaces.
- ✚ Avoid touching your eyes, nose and mouth.
- ✚ Cover your cough either with a tissue or cough into your elbow.
- ✚ Stay at home as much as possible.
- ✚ Avoid public transportation if possible.
- ✚ Practise social distancing of at least 2 meters or 6 feet.
- ✚ Wear a mask, covering your nose and mouth, when physical distancing is impossible.

- ✚ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✚ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✚ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✚ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✚ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✚ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✚ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✚ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✚ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✚ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✚ Be **considerate of your neighbours**. Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✚ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, MAY 21, 2020**

**LOCATION:**

9:00 AM – Via Zoom Teleconferencing  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**PLEASE SEE SEPARATE PAGE AT THE END OF THIS PACKAGE FOR OUR ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
.....

**ATTENDANCE:**

Gary Greer  
Hank Lageweg  
Lou Anne Waln  
Greg Egan  
Alf Marchi  
Judith Green  
Gary Myers

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:32 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the platform called “ZOOM”.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on April 16, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Balconies** – This work will be delayed due to the COVID 19, as access to units is limited and testing units for leaks is not ideal; doing this work threatens the health of the Southwynd Owners and the contractors.

- b) **Wood ties/patios/pavers** – The Strata Manager has contacted South Fraser Custom Landscaping to do the remaining patios on the list. The Council requested that Jesse provide them estimated costs of the possible capital projects.
- c) **Windows** – Any window work, unless an emergency, has been put on hold.
- d) **Depreciation Report** – The full updated Depreciation Report is now on the Southwynd website for owners to review and hard copies can be made available upon request. Depreciation Reports are only a guide and the noted life expectancy of any components are based on Canadian Construction averages and, in reality, may vary in either direction.
- e) **Battery Back-up for Cameras** – Council member, Greg Egan is working with Six Technologies to have this work completed. Some items are on backorder and, once received, will be installed.
- f) **Ceiling Repairs** – Ceiling repairs are on hold due to the COVID 19 issue.
- g) **Civil Resolution Tribunal, Window Coverings** – As reported in previous sets of minutes, the Strata Corporation was involved in a CRT action that had been filed by one owner. This was regarding the Strata Council attempting to enforce the bylaws about permitted window coverings. This owner had removed the pre-existing vertical blinds and replaced them with sheer drapes. The owner was claiming that the existing bylaw was unenforceable, they denied any breach of the bylaw, were asking that the Strata Council stop “harassing” them by attempting to enforce the bylaws, they were seeking general damages of over \$10,000.00 and were disputing the Strata Corporation’s counterclaim as not being legally valid.

The Strata Council received e-mail notification of the CRT decision and were surprised at the outcome. Although the CRT dismissed all of the claims from the applicant, they also dismissed the counterclaim from the Strata Corporation. The CRT did note that they consider the existing window covering bylaw to be enforceable and that was also the decision in the earlier Fairburn et al CRT action.

Owners who wish to read and review this Civil Resolution Tribunal decision can click on this link: <https://decisions.civilresolutionbc.ca/crt/sd/en/item/469806/index.do> or they can go to: [www.civilresolutionbc.ca](http://www.civilresolutionbc.ca) and search, under “resources” and then under “decisions” and look for Hodal v. The Owners, Strata Plan LMS 1107, 2020 BCCRT 440. In terms of costs to the Strata Corporation, the Strata was ordered to pay Hodal \$112.50 as partial reimbursement for filing fees. The Strata Manager choose not to charge the Strata for litigation support so there were no additional costs. The Strata Council wanted to thank President Gary Greer and the Strata Managers for their hard work in preparing and submitting materials to the CRT.

- h) **Pick up/drop off parking** – signs have been installed and are achieving their intended purpose.
- i) **Building Front Doors** – Peak glass is to provide recommendations on how to improve secure closing of these front doors and to submit a quotation accordingly. Owners are asked not to attempt any adjustments on the door closers.



- j) **Fence Behind Building B** – The Council has decided to table this for discussion at a later date.
- k) **Irrigation Start Up** – All of the irrigation zones have been turned on, repairs made, and the timers set to the stage 1 restrictions that commenced on May 1<sup>st</sup>.
- l) **Owner’s Manual update** – This valuable reference tool is quite outdated and Judith and Crossroads are commencing a project to update the owner’s manual.
- m) **Fire Place Servicing** – September, sign-up sheets will be put up soon.
- n) **Common Area Pots** – Deca has done the planting in these large pots and they do look great. One pot was not draining properly and a Council member removed and re-potted the plants to prevent them from drowning.
- o) **Carpet Cleaning** – The Council decided to delay this work until the fall. Normally, when common area carpet cleaning is done, the company provides separate pricing for owner suites (at owner expense), and Council wishes to delay the cleaning until that coordination can be done.
- p) **Dryer Vent Cleaning** – Because of the Covid-19 concerns, this is being done from the outside only, and is scheduled for Monday, June 15<sup>th</sup> and Tuesday, June 16<sup>th</sup>. No access to suites will be required.
- q) **Courtesy to Neighbours** – Owners are reminded that during this COVID 19 pandemic there are many more people around the complex throughout the day, please be respectful to your neighbours and try to make your best efforts not to disturb other residents.

(4) **SECRETARY’S REPORT**

The following units sent correspondence: 106E, 401B, 208D, 108E, 308A, 105D, 103D, 201D

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A note indicating that an owner does not want anyone else on their patio
- A request that the Strata should sell the managers suite. This has been discussed previously and a decision not to sell was made.
- A request to install replacement window and door screens. Council has approved an owner’s request to install replacement screens. Given that the old colour of green is no longer available, the Council has approved that the frame colour be white. The Council

will not approve any other frame colour. These screens were not provided by the developer and, accordingly, are the responsibility of each owner.

- Correspondence was received with a number of questions regarding the AGM. These questions were answered in the AGM minutes in addition to several previous notices from Council.
- A request to install white roller shades to replace vertical blind was received and discussed by the Strata Council. Council has denied the request. The Council knows that there are a number of owners who believe that the window coverings bylaws needs updating with an amendment but they wish this to be driven by the owners and not the Council. Council advises owners who are in support of a change to the window-covering bylaw that they can propose such an amendment when we are able to convene an owner's information meeting. If there is sufficient support, a proposed amendment could then be presented at an SGM or AGM.
- Complaint about TV volume – please respect your neighbours.

## (5) FINANCIAL REPORT

The Financial Statements ending April 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of April 2020. **CARRIED**

In accordance with the notes presented to owners regarding the proposed budget in the Annual General Meeting package, it was **MOVED** and **SECONDED** to transfer the prior years' surplus of \$53,295.38 into the Contingency Reserve Fund. **CARRIED**

## (6) COMMITTEE REPORTS

**6.1 ROOFING** – There was a recent leak in building A and Remdal Painting & Restoration was on site to determine the area of the leak and make repairs.

**6.2 BUILDING & WORKS** – It was reported that, during this Covid-19 Pandemic, only Emergency and accessible exterior work would be done at this time.

**6.3 SAFETY AND SECURITY** – One of the Cameras has been replaced in building E and is much better quality.

**6.4 WORKSHOP** – If you are looking to rent a workshop locker please contact Gary Myers. There is a small monthly charge for this.

**6.5 LANDSCAPING** – New grass sod has been installed in the areas damaged by the Chafer Beetle. It does look good but will require additional watering for the next period of time.

**6.6 CORPORATE SERVICES** – No report. Gary Greer and Ross Ruddick do need to do an annual performance review with staff but that cannot take place right now.

**6.7 BYLAWS/RULES** – Council discussed a number of possible bylaw amendments that should be presented at a future Special General Meeting. These include amendments to clarify expectations re: cleaning balconies make attached locks and hardware an owner responsibility, an amendment to the visiting pet bylaw to stop the practice of owners providing a pet daycare for children who are not actually visiting, update the window covering bylaw should enough owner support be received in advance. There would also be a ratification of any rules that have been passed since 2019.

**6.8 SOCIAL COMMITTEE REPORT:** Council would like to wish Alfred Bennett a very happy 100th birthday on June 1<sup>st</sup>. Congratulations!!!

**(7) NEW BUSINESS**

- a) **Minutes Delivery** – The Council believes that it is time to update the method used for distribution of the minutes. With this set of minutes, and future minutes, we will post them on the website (with an email announcement that they have been posted) and print a supply to be left in the lobby box of each building. There will no longer be an door to door distribution of the Council minutes. Over time, we hope to reduce the number of printed copies.
- b) **Awning Issues** – delayed due to Covid-19.
- c) **Pest Control quotes** – Council received a number of options for a set pest control program with monthly and/or annual fees. Based on the recommendation of the Resident Manager, it was decided by Council to not pursue a contracted program and, instead call pest control as required and to arrange for twice annual ant treatment.
- d) **Mystery Noise** – There was a complaint about noise but, after investigation by Florian and Gary Myers into our mechanical systems, it was determined that it is something off site and not to do with the Southwynd buildings.
- e) **SGM** - The Strata Council knows that a physical Special General Meeting will not take place until the 50 person crowd size limitation is relaxed. In anticipation of that happening, the Strata Managers will investigate alternate venues that could accommodate our average attendance numbers and provide for proper social distancing. In the event that it becomes necessary to hold a Special General Meeting electronically, the Strata Council will consider doing some test Zoom meetings to get Southwynd owners familiar with the platform.
- f) **Clubhouse** - still closed until further notice.
- g) **Hand sanitizers** – ordered for all buildings but currently on backorder. These will be wall mounted units in each building.
- h) **COVID phase 2** – We have now entered Phase 2 of the Covid-19 planned re-opening. There are guidelines included in these minutes at the end and these should be observed by all owners.

- i) **Window Screens** – Based on correspondence received from one owner, Council did discuss window and door screens. Given that the developer had not included these items as part of the original furnishings and that, historically, owners have been responsible for the repair and replacement of these screens; the Strata Manager was directed to so advise that owner. Previous requests from owners for permission to replace have been approved by Councils provided that the frame colour be green. Council has been advised that this green is no longer available from Lundline who had been the major supplier. It was **MOVED** and **SECONDED** that a new rule be approved that reads: “frames for screen doors and windows installed by owners must be green or white and no other colours will be approved.” **CARRIED**
- j) **Balcony washing procedure** – Council noted that, although we do have a bylaw covering nuisance to other owners, the only reference to balcony washing procedures is in the owner’s manual which, while useful, is not a legally enforceable document. It has always been a matter of courtesy that owners dam or plug up their balcony drain when they are cleaning the balcony. Unfortunately this courtesy is not universal and the Council believed it to be appropriate to pass a rule. It was **MOVED** and **SECONDED** that a new rule be approved that reads: “owners cleaning balconies are required to dam/plug up the balcony drains so that no water and cleaning products drain down to units below. They are not permitted to use hoses but must use buckets and damp mops to clean and then mop up liquids.” **CARRIED**
- k) **Visiting Dogs** – Council has received complaints that an owner is abusing the bylaw that permits visiting pets. This bylaw was intended to accommodate owners whose children/guests may not visit them without being able to bring along the family pet. It was never intended to provide pet daycare. The Strata Council has received multiple complaints about this bylaw abuse and they do believe that the owner should not bring the dog onto Southwynd property. Instead, they should attend the child’s residence to walk the dog and allow it to do its business or to encourage the child to use the services of the multiple kennels that offer daily service. The Council will be presenting a bylaw amendment to address this issue.
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Ross Ruddick and Jesse Train, Strata Managers, CrossRoads Management

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- ✚ Use gloves or keys when touching commonly used surfaces or items such as elevator buttons, door handles, etc.
- ✚ If you believe you are developing symptoms call 8-1-1 and do not go to a hospital unless directed to do so.
- ✚ Slowly expand your “bubble” of friends or family and try to limit gatherings to six to eight people.
- ✚ Wipe down surfaces with disinfectant or Lysol wipes. Dispose of these in the garbage and not down toilets.
- ✚ If hosting a small gathering, maintain six foot separation and do not have shared food or snacks.
- ✚ **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); do not mix with any other solutions!
- ✚ **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- ✚ If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions and any other directions from their employers.
- ✚ **Elevator Etiquette:** Use the stairs if possible; Only 1 person in the elevator at a time unless from the same family; Push buttons with a key or glove; Wash your hands with soap & water or a sanitizer after using the elevator.
- ✚ **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- ✚ Be **considerate of your neighbours**. Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- ✚ Listen/watch (radio, TV or on line) CBC has national news every hour, BC news on the half hour. There are almost daily updates from the Prime Minister and Provincial Health Officer. The Government of Canada website is an excellent resource:  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

**ANNUAL GENERAL MEETING MINUTES**

WEDNESDAY, MAY 13, 2020

**SOUTHWYND – LMS 1107****LOCATION:**

7:00 PM – VIA ZOOM  
1705-1785 Martin Drive, Surrey, B.C.

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**  
2019/2020

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years' worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**ATTENDANCE:**

There were a total of 132 owners represented at the meeting, 13 in person and 119 by directed/restricted proxies. In the on-line Zoom meeting there were seven Council members, six owners and the two Strata Managers.

**(1) CALL TO ORDER**

Gary Greer, President, called the meeting to order at 7:00 PM.

**(2) CALLING THE ROLL/CERTIFICATION OF PROXIES**

Prior to the start of this evening's meeting, the roll was called by the Strata Manager, in accordance with the requirements of the Strata Property Act, and certified all proxies. Also required by the Act is that a quorum of one-third of the Owners in good standing be present in person or by proxy, in order for the meeting to proceed. There were 175 Owners eligible. Therefore, a quorum of more than 59 Owners were required to be present and, based on the registration, the meeting could proceed with the business at hand.

The Strata Council would like to thank the following owners for volunteering to do the sign-in/registration/scrutineering for this AGM: Wayne Mercer, Pam Infanti, Janet Fairburn, Sandy McKenzie and Connie Hobman. Their contribution is much appreciated as it provided for a speedy registration of the owners. The Strata Manager, in attendance at the clubhouse, directed the procedure so that each vote was secret and that the Scrutineers could not see how each owner voted. The Scrutineers agreed that one vote would not be counted due to a discrepancy on the directed proxy form.

**(3) PROOF OF NOTICE/WAIVER OF NOTICE**

The Strata Manager advised the Owners that it is required by the Strata Property Act that appropriate notice be given to all Owners either by mail or hand-delivered to their last-known address. In the case of Southwynd, notices were hand

delivered on or before April 28, 2020 which was 16 days prior to the meeting. A motion was requested that adequate notice was given:

It was **MOVED – 103E SECONDED – 205C**

**CARRIED**

**(4) APPROVE THE AGENDA**

It was **MOVED – 103E** and **SECONDED – 107D** to approve the agenda circulated for this Annual General Meeting.

**CARRIED**

**(5) REPORT ON INSURANCE**

The strata manager provided a report on the insurance coverage for the strata corporation and noted that the insurance declaration sheet will be attached to these minutes. Ross Ruddick informed the Owners of details of the Strata Corporation's insurance policy. The new policy will be entered into on April 1, 2020 for 12 months. Details of the current policy are as follows:

Property value -	\$ 73,113,500	<u>Deductibles:</u>	
Liability coverage -	\$10,000,000	Water/sewer -	\$50,000
Directors and Officers -	\$20,000,000	Flood -	\$50,000
		Glass -	\$250
		All Risk -	\$25,000
		Earthquake –	10%

The strata corporation is fully insured against all perils as required by the Strata Property Act and the declaration sheet shows the various deductibles. The strata manager emphasized the importance of all owners also having their own content policy to cover any "betterments" as well as to have coverage should a strata insurance deductible be passed on to them. Ross Ruddick also noted that, in larger incidents and claims it may be necessary for the owners and the contents to vacate the suite for a prolonged period. Each owner should ensure that their content policy has coverage for both "content manipulation" and "additional living expense".

The strata manager noted that both the insurance premium and the deductibles have had a substantial increase over the previous year and owners have received considerable written information as to why and what is happening, in general, to the strata insurance market in British Columbia and elsewhere. Although both Ross Ruddick and Jesse Train have reviewed many individual homeowner policies since the renewal of the strata insurance, we know that there are still many owners who have not done so. We do invite you to reach out to either Strata Manager to review your policy and you should do so even if it is not up for renewal. Any home owner policy can be amended, even before expiry, to increase your deductible coverages. Not every insurance broker can provide these limits but most can and this includes BCAA, Westland and Belaire Direct. Should you wish to just discuss this with your insurance broker, you need to ask them whether or not you have sufficient coverage for a strata deductible up to the amounts that we have highlighted in yellow. In terms of earthquake coverage, a total loss would mean a strata assessment (on average) of \$42,000.00 per owner.



The Strata Manager noted that the Professional Organizations that CrossRoads is a member of, are working with the insurance industry and the BC Government on what has become a significant financial burden on strata owners to see what changes can be made to improve the situation. Ross also corresponded with the Minister in charge of that portfolio. He also noted that our choice of insurance brokers for strata insurance is very limited because non-traditional insurance brokers are generally unwilling to accept risks of larger than 20 million. The Strata Manager called for a motion that the report on insurance was provided.

**MOVED – 206C**

**SECONDED – 408A**

**CARRIED**

**(6) APPROVAL OF THE 2020/2021 OPERATING BUDGET - (50%+1 approval required)**

The Treasurer then reviewed the proposed 2020/2021 budget. It was **MOVED – 103E** and **SECONDED – 209E** to approve the budget as presented.

Alf explained that the Council was presenting a bare-boned budget given the large increase in the cost of insurance. He noted that, in spite of keeping the strata fee increase to be as low as possible, there would be an increase in the contribution to the Contingency Reserve Fund by \$5000.00 and that the CRF would also be increased by using the surplus from the two prior years of approximately \$50,000.00.

An on-line participant asked about including income statements in the AGM package and this can be done. We did include the financial statements and balance sheet of the fiscal year just ended and the proposed budget also showed those past expenditures.

With no further discussion on the budget, the question was called and it was:

In **FAVOUR – 129**

**OPPOSED – 3**

**CARRIED**

**STRATA FEE PAYMENT INFORMATION**

The new Fee Schedule is attached to these minutes.

The payment of your monthly Strata fees can be made in the following ways:

Automatic withdrawal from an Owner's account by completing a Personally Approved Payment agreement and forwarding a "Void" cheque for that account.

**If an Owner is already on this system, no further action is required.**

Post-dated cheques, whereby an Owner supplies Crossroads with 12, post-dated cheques dated the first of each month, commencing April 1, 2020, payable to **Strata Plan LMS 1107 – Unit #\_\_\_\_\_**. Cheques may be left in mailbox in the clubhouse for pick-up.

Please note that our fiscal year runs from April 1 to March 31 each year. Since the management company must wait until a new budget is approved, Crossroads Management have withdrawn your April and May fees at the previous year's levels. With the approval of the new budget, CrossRoads will need to collect a "catch-up" of the difference in fees for those two months. Recognizing that the strata fee increase is substantial and wanting to cushion the financial hit to owners, CrossRoads offered (and Council agreed) that the June 1<sup>st</sup> withdrawal will consist of the new fee level plus the "catch-up" difference from April and that the July 1<sup>st</sup> withdrawal will include the "catch-up" difference from May. After that, from the August 1<sup>st</sup> withdrawal going forward, the monthly withdrawal would be at just the new approved amounts. At Southwynd, it is rare that we have needed "catch-up" collections (although we did in 2019 because of AGM timing) as our AGM is normally held before the end of the fiscal year. Hopefully, in 2021, we can return to a March AGM.

**(7) RATIFY THE EXISTING COUNCIL UNTIL AN SGM IS HELD**

All of the Council members have agreed to remain in office until a proper election can take place at a future Special General Meeting. This called for a ratification vote and, it was **MOVED** - 102B and **SECONDED** – 107B to ratify that the current Council members remain in office until a Special General Meeting can be convened.

In **FAVOUR** – 129

**OPPOSED** – 1

**ABSTAIN** – 2

**CARRIED**

The Strata Council wishes to thank all of the Southwynd owners for their understanding and cooperation in what was an unconventional Annual General Meeting. Throughout this unorthodox process, the Strata Council was heartened by receiving considerable written and oral support of the Council actions from a large number of owners. Those owners understood that the Covid-19 pandemic and the order from the Provincial Chief Medical Health Office about crowd size have impacted how we needed to conduct business for what is, hopefully, a short term.

Clearly that support was not universal as evidenced by a number of unsigned circulars placed under doors. There were also three written submissions sent in from concerned owners just prior to the AGM and Council did wish to address the issues raised.

**WHY THE LATE CHANGE TO HOW THE MEETING WOULD BE CONDUCTED?**

The Strata Corporation only received legal advice on the Friday prior to the AGM that indicated the meeting should be open to all via the electronic platform rather than excluding owners by relying on the restricted/directed proxies only. This legal advice came from Veronica Franco, a partner in the firm of Clark-Wilson and one of the most respected strata lawyers in the Province. The Council met, via Zoom, on Monday morning to discuss this and, after discussion, directed the Strata Managers to prepare and print a notice to all owners. The process for owners to set up their computers to participate was simple and minimal.

Until this legal advice was received, the Strata Manager was relying on a bulletin received from the Real Estate Council of BC that indicated AGMS could be held using a restricted/directed proxy. The legal

opinion clarified that, although restricted/directed proxies could be used, that did not eliminate the requirement to make the meeting attendance (electronically) open to owners.

### **COULD THE MEETING NOT BE POSTPOSED USING LAST YEAR'S BUDGET?**

No. Although there is a provision, under the Strata Property Act, to waive the holding of an AGM and that portion of the Act reads:

**41** (1)*The strata corporation does not have to hold an annual general meeting if, before the last date by which the meeting must be held, all eligible voters waive, in writing, the holding of the meeting and consent, in writing, to resolutions that*

*(a)approve the budget for the coming fiscal year,*

*(b)elect a council by acclamation, and*

*(c)deal with any other business.*

*(2)If 2 or more persons share one vote with respect to a strata lot, all of them must consent to the waiver of the meeting and to the resolutions under subsection (1).*

This would have required signatures of everyone on title and would have also required approval from executors from several units. It would have been an impossible task and, if even one owner objected, could not be done.

Nor could the AGM be delayed as the Strata Property Act requires that an AGM be held within 60 days of the fiscal year end which, for Southwynd, was March 31<sup>st</sup>. The Council did invite owner feedback prior to the AGM and, although the responses were limited, the questions raised were addressed and answered in the AGM package. The only questions regarding the CRF suggested that the contribution should be larger.

### **THE PANDEMIC AND FINANCIAL IMPACT ON OWNERS – COULD WE WAIVE 1 MONTHS RENT?**

Southwynd owners pay strata fees and not rent. No Government programs have been brought forward to assist Strata Corporations and none are expected to be announced. A Strata Corporation, regardless of the Covid-19 pandemic, must still operate and pay operating expenses. It is not a matter of “being kind or unkind”, the work of maintaining the complex must continue and requires funds to do so. The budget that was presented was developed to minimize the overall financial impact on all owners.

### **DO THE FINANCIAL RESOLUTIONS REQUIRE A 2/3 VOTE?**

The budget presented at this AGM and the ratification of Council, under the Strata Property Act, only require 50% + 1 for approval. Items such as spending from the CRF, raising a levy or amending a bylaw, when presented on an agenda, require a ¾ vote not 2/3. Other jurisdictions, outside of British Columbia, may have different voting thresholds. Any measure that does require a ¾ vote approval must be presented to the owners in an advance notice and cannot be added to an agenda without proper notice.

### **PROXY LIMITATION AND QUORUM**

The Strata Corporation received legal advice from both Veronica Franco at Clark-Wilson and (orally) from Shawn Smith, a partner in the firm of Cleveland Doan who is also a respected strata lawyer. Both indicated that the current Southwynd bylaw limiting proxies to 5 per person is unenforceable as it would restrict owners from choosing a proxy holder of their choice. There is some case law on this and, further, Veronica indicated that a legal challenge to how we proceeded would likely not be successful. There were no charges to receive these opinions. These opinions then permitted the meeting to proceed as sufficient proxies were received to achieve quorum.

### **DOES THE COUNCIL BELIEVE THAT AGMS AND OTHER MEETINGS SHOULD BE INCLUSIVE?**

Yes they do. This is why Southwynd, until this pandemic, has always had owner information meetings unlike the majority of strata corporations. There were concerns about the security of using an on-line platform and this concern came from a couple of owners and were shared by Council. There were also multiple reports in the media about Zoom security flaws. As the popularity of Zoom has sky-rocketed, the company has made on-going security improvements to address most of the concerns. The Council was also concerned that, if using an electronic platform, many Southwynd owners would be excluded; they based that conclusion on the fact that roughly half of owners have not indicated that they have an email address, the fact that only small numbers of owners are registered to use the website, and from anecdotal conversations with owners who indicate that they don't have computers or, if they do, use nothing other than e-mail. As Council members and the Strata Managers go through the learning curve in using and understanding Zoom (and watching U-Tube instructional videos located and provided by Greg Egan) we are seeing that owner participation can be via multiple methods including just a regular telephone. Although still not the preferred option for holding general meetings, the opportunity to hold an actual in-person meeting, will be decided by the Province and not us. Should there come a point where the permitted group size is expanded beyond the current number of 50, the Council would explore renting a larger venue that would still allow for social distancing. Should that increase in size not be coming in a reasonable time line, the Council may have to consider holding a Special General Meeting via Zoom but, if that is the only option, would probably hold an electronic "townhall" first to get owners familiar with the platform. This still will not eliminate the need for directed/restricted proxies as, at least currently, Zoom does not accommodate any proxy voting. If necessary, we could and would also hold some test/training meetings via Zoom.

### **PROXY VOTING AND THE SECURITY OF PROXIES RECEIVED**

Based on the number of proxies received, the Council is confident that the vast majority of the owners were comfortable with the procedures used by Council and Management. This is, however, a learning process for everyone. Having owners drop their proxies in unsecured lobby drop boxes was probably inadvisable as it did open up the possibility of proxies being lost or stolen. Thankfully it appears that our owners at Southwynd do have complete integrity and that did not happen. Many proxies were returned in envelopes and those that were not, were given to the Strata Managers so Council members generally did not review the voting preferences. In the future, we would either have proxies placed in the clubhouse (locked) mailbox or scanned to the Strata Managers by the owners.

We did have very good security when it came to tabulating the proxy votes in the clubhouse. The scrutineers were instructed to check-off the names of the owners who submitted the proxies without turning them over to view the voting preferences. Two scrutineers did this under supervision and they completely complied with the request.

Then, the pile of proxies were shuffled and given to two other scrutineers to record the votes...again without turning them over. Those vote tabulations were compared and recorded and then given to Ross Ruddick to announce the results after the question was called on each of the two motions.

These proxies do not belong to the Strata Corporation and, upon a request of any owner wanting them back, they will be placed under your door. Any remaining proxies will be shredded after two weeks...around June 10th. (send an email to [ross@crpm.ca](mailto:ross@crpm.ca) or to [jesse@crpm.ca](mailto:jesse@crpm.ca) to request the return of your proxy.)

### **CAN WE LEARN SOMETHING FROM ALL OF THIS?**

Absolutely. This is all new to everyone and we can learn from our experience. We would improve the security of the proxy submission process as Council shares the same concerns as were raised by one or two owners. We would take the time to try to educate owners on how to electronically participate in the meetings even if only by phone. We will try to minimize the materials slipped under owner doors and remind all owners that, other than official Council communication, it is against our bylaws to distribute materials this way. The owner accessible bulletin boards are for this purpose.

While Council knows that the majority of owners were satisfied with the process used, they also know that it is important that **all** owners have the right to have and express their own opinions and do need to be permitted to partake in the business of the strata corporation. Please bear with us as we work through the learning curve of what is the new "normal" until we can return to meeting in person.

### **(8) TERMINATION OF MEETING**

Upon a motion from Unit 107D, the meeting was terminated at 7:22 PM.

The Strata Council will hold their first meeting on Thursday, May 21, 2020 at 9:00 AM. This meeting will be held electronically via Zoom. Owners wishing to "observe" can be included in the Zoom meeting by sending an email to: [jesse@crpm.ca](mailto:jesse@crpm.ca) and he will send you an email invitation along with instructions on how to use this electronic platform. You can use a computer, laptop, smartphone, or an ordinary cellphone or landline phone. If you wish to address the meeting, please indicate this in advance.

Ross Ruddick  
Jesse Train  
Strata Managers  
CrossRoads Management

Owners are encouraged to save the printed copies of the minutes. Generally most purchasers request up to two years' worth of minutes when considering a purchase and, by retaining the minutes, this will save you the cost of photocopying that would be charged by the management company. Owners are also reminded that the Southwynd website does contain minutes and bylaws for your reference.

The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



#### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has the Strata website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report is also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

	Budget	CRF BUDGET	YEAR-TO-DATE ACTUAL	OPERATING BUDGET	CRF BUDGET	PROPOSED BUDGET
	2019 - 2020	2019 - 2020	2019 - 2020	2020-2021	2020-2021	2020-2021
<b>INCOME</b>						
Owners contributions	\$701,951.00	\$120,000.00	\$821,951.00	\$875,284.00	\$125,000.00	\$1,000,284.00
Storage	\$700.00		\$764.00	\$700.00		\$700.00
Parking	\$2,500.00		\$7,115.00	\$4,000.00		\$4,000.00
Interest	\$800.00		\$2,491.00	\$800.00		\$800.00
Rent	\$9,000.00		\$9,000.00	\$9,000.00		\$9,000.00
Remote Control Sales	\$0.00		\$1,085.00			
Move in/out	\$1,050.00		\$2,200.00	\$1,000.00		\$1,000.00
Miscellaneous						
<b>TOTAL</b>	<b>\$716,001.00</b>	<b>\$120,000.00</b>	<b>\$844,606.00</b>	<b>\$890,784.00</b>	<b>\$125,000.00</b>	<b>\$1,015,784.00</b>
<b>EXPENSES</b>						
<b>Adminstration</b>						
Insurance	\$100,000.00		\$100,857.00	\$300,000.00		\$300,000.00
Audit & Legal	\$2,000.00		\$951.00	\$1,000.00		\$1,000.00
Postage & Printing	\$5,000.00		\$6,426.00	\$5,500.00		\$5,500.00
Management (3% increase)	\$35,700.00		\$35,700.00	\$36,800.00		\$36,800.00
Bank Charges	\$120.00		\$120.00	\$120.00		\$120.00
Council Expenses - Admin	\$1,000.00		\$961.00	\$1,000.00		\$1,000.00
Miscellaneous	\$1,791.00		\$1,348.00	\$1,400.00		\$1,400.00
<b>Contingency Reserve</b>	<b>\$120,000.00</b>	<b>\$120,000.00</b>	<b>\$120,000.00</b>		<b>\$125,000.00</b>	<b>\$125,000.00</b>
<b>Total Admin Expenses</b>	<b>\$265,611.00</b>	<b>\$120,000.00</b>	<b>\$266,363.00</b>	<b>\$345,820.00</b>	<b>\$125,000.00</b>	<b>\$470,820.00</b>
<b>Contracts</b>						
Elevator License & Maint	\$17,000.00		\$15,749.00	\$16,000.00		\$16,000.00
Garbage	\$19,300.00		\$16,881.00	\$17,500.00		\$17,500.00
Janitorial	\$28,000.00		\$27,675.00	\$28,000.00		\$28,000.00
Extra Cleaning	\$1,000.00		\$0.00	\$1,000.00		\$1,000.00
City Fire Service	\$20,000.00		\$9,729.00	\$10,000.00		\$10,000.00
<b>Total Contracts</b>	<b>\$85,300.00</b>		<b>\$70,034.00</b>	<b>\$72,500.00</b>		<b>\$72,500.00</b>
<b>Landscaping</b>						
Landscape Contract	\$52,113.00		\$52,764.00	\$53,000.00		\$53,000.00
Landscape Improvements	\$7,500.00		\$8,563.00	\$7,500.00		\$7,500.00
Irrigation	\$10,000.00		\$4,285.00	\$4,500.00		\$4,500.00
<b>Total Landscape</b>	<b>\$69,613.00</b>		<b>\$65,612.00</b>	<b>\$65,000.00</b>		<b>\$65,000.00</b>
<b>Utilities</b>						
Electricity	\$64,000.00		\$56,987.00	\$57,000.00		\$57,000.00
Water/Sewer	\$58,000.00		\$53,636.00	\$54,000.00		\$54,000.00
Gas	\$88,000.00		\$75,061.00	\$77,000.00		\$77,000.00
Strata Cell Phone	\$850.00		\$780.00	\$800.00		\$800.00
Enterphone	\$9,000.00		\$2,612.00	\$3,000.00		\$3,000.00
<b>Total Utilities</b>	<b>\$219,850.00</b>		<b>\$189,076.00</b>	<b>\$191,800.00</b>		<b>\$191,800.00</b>
<b>Salaries / Benefits</b>						
RM Salary	\$49,278.00		\$46,446.00	\$48,000.00		\$48,000.00

Source Deductions	\$11,500.00		\$7,908.00	\$9,000.00		\$9,000.00
Strata fees 101B	\$3,950.00		\$3,924.00	\$5,064.00		\$5,064.00
Property Tax	\$400.00		\$355.00	\$400.00		\$400.00
Exercise Equipment & Repair	\$3,000.00		\$2,678.00	\$1,000.00		\$1,000.00
<b>Total Salay &amp; Benefits</b>	<b>\$68,128.00</b>		<b>\$61,311.00</b>	<b>\$63,464.00</b>		<b>\$63,464.00</b>
<b>Repairs &amp; Maintenance</b>						
General	\$30,000.00		\$48,875.00	\$47,000.00		\$47,000.00
Rollers/Windows	\$20,000.00		\$30,622.00	\$20,000.00		\$20,000.00
Roof Maintenance & Repairs	\$9,000.00		\$51.00	\$5,000.00		\$5,000.00
Plumbing/Heating	\$20,000.00		\$26,200.00	\$26,000.00		\$26,000.00
Patios/Balconies	\$35,000.00		\$37,181.00	\$40,000.00		\$40,000.00
Supplies (toilet paper etc.)	\$500.00		\$905.00	\$1,000.00		\$1,000.00
Light Bulbs	\$1,000.00		\$1,431.00	\$1,500.00		\$1,500.00
Painting/Caulking	\$3,000.00		\$1,313.00	\$2,000.00		\$2,000.00
Overhead & Entry Doors	\$3,000.00		\$3,610.00	\$3,000.00		\$3,000.00
Window Washing	\$6,000.00		\$6,650.00	\$6,700.00		\$6,700.00
<b>Total Repairs &amp; Maintenance</b>	<b>\$127,500.00</b>		<b>\$156,838.00</b>	<b>\$152,200.00</b>		<b>\$152,200.00</b>
<b>TOTALS</b>	<b>\$836,002.00</b>	<b>\$240,000.00</b>	<b>\$809,234.00</b>	<b>\$890,784.00</b>	<b>\$125,000.00</b>	<b>\$1,015,784.00</b>
<b>NET INCOME (LOSS)</b>			<b>\$35,372.00</b>			<b>\$0.00</b>



SOUTHWYND LMS 1107  
MONTHLY STRATA FEE - BUILDING A  
APRIL 1, 2020 - MARCH 31, 2021

S/L	UNIT	U/E	FEEs	CRF	NEW STRATA FEE	CURRENT STRATA FEE
1	101A	934	\$349.37	\$49.89	\$399.26	\$328.08
2	102A	1197	\$447.74	\$63.94	\$511.69	\$420.46
3	103A	1197	\$447.74	\$63.94	\$511.69	\$420.46
4	104A	1061	\$396.87	\$56.68	\$453.55	\$372.69
5	105A	1061	\$396.87	\$56.68	\$453.55	\$372.69
6	106A	1197	\$447.74	\$63.94	\$511.69	\$420.46
7	107A	1197	\$447.74	\$63.94	\$511.69	\$420.46
8	108A	932	\$348.62	\$49.79	\$398.41	\$327.38
9	201A	984	\$368.07	\$52.56	\$420.63	\$345.64
10	202A	1208	\$451.86	\$64.53	\$516.39	\$424.33
11	203A	1208	\$451.86	\$64.53	\$516.39	\$424.33
12	204A	1064	\$397.99	\$56.84	\$454.83	\$373.74
13	205A	1064	\$397.99	\$56.84	\$454.83	\$373.74
14	206A	1208	\$451.86	\$64.53	\$516.39	\$424.33
15	207A	1208	\$451.86	\$64.53	\$516.39	\$424.33
16	208A	1032	\$386.02	\$55.13	\$441.15	\$362.50
17	301A	983	\$367.70	\$52.51	\$420.21	\$345.29
18	302A	1225	\$458.22	\$65.44	\$523.66	\$430.30
19	303A	1225	\$458.22	\$65.44	\$523.66	\$430.30
20	304A	1064	\$397.99	\$56.84	\$454.83	\$373.74
21	305A	1064	\$397.99	\$56.84	\$454.83	\$373.74
22	306A	1225	\$458.22	\$65.44	\$523.66	\$430.30
23	307A	1225	\$458.22	\$65.44	\$523.66	\$430.30
24	308A	1033	\$386.40	\$55.18	\$441.58	\$362.85
25	401A	983	\$367.70	\$52.51	\$420.21	\$345.29
26	402A	1070	\$400.24	\$57.16	\$457.40	\$375.85
27	403A	1070	\$400.24	\$57.16	\$457.40	\$375.85
28	404A	1062	\$397.25	\$56.73	\$453.98	\$373.04
29	405A	1062	\$397.25	\$56.73	\$453.98	\$373.04
30	406A	1070	\$400.24	\$57.16	\$457.40	\$375.85
31	407A	1070	\$400.24	\$57.16	\$457.40	\$375.85
32	408A	1029	\$384.90	\$54.97	\$439.87	\$361.45
			<b>\$13,171.22</b>	<b>\$1,880.99</b>	<b>\$15,052.21</b>	<b>\$12,368.68</b>

SOUTHWYND LMS 1107  
MONTHLY STRATA FEES BUILDING B  
APRIL 1, 2020 TO MARCH 31, 2021

S/L	UNIT	U/E	FEES	CRF	NEW	CURRENT
					STRATA FEE	STRATA FEE
33	101B	931	\$348.25	\$49.73	\$397.98	\$327.03
34	102B	1197	\$447.74	\$63.94	\$511.69	\$420.46
35	103B	1197	\$447.74	\$63.94	\$511.69	\$420.46
36	104B	1061	\$396.87	\$56.68	\$453.55	\$372.69
37	105B	1061	\$396.87	\$56.68	\$453.55	\$372.69
38	106B	1197	\$447.74	\$63.94	\$511.69	\$420.46
39	107B	1196	\$447.37	\$63.89	\$511.26	\$420.11
40	108B	933	\$348.99	\$49.84	\$398.83	\$327.73
41	201B	986	\$368.82	\$52.67	\$421.49	\$346.35
42	202B	1209	\$452.23	\$64.58	\$516.82	\$424.68
43	203B	1209	\$452.23	\$64.58	\$516.82	\$424.68
44	204B	1065	\$398.37	\$56.89	\$455.26	\$374.10
45	205B	1065	\$398.37	\$56.89	\$455.26	\$374.10
46	206B	1209	\$452.23	\$64.58	\$516.82	\$424.68
47	207B	1209	\$452.23	\$64.58	\$516.82	\$424.68
48	208B	1036	\$387.52	\$55.34	\$442.86	\$363.91
49	301B	985	\$368.44	\$52.62	\$421.06	\$345.99
50	302B	1226	\$458.59	\$65.49	\$524.08	\$430.65
51	303B	1226	\$458.59	\$65.49	\$524.08	\$430.65
52	304B	1064	\$397.99	\$56.84	\$454.83	\$373.74
53	305B	1064	\$397.99	\$56.84	\$454.83	\$373.74
54	306B	1227	\$458.97	\$65.55	\$524.51	\$431.00
55	307B	1226	\$458.59	\$65.49	\$524.08	\$430.65
56	308B	1035	\$387.15	\$55.29	\$442.44	\$363.56
57	401B	983	\$367.70	\$52.51	\$420.21	\$345.29
58	402B	1071	\$400.61	\$57.21	\$457.82	\$376.20
59	403B	1071	\$400.61	\$57.21	\$457.82	\$376.20
60	404B	1061	\$396.87	\$56.68	\$453.55	\$372.69
61	405B	1060	\$396.50	\$56.62	\$453.12	\$372.34
62	406B	1071	\$400.61	\$57.21	\$457.82	\$376.20
63	407B	1070	\$400.24	\$57.16	\$457.40	\$375.85
64	408B	1033	\$386.40	\$55.18	\$441.58	\$362.85
			<b>\$13,179.45</b>	<b>\$1,882.17</b>	<b>\$15,061.62</b>	<b>\$12,376.40</b>

SOUTHWYND LMS 1107  
MONTHLY STRATA FEES BUILDING C  
APRIL 1, 2020 TO MARCH 31, 2021

S/L	UNIT	U/E	FEES	CRF	NEW STRATA FEE	CURRENT STRATA FEE
65	101C	926	\$346.37	\$49.47	\$395.84	\$325.27
66	102C	1195	\$447.00	\$63.84	\$510.83	\$419.76
67	103C	1195	\$447.00	\$63.84	\$510.83	\$419.76
68	104C	1062	\$397.25	\$56.73	\$453.98	\$373.04
69	105C	1062	\$397.25	\$56.73	\$453.98	\$373.04
70	106C	1195	\$447.00	\$63.84	\$510.83	\$419.76
71	107C	1195	\$447.00	\$63.84	\$510.83	\$419.76
72	108C	930	\$347.87	\$49.68	\$397.55	\$326.67
73	201C	989	\$369.94	\$52.83	\$422.77	\$347.40
74	202C	1206	\$451.11	\$64.42	\$515.53	\$423.62
75	203C	1206	\$451.11	\$64.42	\$515.53	\$423.62
76	204C	1063	\$397.62	\$56.78	\$454.40	\$373.39
77	205C	1063	\$397.62	\$56.78	\$454.40	\$373.39
78	206C	1206	\$451.11	\$64.42	\$515.53	\$423.62
79	207C	1206	\$451.11	\$64.42	\$515.53	\$423.62
80	208C	1023	\$382.66	\$54.65	\$437.31	\$359.34
81	301C	990	\$370.31	\$52.88	\$423.20	\$347.75
82	302C	1224	\$457.84	\$65.38	\$523.23	\$429.95
83	303C	1224	\$457.84	\$65.38	\$523.23	\$429.95
84	304C	1064	\$397.99	\$56.84	\$454.83	\$373.74
85	305C	1064	\$397.99	\$56.84	\$454.83	\$373.74
86	306C	1224	\$457.84	\$65.38	\$523.23	\$429.95
87	307C	1224	\$457.84	\$65.38	\$523.23	\$429.95
88	308C	1024	\$383.03	\$54.70	\$437.73	\$359.69
89	401C	986	\$368.82	\$52.67	\$421.49	\$346.35
90	402C	1070	\$400.24	\$57.16	\$457.40	\$375.85
91	403C	1069	\$399.86	\$57.10	\$456.97	\$375.50
92	404C	1059	\$396.12	\$56.57	\$452.69	\$371.99
93	405C	1059	\$396.12	\$56.57	\$452.69	\$371.99
94	406C	1070	\$400.24	\$57.16	\$457.40	\$375.85
95	407C	1069	\$399.86	\$57.10	\$456.97	\$375.50
96	408C	1019	\$381.16	\$54.43	\$435.60	\$357.94
			<b>\$13,152.14</b>	<b>\$1,878.27</b>	<b>\$15,030.41</b>	<b>\$12,350.76</b>

SOUTHWYND LMS 1107  
MONTHLY STRATA FEES BUILDING D  
APRIL 1, 2020 TO MARCH 31, 2021

S/L	UNIT	U/E	FEES	CRF	NEW STRATA FEE	CURRENT STRATA FEE
97	101D	933	\$348.99	\$49.84	\$398.83	\$327.73
98	102D	1195	\$447.00	\$63.84	\$510.83	\$419.76
99	103D	1195	\$447.00	\$63.84	\$510.83	\$419.76
100	104D	1062	\$397.25	\$56.73	\$453.98	\$373.04
101	105D	1062	\$397.25	\$56.73	\$453.98	\$373.04
102	106D	1195	\$447.00	\$63.84	\$510.83	\$419.76
103	107D	1195	\$447.00	\$63.84	\$510.83	\$419.76
104	108D	932	\$348.62	\$49.79	\$398.41	\$327.38
105	201D	987	\$369.19	\$52.72	\$421.92	\$346.70
106	202D	1207	\$451.48	\$64.48	\$515.96	\$423.97
107	203D	1207	\$451.48	\$64.48	\$515.96	\$423.97
108	204D	1064	\$397.99	\$56.84	\$454.83	\$373.74
109	205D	1064	\$397.99	\$56.84	\$454.83	\$373.74
110	206D	1207	\$451.48	\$64.48	\$515.96	\$423.97
111	207D	1207	\$451.48	\$64.48	\$515.96	\$423.97
112	208D	1023	\$382.66	\$54.65	\$437.31	\$359.34
113	301D	987	\$369.19	\$52.72	\$421.92	\$346.70
114	302D	1224	\$457.84	\$65.38	\$523.23	\$429.95
115	303D	1224	\$457.84	\$65.38	\$523.23	\$429.95
116	304D	1064	\$397.99	\$56.84	\$454.83	\$373.74
117	305D	1064	\$397.99	\$56.84	\$454.83	\$373.74
118	306D	1224	\$457.84	\$65.38	\$523.23	\$429.95
119	307D	1224	\$457.84	\$65.38	\$523.23	\$429.95
120	308D	1023	\$382.66	\$54.65	\$437.31	\$359.34
121	401D	984	\$368.07	\$52.56	\$420.63	\$345.64
122	402D	1069	\$399.86	\$57.10	\$456.97	\$375.50
123	403D	1069	\$399.86	\$57.10	\$456.97	\$375.50
124	404D	1061	\$396.87	\$56.68	\$453.55	\$372.69
125	405D	1061	\$396.87	\$56.68	\$453.55	\$372.69
126	406D	1069	\$399.86	\$57.10	\$456.97	\$375.50
127	407D	1069	\$399.86	\$57.10	\$456.97	\$375.50
128	408D	1019	\$381.16	\$54.43	\$435.60	\$357.94
			<b>\$13,155.51</b>	<b>\$1,878.75</b>	<b>\$15,034.26</b>	<b>\$12,353.92</b>

SOUTHWYND LMS 1107  
MONTHLY STRATA FEE - BUILDING E  
APRIL 1, 2020 - MARCH 31, 20210

S/L	UNIT	U/E	FEES	CRF	NEW STRATA FEE	CURRENT STRATA FEE
129	101E	1091	\$408.09	\$58.28	\$466.37	\$383.23
130	102E	1095	\$409.59	\$58.49	\$468.08	\$384.63
131	103E	1196	\$447.37	\$63.89	\$511.26	\$420.11
132	104E	1196	\$447.37	\$63.89	\$511.26	\$420.11
133	105E	1071	\$400.61	\$57.21	\$457.82	\$376.20
134	106E	1183	\$442.51	\$63.19	\$505.70	\$415.54
135	107E	1175	\$439.51	\$62.77	\$502.28	\$412.73
136	108E	1071	\$400.61	\$57.21	\$457.82	\$376.20
137	109E	1196	\$447.37	\$63.89	\$511.26	\$420.11
138	110E	1196	\$447.37	\$63.89	\$511.26	\$420.11
139	111E	1095	\$409.59	\$58.49	\$468.08	\$384.63
140	112E	1092	\$408.47	\$58.33	\$466.80	\$383.58
141	201E	1086	\$406.22	\$58.01	\$464.24	\$381.47
142	202E	1094	\$409.22	\$58.44	\$467.66	\$384.28
143	203E	1206	\$451.11	\$64.42	\$515.53	\$423.62
144	204E	1206	\$451.11	\$64.42	\$515.53	\$423.62
145	205E	1071	\$400.61	\$57.21	\$457.82	\$376.20
146	206E	1185	\$443.26	\$63.30	\$506.56	\$416.25
147	207E	1176	\$439.89	\$62.82	\$502.71	\$413.09
148	208E	1072	\$400.99	\$57.27	\$458.25	\$376.55
149	209E	1206	\$451.11	\$64.42	\$515.53	\$423.62
150	210E	1206	\$451.11	\$64.42	\$515.53	\$423.62
151	211E	1094	\$409.22	\$58.44	\$467.66	\$384.28
152	212E	1085	\$405.85	\$57.96	\$463.81	\$381.12
153	301E	1083	\$405.10	\$57.85	\$462.95	\$380.42
154	302E	1092	\$408.47	\$58.33	\$466.80	\$383.58
155	303E	1224	\$457.84	\$65.38	\$523.23	\$429.95
156	304E	1224	\$457.84	\$65.38	\$523.23	\$429.95
157	305E	1071	\$400.61	\$57.21	\$457.82	\$376.20
158	306E	1183	\$442.51	\$63.19	\$505.70	\$415.54
159	307E	1174	\$439.14	\$62.71	\$501.85	\$412.38
160	308E	1070	\$400.24	\$57.16	\$457.40	\$375.85
161	309E	1224	\$457.84	\$65.38	\$523.23	\$429.95
162	310E	1223	\$457.47	\$65.33	\$522.80	\$429.59
163	311E	1091	\$408.09	\$58.28	\$466.37	\$383.23
164	312E	1086	\$406.22	\$58.01	\$464.24	\$381.47
165	401E	1086	\$406.22	\$58.01	\$464.24	\$381.47
166	402E	1091	\$408.09	\$58.28	\$466.37	\$383.23
167	403E	1069	\$399.86	\$57.10	\$456.97	\$375.50
168	404E	1070	\$400.24	\$57.16	\$457.40	\$375.85

SOUTHWYND LMS 1107  
 MONTHLY STRATA FEE - BUILDING E  
 APRIL 1, 2020 - MARCH 31, 20210

169	<b>405E</b>	1071	\$400.61	\$57.21	<b>\$457.82</b>	<b>\$376.20</b>
170	<b>406E</b>	1184	\$442.88	\$63.25	<b>\$506.13</b>	<b>\$415.90</b>
171	<b>407E</b>	1178	\$440.64	\$62.93	<b>\$503.56</b>	<b>\$413.79</b>
172	<b>408E</b>	1070	\$400.24	\$57.16	<b>\$457.40</b>	<b>\$375.85</b>
173	<b>409E</b>	1071	\$400.61	\$57.21	<b>\$457.82</b>	<b>\$376.20</b>
174	<b>410E</b>	1069	\$399.86	\$57.10	<b>\$456.97</b>	<b>\$375.50</b>
175	<b>411E</b>	1090	\$407.72	\$58.23	<b>\$465.95</b>	<b>\$382.88</b>
176	<b>412E</b>	1084	\$405.48	\$57.91	<b>\$463.38</b>	<b>\$380.77</b>
			<b>\$20,282.01</b>	<b>\$2,896.49</b>	<b>\$23,178.49</b>	<b>\$19,046.19</b>

**THIS POLICY CONTAINS A CLAUSE WHICH MAY LIMIT THE AMOUNT PAYABLE**

**Policy No. CLMS1107**

**Summary of Coverage**

Named Insured: The Owners of LMS 1107 Southwynd  
 Additional Insured(s): Crossroads Management Ltd.  
 Mailing Address: c/o Crossroads Management Ltd., 1001 - 7445 132nd Street, Surrey, BC V3W 1J8  
 Location Address(es): 1705 - 1785 Martin Drive, Surrey, BC V4A 9T5  
 Policy Period: **April 1, 2020 to April 1, 2021** 12:01 a.m. Standard Time  
 Loss Payable to: The Insured or Order in Accordance with the Condominium Property Act  
 Insurers: As Per List of Participating Insurers Attached.

Insuring Agreements	Deductibles	Limit
<b>PROPERTY COVERAGES</b>		
All Property, All Risks, Stated Amount Co Insurance	\$25,000	\$73,113,500
Additional Living Expenses	Included	\$1,000,000
Water Damage	\$50,000	Included
Backup of Sewers, Sumps, Septic Tanks or Drains	\$50,000	Included
Earthquake Damage	10% Minimum 100,000	Included
Flood Damage	\$50,000	Included
Key and Lock Replacement	Nil	\$25,000
<b>BLANKET EXTERIOR GLASS INSURANCE</b>		
	Residential	\$ 100
	Commercial	\$ 250
<b>COMMERCIAL GENERAL LIABILITY</b>		
Each Occurrence Limit	\$ 500	\$10,000,000
Coverage A - Bodily Injury & Property Damage Liability - <i>Per Occurrence</i>	\$ 500	\$10,000,000
Products & Completed Operations - <i>Aggregate</i>		\$10,000,000
Coverage B - Personal Injury Liability - <i>Per Occurrence</i>	\$ 500	\$10,000,000
Non-Owned Automobile - SPF #6 - <i>Per Occurrence</i>		\$10,000,000
<b>CONDO DIRECTORS &amp; OFFICERS LIABILITY</b>		
Cyber Security and Privacy Liability	Nil	\$20,000,000
		\$250,000
<b>ENVIRONMENTAL LIABILITY POLICY / POLLUTION LEGAL LIABILITY</b>		
Limit of Liability – Each Incident, Coverages A-G		
Limit of Liability – Each Incident, Coverage H	\$10,000 Retention	\$1,000,000
Aggregate Limit	5 Day Waiting Period	\$250,000
		\$1,000,000
<b>VOLUNTEER ACCIDENT INSURANCE COVERAGE STR (08/17)</b>		
Personal Accident Limit - Maximum Benefit - Lesser of \$350,000 or 7.5x Annual Salary		\$350,000
Weekly Accident Indemnity - Lesser of \$750 or 75% of Gross Weekly Earnings (52 weeks)	8 day Waiting Period	
Accident Expenses - various up to \$15,000 (see policy wording) Dental Expense - \$5,000		
Program Aggregate Limit		\$10,000,000
<b>COMPREHENSIVE DISHONESTY, DISAPPEARANCE AND DESTRUCTION</b>		
Employee Dishonesty	Nil	\$1,000,000
Broad Form Money & Securities	Nil	\$60,000
Program Aggregate Limit		\$10,000,000
<b>EQUIPMENT BREAKDOWN</b>		
I Standard Comprehensive Plus, Replacement Cost	\$1,000	\$73,113,500
II Consequential Damage, 90% Co-Insurance	\$1,000	\$25,000
III Extra Expense	24 Hour Waiting Period	\$250,000
IV Ordinary Payroll – 90 Days	24 Hour Waiting Period	\$100,000
<b>PRIVACY BREACH SERVICES</b>		
	Nil	\$25,000

Insuring Agreements	Deductibles	Limit
<b>TERRORISM</b>	\$ 500	\$500,000

This is a generalized summary of coverage for quick reference. In all cases the terms and conditions of the policy in effect are the determining documents

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**Other Services and Service Providers**

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**PLATINUM LEGAL SERVICES RETAINER – CLARK WILSON LLP**

Legal advice and exclusive benefits. See Contract for details.  
 Limits: \$1,000,000/Legal Proceeding \$1,500,000 Aggregate  
 Fee: 100% Retained

Retained

March 31, 2020 - E&OE



**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, APRIL 16, 2020**

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

**EMERGENCY CONTACT- 24/7**

Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.

**PLEASE SEE SEPARATE PAGES AT THE END OF THIS PACKAGE FOR OUR BEST ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)**  
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**ATTENDANCE:**

Gary Greer  
Hank Lageweg,  
Lou Anne Waln,  
Greg Egan,  
Alf Marchi  
Judith Green  
Gary Myers

**REGRETS:**

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

Frits Laven – 302D – Observer

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present. This meeting was held electronically using the service called “ZOOM”

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on March 19, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

a) **Balconies** – This work will be delayed due to the COVID 19, as access to units is limited and testing units for leaks is not ideal; doing this work threatens the health of the Southwynd Owners and the contractors.

- b) Wood ties/patios/pavers** – The patios for this fiscal year are almost completed. A new contractor will be selected for the next round of patios to be done. The contractor used was difficult to deal with, unorganized and messy. Council hopes to get the original contractor that had been used in the past, this year he was too busy to take on the patios. Owners are reminded that it is the Owner responsibility to maintain and clean your patios; if you require cleaning of your patio the following contractors are recommended by the Strata:

Run Star Home Service - (604) 367-6951

Bogey's Building Maintenance – 778-828-8711

- c) Windows** –Any window work, unless an emergency, has been put on hold.
- d) Depreciation Report** – The full updated Depreciation Report is now on the Southwynd website for owners to review and hard copies can be made available upon request. Depreciation Reports are only a guide and the noted life expectancy of any components are based on Canadian Construction averages and, in reality may vary in either direction.
- e) Battery Back-up for Cameras** – Council member, Greg Egan is working with Six Technologies to have this work completed.
- f) Ceiling Repairs** – Ceiling repairs are on hold due to the COVID 19 issue.
- g) Civil Resolution Tribunal, Window Coverings** – There is an ongoing CRT case regarding non-conforming window coverings. Because the non-conforming window coverings are a bylaw infraction and the unit Owners refused to comply with Council's request to rectify the situation, a fine was imposed and under the Corporation's bylaws that fine has continued to accumulate every 7 days since July 25<sup>th</sup> 2019.
- h) Pick up/drop off parking** – Florian will work with a contractor to find suitable locations to install the new signs.
- i) Building Front Doors** – Two different contractors were called out to assess the front doors of the buildings. A-Priority locksmiths and NES door express; both companies believe that it is beyond their capabilities and advised to contact a glass company to assess the doors. The Strata Manager will contact Peak Glass to see if they can provide recommendations to improve the door security.
- j) Fence Behind Building B** – The Council has decided to table this for discussion at a later date.
- k) Irrigation Start Up** – As Florian has not been able to get a helper for this year the Council suggested that a company be hired to help Florian with the Start up, and use the supply of parts Southwynd has on hand to keep the costs down.
- l) AGM** - The Strata Property Act requires that an AGM be held within 60 days of the conclusion of the last fiscal year. Our fiscal year ended March 31, 2020 so we have the legal requirement to hold it no later than the end of May. As of this writing, the Provincial Government has not taken

any action to relax that requirement.

With the COVID-19 pandemic, Council and Management do not feel that it is an appropriate idea to hold an in person AGM as there is insufficient space for social distancing and the CCDC restrictions only allow for a group of up to 5 people in an area at a time.

After considerable discussion about various possible scenarios, the Strata Council **MOVED** and **SECONDDED** follow decisions:

1. The Annual General Meeting, with an abbreviated agenda of only the most essential items would remain scheduled for Wednesday, May 13, 2020. All other matters will be deferred to a Special General Meeting, which will be scheduled as soon as feasible when the pandemic guidelines permit.
2. The Annual General Meeting will be held electronically with Council members and Strata Management and it will be held by proxy only, due to the Covid-19 Pandemic. We **do not** want owner attendance at this meeting.
3. The Proxies will be what is called a “directed proxy” and it will give you the opportunity to tell the proxy holder how to vote on each item on the agenda.
4. The Proxy form will have the names of the current Strata Council members who will vote on your behalf and who have committed to vote as per your instructions.
5. The items on the agenda of this AGM will only include the following items:
  - i. Call to order, proof of notice, quorum requirements, approve the agenda, and report on insurance.....all just routine items.
  - ii. The election of a new Council. The Strata Council did not believe it to be fair to conduct council elections at the AGM via proxy. That would eliminate the possibility of someone being nominated from the floor as well as denying each candidate the opportunity to address the owners to explain his or her reasons for running and seeking your support. You will see a resolution on your proxy to keep the current Council with the same executive positions until the SGM is held.
  - iii. The Proposed Operating Budget, which is calling for a 21.7% increase in strata fees. Depending on unit size, the monthly increases will range from \$71.18 to \$91.25. A majority of this increase is due to the 200% increase in insurance costs. There are minor increases in some line items and a \$5,000 dollar increase into the CRF. Council will also be taking the surpluses from the previous years and current year totaling \$53,295 and transferring those funds into the CRF. Council believes that the large increase to this year’s operations portion of the budget means any further increase to the CRF should be delayed until 2021. A summary of the next 5 years’ items in the Depreciation Report is included in this information package, and indicates that the delay can be comfortably managed. The full version of the Depreciation Report will be posted on the Southwynd website and sent to the email list on file. Hardcopies can be obtained upon request by sending an email to [jesse@crpm.ca](mailto:jesse@crpm.ca) or submitting a letter in the Council mailbox’s located in the lobby of each building. The proposed budget is attached to this information package and will be included in the AGM package.

6. Owners should be aware that the strata fees withdrawn at the beginning of April and May were at last year's levels and that is because the management company cannot withdraw the fees at the new level until the budget is approved by the Owners. This means that the June 1, 2020 withdrawal will be at the new level plus the difference in fees for the first two months of the fiscal year. The July 1, 2020 withdrawal (and the balance of the months that follow) will be at the new level without the "catch-up" amount.
7. The Council will convene a **Special General Meeting** when the time is appropriate, depending on the Covid-19 situation. This will be a meeting to complete all the business that would usually be addressed at the AGM under normal circumstances. These business items will include:
- i. The election of a Council positions that are up for election.
  - ii. The ratification of rules passed during the last term of office.
    - ❖ Alteration policy additions
    - ❖ Workshop Rules
    - ❖ Workshop Locker Rules
    - ❖ Clubhouse Use Application
    - ❖ Parking Rental Fees
  - iii. Any proposed bylaw changes.
    - ❖ Window and door Expenses (sealed units and attached hardware)
    - ❖ Common Property Parking
    - ❖ Move in/Out – paying security person
  - iv. One Special Resolution for funding from the CRF to continue the balcony remediation, however this work will be delayed due to the COVID 19, as access to units is limited and testing units for leaks is not ideal, doing this work threatens the health of the Southwynd Owners and the contractors.
  - v. Approval of minutes from 2019 and 2020 AGM.
  - vi. President's report.
  - vii. A full review of the insurance situation.
  - viii. Approval of the 2019 – 2020 operating results.
  - ix. New Business – comments, questions from the floor.

Obviously this is not an ideal situation but, with the seriousness of the Covid-19 Pandemic and a Government order against gatherings of more than 5 people, it is the best compromise that we can make. It keeps us within the legal requirements of the Strata Property Act, and, more importantly, will eventually allow for complete owner participation on key items such as the selection of the Strata Council members to represent you.

**CARRIED**

(4) **SECRETARY'S REPORT**

The following units sent correspondence: 402E, 401B, 208D, 103D, 204A, 307B, 302D, 306A, 201C.

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A couple of window requests were made, however this type of work is on hold for now.
- A couple of complaints made about another unit Owner conducting loud conversations with various guests and contractors. Council reminds Owners to make your best effort to avoid disturbing fellow Owners.
- A report made that the patio contractor was using the neighbouring contractor's garbage bin to dispose of material. The contractor was told not to do this.
- An Owner posted a notice on a number of items that they would like the Council to address:
  - (a) Cleaning of the tile roofs to remove bird droppings – This has been looked at last year when proposing for the building washing, however, to clean the concrete tiles was going to be considerable extra expense that was not budgeted for.
  - (b) Chaffer beetle lawn repairs – Deca will be doing this work once the irrigation is up and running.
  - (c) The flowers at the entrances and dead tree replacements will be done by Deca very soon.
  - (d) Decorative trim above bay windows –
  - (e) Council will be looking at having both the parking garage and roadways power swept this year.
  - (f) Building exterior washing, a spot clean will be looked at being done this summer.
  - (g) Council has been looking into what can be done to update the front entrances.
  - (h) Weeds in pavers, Deca, Florian and volunteers do their best at controlling the weeds that grow in the pavers, this is not part of the landscaping contract, and however, they do take care of it when they notice them.
  - (i) Fences, as stated in previous minutes the fences are a common issue, as some areas can be properly fixed and others require replacement. At this time the fences will be dealt with when reported, and if a repair is achievable, if it requires replacement, the fence will be tabled until the fences are due for full replacement. If you require fence paint contact Florian.
  - (j) Tripping hazards will be repaired.

All of these items were taken into consideration while the budget was being developed.

**(5) FINANCIAL REPORT**

The Financial Statements ending March 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of March 2020. **CARRIED**

**These figures are as of the end of March 2020.**

<b>Contingency Reserve Fund</b>	<b>\$315,370.26</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$35,372.74</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$74,214.34</b>
<b>Operations – Year to Date Budget</b>	<b>\$836,001.50</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$809,232.68</b>

**(6) COMMITTEE REPORTS**

**6.1 ROOFING** – No Report

**6.2 BUILDING & WORKS** – Emergency and accessible exterior work only

**6.3 SAFETY AND SECURITY** – One of the Cameras needs repair, Greg will look into this.

**6.4 WORKSHOP** – If you are looking to rent a workshop locker please contact Gary Myers.

**6.5 LANDSCAPING** – Council discussed the possibility of the circle area being changed to a lava rock, artificial turf or potentially a garden bed. This would overcome the challenge of properly irrigating the circle area so that the chafer beetle problem does not continue.

**6.6 CORPORATE SERVICES** – No report.

**6.7 BYLAWS/RULES** – Owner rental fees for lockers and parking:

Council has decided to change the way to pay for rental parking stalls and rental lockers. It is now going to be done through Pre Authorized Payments, the same way your Strata Fees come from your account. If you have a rental stall that you have been paying for annually, instead of providing the Strata with an annual cheque Crossroads requires that an email be sent to jesse@crpm.ca or a letter dropped into your lobby box indicating the following:

I \_\_\_\_\_ unit \_\_\_\_ Building \_\_\_\_\_ authorize Crossroads Management to debit my account on file for payment of rental fees for (parking stall/Locker)\_\_\_\_\_.

Note: The fees for April 1 will be taken along with the fees of May 1st so your May 1st statement will show a larger sum come from your account.

**6.8 SOCIAL COMMITTEE REPORT:**

**No Report.**

**(7) NEW BUSINESS**

- a) **Council Applications** – As stated earlier in the minutes, we thank individuals who have put their name forward to run for Council, however, under these circumstances this has been tabled until the SGM.
- b) **Dryer Vent Cleaning** – Due to the COVID 19 situation, National Air can only provide outside only cleaning. Even though only partially effective, this will help to prevent any future dryer vent problems. It was **MOVED** and **SECONDED** to approve the quote from National Air. **CARRIED**
- c) **Common Area Pots** – It was **MOVED** and **SECONDED** to approve the quote from DECA to plant flowers and plants in the nine common area planters. **CARRIED**
- d) **Courtesy to Neighbours** – Owners are reminded that during this COVID 19 pandemic there are many more people around the complex throughout the day, please be respectful to your neighbours and try to make your best efforts not to disturb other residents.
- e) **Information Package** – An information package was reviewed to send to all Owners and be posted on the website.
- f) **Owners Offering or Needing Assistance during the Pandemic** - Some time ago we placed lists in the building lobbies with the names and phone numbers of residents willing to help shut-in neighbours with shopping or other errands. We recognize that individuals needing such help may not be comfortable to indicate this on the list. Accordingly, we will consolidate this information at the CrossRoads office. If anyone wishes assistance, please contact CrossRoads at [jesse@crpm.ca](mailto:jesse@crpm.ca) or 778-578-4445, and you will be connected with a willing neighbour.
- g) **Work requests.** If owners have requests for work (whether for budget consideration or for immediate attention), they are asked to submit these in writing with their names and unit numbers. Such requests can be submitted electronically to [jesse@crpm.ca](mailto:jesse@crpm.ca) or by hard copy. If hard copy, for the duration of the COVID 19 lock down, please leave the request in your lobby box. Once the crisis is over we can return to using the general box in the clubhouse.
- h) **Elevator doors.** Should you need to hold an elevator door open, please use the elevator open button. Physically holding the doors open can damage them.
- i) **Owner information forms.** Two thirds of the owner information forms have now been returned, and have clearly demonstrated the need for an update! A big thanks if yours was among them. ***If you***

***have not yet returned your form, please do so as soon as possible.*** If you require another form, call Judy at 778-537-6411.

There being no further business, the meeting was adjourned at 11:24AM

Next Council Meeting is scheduled for Thursday, May 14th, 2020 at 9:00 AM held electronically due to the COVID 19 situation.

AGM – Held by Proxy and Electronically – Wednesday, May 13<sup>th</sup> 2020

Jesse Train, Strata Manager, CrossRoads Management

***EMERGENCY CONTACT  
24 HOUR SERVICE  
(778) 578-4445***

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone***



## **OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



## **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **COVID-19 NOTES FOR OWNERS**

### **KEEPING YOURSELF HEALTHY - MOST IMPORTANT RECOMMENDATIONS**

- ***Wash your hands*** frequently (with soap & water for 20 seconds).
- ***Avoid touching your face.***
- ***Maintain social distance***, i.e. 2 metres (yards) away from others outside your suite.
- **Work/*stay at home*** where possible. It's OK to go out of doors, but go with the people with whom you live and stay 2 metres from others you might meet.
- If you are ***returning from abroad self-isolate*** for 14 days. (i.e. Do not go out at all!).
  - This is a Government of BC and the Government of Canada requirement.
  - Your Strata Council believes that this is especially important at Southwynd as our residents (for the most part) are of an age that is considered most at risk. While you may not be showing any symptoms, they do take time to appear and you are risking the health of others if you interact with others.
  - This is for the health and safety of everyone...fellow residents, our staff and contractors, council and management.
  - We have posted lists in the lobby of each building whereby residents who need help (e.g. with shopping) can be paired with those willing to provide it.
- Please ***do not talk*** to our contractors, cleaners, landscapers, etc. and do not talk directly to Florian; ***instead email CrossRoads***. Except for emergencies, we will not be dispatching contractors to do in-suite work.

## COVID-19 NOTES FOR OWNERS (continued)

### OTHER SUGGESTIONS

- **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); Do not mix with any other solutions!
- **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions (as on page 1), and any other directions from their employers.
- **Elevator Etiquette**
  - Use the stairs if possible;
  - Only 2-3 people in the elevator at a time;
  - Keep your distance from fellow passengers; turn away from them;
  - Push buttons with a key or glove;
  - Cough or sneeze into your elbow;
  - Wash your hands with soap & water or a sanitizer after using the elevator.
- **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- Be **considerate of your neighbours**. Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- Listen to or watch (radio, TV or on line) **CBC for regular updates**. CBC has national news every hour, BC news on the half hour. There are daily updates from the Prime Minister and Provincial Health Officer every morning. The following Government of Canada website is also an excellent resource

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Avoid surfing the internet, as there is a great deal of misinformation circulating!

We hope this advice will help you stay safe & healthy

Your concerned Strata Council and Property Managers

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.

PLEASE SEE SEPARATE PAGES AT THE END OF THIS PACKAGE FOR OUR BEST ADVICE REGARDING COVID-19 (YOU MAY WISH TO DETACH AND KEEP HANDY)

**ATTENDANCE:**

Gary Greer  
Hank Lageweg,  
Lou Anne Waln,  
Greg Egan,  
Alf Marchi  
Judith Green

**REGRETS:**

Gary Myers

Jesse Train – CrossRoads Management  
Ross Ruddick – CrossRoads Management

Frits Laven – 302D – Observer

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on February 19, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

a) **Balconies** – Seal Tech will be looking at doing inspections for balconies at the end of March so that work on all the balconies can commence in the early part of summer. The Strata Manager will contact the units that need inspection and see if they are comfortable with having contractors enter their homes.

- b) Wood ties/patios/pavers** – There are still some deficiencies with a couple of the patios. The contractor has indicated that several his workers self-isolating due to the COVID 19. Work is currently on hold until the employees return to work. The resident manager witnessed the amount of water pooling on a certain patio and was getting dangerously close to flooding into the unit. The resident manager made an executive decision that the patio needs to be re-done and drains added into the area.
- c) Windows** – Several window quotes were reviewed, and it was **MOVED** and **SECONDED** to approve the window work. However, due to the COVID 19 unless it is an emergency the work is on hold until further notice. **CARRIED**
- d) Depreciation Report** – There have been some questions regarding the Council adjusting the depreciation report. The adjustments being made are removing certain items that normally are expensed out of the operating account. If it is not an item that is expensed out of the CRF it does not need to be part of the funding model in the depreciation report. Other adjustments being made are the scenarios of how much will be contributed to the CRF to fund the depreciation report. The Council is looking to see what the operational budget increase will be before determining how much needs to be contribute to the CRF.
- e) Battery Back-up for Cameras** – It was **MOVED** and **SECONDED** to approve the purchase of the two battery backups needed for the cameras system. **CARRIED**
- f) Building E Common Area Balconies** – The Council reviewed a quote for this work; however, it was way too expensive and not what they were looking to achieve. All that is needed is to clean up the area and a little bit of paint. It was determined that the balconies are pooling water. The Strata Manager will inform the contractor that installed the roofing in these areas.
- g) Ceiling Repairs** – Ceiling repairs will be completed once the leaks have been repaired.
- h) Civil Resolution Tribunal, Window Coverings** – There is an ongoing CRT case regarding non-conforming window coverings. Because the non-conforming window coverings are a bylaw infraction and the unit Owners refused to comply with Council’s request to rectify the situation, a fine was imposed and under the Corporation’s bylaws that fine has continued to accumulate every 7 days since July 25<sup>th</sup> 2019.
- i) Legal Update** - A claim was initiated by the Owner(s) of SL 112 against the Strata Corporation in the Civil Resolution Tribunal of British Columbia. The claim relates to strata governance matters, namely the Strata Corporation’s bylaw enforcement. The Strata Corporation’s insurer assumed coverage of the matter and appointed the law firm of Alexander Holburn Beaudin + Lang LLP to defend the Strata Corporation in this proceeding. Owners will be provided with more information as it becomes known.
- j) Roof Leak and Cold Joint issue** – the work done on the cold joint area has been fixed, repairs to the units ceiling have been scheduled
- k) Drain/Catch Basin Cleaning** – The drain and catch basin cleaning has been completed everything was fine in the pipes.

- l) **Pick up/drop off parking** – It was **MOVED** and **SECONDED** to approve the sign proof from Fast Signs, with the addition of the towing information at the bottom. There were some worries about the 15min time frame, however, having reviewed city regulation for loading zones, Council believes that this is the most appropriate time frame. “Pick-up and Drop-off only, 15min, Violators will be towed”. **CARRIED**
- m) **CO2 Sensor and replacement** – Global Gas detection was on site to test and replace the gas sensors in the parking garage. This has been completed.
- n) **Crack Injections** – It was **MOVED** and **SECONDED** to approve the quote from Huinink Ventures to have the cracks repaired throughout the parking garage and in the locker room. **CARRIED**
- o) **Building Front Doors** – Another locksmith was called to review the issues with the front doors of the buildings and will provide recommendations on what should be done to improve their use.

(4) **SECRETARY’S REPORT**

The following units sent correspondence: 103D, 409E, 204A, 201D, 201C, 402E, 105B, 306A, 102A, 306C, 103A, 201A, 405E, 407C, 307C, 302D

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A few requests for window issues. Peak glass will be contacted to go out and inspect.
- A report of the top piece of fencing at a unit needs replacement. The contractor will be contacted to investigate this.
- A report of crumpling patio pavers, this will be added to list for 2020.
- Some ceiling stains reported, this will be repaired as soon as the leak above is confirmed to be repaired.
- A request was made to bring forward a bylaw amendment for the AGM regarding window coverings, Council believes that the CRT will be making a decision for the Strata on that topic in the next coming months.
- There were reports of blinds at certain units not in compliance. The Council reviewed the areas and the current areas with nonconforming blinds are part of the grandfathered list. There are no new blinds in the unit in question.
- An Owner requested to have Council publish the information/recommendations from another owner in these minutes. Council denied this request as it was information from another Strata Corporation on funding their CRF and not Soutwynds. It was great information for the Council to read and implement as they see fit.
- Reports that a unit in building A is constantly causing a large amount of noise. The Council has requested this Owner to reduce the noise during their renovations. The Strata Manager has instructed the resident manager to check in everyday to make sure there are no unapproved alterations taking place.

- More information was provided by an Owner about how another Strata dealt with their CRF contributions and expenditures.
- An Owner reported a leak on to their balcony, it was reported to be condensation coming from the shower vent that leads onto all patios and balconies. There are some paint issues which should be addressed in the summer.
- A request made to move another planter to be placed in front of building E. This was granted and has been moved.

(5) **FINANCIAL REPORT**

The Financial Statements ending February 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of February 2020. **CARRIED**

**These figures are as of the end of February 2020.**

<b>Contingency Reserve Fund</b>	<b>\$296,491.44</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$37,317.76</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$56,159.14</b>
<b>Operations – Year to Date Budget</b>	<b>\$766,334.58</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$736,018.34</b>

(6) **COMMITTEE REPORTS**

**6.1 ROOFING** – No Report

**6.2 BUILDING & WORKS** – The resident manager has ordered the supply of Sump pump parts.

**6.3 SAFETY AND SECURITY** – Nothing new to report

**6.4 WORKSHOP** – If you are looking to rent a workshop locker please contact Gary Myers.

**6.5 LANDSCAPING** – The Resident manager will be starting the process of getting the irrigation set up. The Council and landscapers have requested additional areas to have coverage so that all areas are healthy to avoid the chafer beetle issue this coming season.

**6.6 CORPORATE SERVICES** – No report.

**6.7 BYLAWS** – Council discussed a few bylaw amendments to be brought forward at the AGM.

**6.8 SOCIAL COMMITTEE REPORT:**  
No Report.

(7) **NEW BUSINESS**

- a) **Caretaker Vacation** – The Caretaker requested to take June 15 to June 29<sup>th</sup> off. Council has approved this vacation.
- b) **Fence Behind Building B** – The chicken wire fence that is along the back side of Building B in some areas needs to be replaced. The areas where the pyracantha bushes are full provide the security from strangers hoping the fence, however the areas where the bush is unable to grow are easy for someone to hop over and use Southwynd as a short cut. This is something that Owners do not want, strangers wondering through the complex. Council reviewed a quote to install an aluminum fence, like the gate located between building B and C. However, Council would like to first see pictures of what they intend to install before going ahead with.
- c) **City Water Shutdown** – On Saturday, March 14<sup>th</sup> the city needed to do an emergency water shut down, which led to Southwynd and all neighbouring buildings without water for several hours.
- d) **COVID-19 Precautions** - Council spent a considerable time discussion COVID-19 precautions for Southwynd. Our best recommendations (based on Public Health advice) are attached to these minutes in a 2-page summary. We urge you to read them carefully, and to keep them handy. The summaries will also be posted on your building bulletin boards, and in your elevator.
- e) **Personal Information**– We have become aware that our database of key resident information is out of date. This is of particular concern given the current pandemic. Your Strata Council has prepared a new personal information sheet for Owners to complete. The sheet and an explanatory cover page are being circulated with these minutes. Please complete and return the sheet as per directions as soon as possible.
- f) **Information Meeting and AGM** – The Strata Council has received numerous concerns about holding the ***Owner's Information Meeting*** with the current health concerns surrounding the Covid-19 corona virus. Large public gatherings are either being cancelled or discouraged. Given that we have an owner base that does travel extensively and a demographic, that is older and at higher risk, the Strata Council has decided not to hold the Owner Information Meeting in 2020.

The Owner's Information Meeting has historically been an opportunity for the Strata Council to present the various items to be proposed to the owners at the Annual General Meeting. These would include spending resolutions, bylaw and rule changes, capital works projects and the proposed annual operating budget. We were also planning to review the newly updated depreciation report.

Instead, we will be preparing a circular that covers all these topics and, once distributed and reviewed by the owners, the Council invites written feedback about each proposal.

The ***Annual General Meeting*** will, as noted above, be on Wednesday, May 13, 2020. Unless the BC Government relaxes the Strata Property Act and Regulations that currently require an AGM to be held within 60 days of the conclusion of the fiscal year, we legally must hold the meeting no later than the end of May.



Depending on the status of this Covid-19 situation in mid-May, some owners may not be comfortable in attending a large gathering in the clubhouse.

In order to provide every owner an opportunity to have a voice in the proceedings of the Strata Corporation, we will expand the proxy form that we use to what is referred to as a “**directed proxy**”. A directed proxy will allow you to give your vote to another individual (friend, relative, other owner, council member) but direct them as to how to vote on each issue.

Additionally, while the Council believes that owners should provide them direction and vote on all measures, they would ask that those owners intending on attending the AGM in person rather than by proxy, limit that attendance to one person per unit rather than couples. They would also ask that no one who is experiencing cold or flu-like symptoms attend.

**g) AGM resolutions** – Council reviewed the potential resolutions to be brought forward to the Owners. An information package will be sent to Owners for feed back on the proposed resolutions.

**h) Election of Council** – The following members will be up for re-election at the AGM to serve a two-year term: Gary Myers, Hank Lageweg, Greg Egan, Judith Green and Alf Marchi. Gary Greer and Lou Anne Waln will be starting the 2<sup>nd</sup> year of their 2-year terms upon ratification at the AGM. If anyone is willing to run for Council please submit a bio so that it can be included in the AGM package.

**i) Insurance Renewal** – Our current policy does not expire until the end of March. We do not expect to receive premium pricing or deductible terms until near the end of March.... possibly only one or two days out.

The Strata Council and Strata Management cannot prepare a budget until the cost of insurance is known. This will mean that our Annual General Meeting will need to be postponed from our usual timing in March. We are planning on May 13 for the AGM.

We cannot even hazard a guess as to our premium increase or an increase in our various deductibles. Although Southwynd has a reasonable claims history, there have been claims and those claims could impact our premiums and our deductibles.

What we do know for certain is that there is bound to be an increase and, yes, this will affect strata fees.

Currently the cost of our strata insurance accounts for almost 12% of the overall budget. If, for example, our cost of insurance was to double, that category would account for 24% of the overall budget. That would then translate into an average strata fee increase of 12%. Such an increase does not consider any increases in other operating expenses such as repairs and maintenance...although they are anticipated to be marginal. Were the increase even higher than the strata fees would increase proportionally.

The deductible amounts are another matter. Insurance companies are attempting to reduce their risk exposure by increasing the deductibles that can be charged back to owners. Our current deductibles are \$5000.00 for all-risks (such as fire), \$10,000.00 for water and sewer damages, \$10,000.00 for flood and 10% for earthquake. We can expect those deductibles to

increase and it will be important for all owners to ensure that they have enough coverage under their content policies to be able to pay these deductibles. The CrossRoads Strata Managers will gladly review your insurance policy to make sure that you have enough protection after we receive the new policy. Once the new policy has been renewed, we will post a schedule of our attending at Southwynd so that individual policies can be reviewed.

There would be two options on how to pay the potential insurance premium increase. A Special Levy could be assessed to every owner but, given that any increases are expected to be permanent, the Council believes it more appropriate to incorporate the increase into the operating budget and be reflected in strata fees.

We wish that we could provide more certainty as to what to expect but the nature of this current “hard” market prevents that from happening.

There being no further business, the meeting was adjourned at 11:33 AM

Next Council Meeting is scheduled for Thursday, April 16th, 2019 at 9:00 AM held electronically due to the COVID 19 situation.

Jesse Train, Strata Manager, CrossRoads Management

***EMERGENCY CONTACT***

***24 HOUR SERVICE***

***(778) 578-4445***

***Calling afterhours for an emergency you will be asked to press “1”. This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone***

### **OTHER IMPORTANT NOTES FOR OWNERS**

**KEEP YOUR DRAINS CLEAR!** If your drain is not kept clear it could lead to water ingress to your suite or suites below. Please insure that there is no debris such as leaves in the drain holes as this could lead to plugging as well.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **COVID-19 NOTES FOR OWNERS**

Dear Residents

A number of people have been asking for an update on Southwynd's recommendations regarding COVID-19. Below is a summary of our best advice at the present time. For your convenience, we have tried to put all recommendations and suggestions here in one place. You may wish to keep these pages in a prominent place for referral.

### **KEEPING YOURSELF HEALTHY - MOST IMPORTANT RECOMMENDATIONS**

- ***Wash your hands*** frequently (with soap & water for 20 seconds).
- ***Avoid touching your face.***
- ***Maintain social distance***, i.e. 2 metres (yards) away from others outside your suite.
- **Work/*stay at home*** where possible. It's OK to go out of doors, but go with the people with whom you live and stay 2 metres from others you might meet.
- If you are ***returning from abroad self-isolate*** for 14 days. (i.e. Do not go out at all!).
  - This is a Government of BC and the Government of Canada requirement.
  - Your Strata Council believes that this is especially important at Southwynd as our residents (for the most part) are of an age that is considered most at risk. While you may not be showing any symptoms, they do take time to appear and you are risking the health of others if you interact with others.
  - This is for the health and safety of everyone...fellow residents, our staff and contractors, council and management.
  - We have posted lists in the lobby of each building whereby residents who need help (e.g. with shopping) can be paired with those willing to provide it.
- Please ***do not talk*** to our contractors, cleaners, landscapers, etc. and do not talk directly to Florian; ***instead email CrossRoads***. Except for emergencies, we will not be dispatching contractors to do in-suite work.

## **COVID-19 NOTES FOR OWNERS (continued)**

### **OTHER SUGGESTIONS**

- **Bleach** is a good disinfectant. Mix 4 teaspoons bleach per quart of room temperature water (1 teaspoon per cup); Do not mix with any other solutions!
- **Do not flush Lysol or other sanitary wipes down the toilet.** The sanitary sewer lines are not designed to accommodate anything but human waste and toilet paper.
- If you have **caregivers** coming into your suite, please remind them to follow all of the same cautions (as on page 1), and any other directions from their employers.
- **Elevator Etiquette**
  - Use the stairs if possible;
  - Only 2-3 people in the elevator at a time;
  - Keep your distance from fellow passengers; turn away from them;
  - Push buttons with a key or glove;
  - Cough or sneeze into your elbow;
  - Wash your hands with soap & water or a sanitizer after using the elevator.
- **Clubhouse Closure** - Due to concerns about Covid-19, the Strata Council has placed a moratorium on all activities in the clubhouse and exercise room until further notice. This will include all social activities held in common areas.
- Be **considerate of your neighbours**. Keep the volume on your radio & TV as low as possible. If doing a home workout, please be sure it is at a reasonable time of day.
- Listen to or watch (radio, TV or on line) **CBC for regular updates**. CBC has national news every hour, BC news on the half hour. There are daily updates from the Prime Minister and Provincial Health Officer every morning. The following Government of Canada website is also an excellent resource

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Avoid surfing the internet, as there is a great deal of misinformation circulating!

We hope this advice will help you stay safe &  
healthy

Your concerned Strata Council and Property  
Managers

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**

2019/2020

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:**

Gary Greer,  
Hank Lageweg,  
Lou Anne Waln,  
Gary Myers  
Greg Egan,  
Alf Marchi  
Judith Green

**REGRETS:**

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on January 16, 2020. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Balconies** – Seal Tech will be looking at doing inspections for balconies at the end of March so that work on all the balconies can commence in the early part of summer.

**b) Wood ties/patios/pavers** – The Strata Manager has indicated that there are some issues with the contractor leaving debris behind and needing to clean up a patio which was re-leveled. There is also a supply of new pavers that have been sitting by building A for some time now. There is a holdback on the work that they have completed and will not be released until the work is done to Council’s satisfaction. The Strata Manager will put pressure on the contractor to have these deficiencies done. If there is issues, the Strata Manager will look into getting another contractor to come and finish the remaining work.

- c) **Windows** – There have been a number of window issues reported to the Strata Manager, they have been put on the list and Peak Glass has been notified to inspect. Quotes were reviewed for weather stripping and sealed units. Council reviewed it was **MOVED** and **SECONDED** to approve the work recommended by Peak Glass. **CARRIED**
- d) **Depreciation Report** – Another draft report was reviewed by Council, there were a few minor changes to go back to McArthur Vantell.
- e) **Battery Back-up for Cameras** – Council reviewed a quote for two battery backup units for the camera system. Because of budgetary constraints, the purchase of these units will have to be postponed until the new fiscal year.
- f) **Building E Common Area Balconies** – The contractor has recommended the installation of flashing over the current balcony membrane to hide the edges of the roofing membrane material as well as cleaning and painting the balconies. The quote received for this type of work was too much for what the Council was trying to do. They believe all that is required is to trim the roofing material straight as possible caulk and paint to make it look more presentable.
- g) **Arborist Credit** – The Strata Corporation has received a refund for a permit cost that was unnecessary.
- h) **Civil Resolution Tribunal, Window Coverings** – There is an ongoing CRT case regarding non-conforming window coverings. Because the non-conforming window coverings are a bylaw infraction and the unit Owners refused to comply with Council's request to rectify the situation, a fine was imposed and under the Corporation's bylaws that fine has continued to accumulate every 7 days since July 25<sup>th</sup> 2019.
- i) **Legal Update** - A claim was initiated by the Owner(s) of SL 112 against the Strata Corporation in the Civil Resolution Tribunal of British Columbia. The claim relates to strata governance matters, namely the Strata Corporation's bylaw enforcement. The Strata Corporation's insurer assumed coverage of the matter and appointed the law firm of Alexander Holburn Beaudin + Lang LLP to defend the Strata Corporation in this proceeding. Owners will be provided with more information as it becomes known.
- j) **Resident Manager Contract** – The Resident Manager, Strata President and Strata Manager will go review the contract with the Resident Manager prior to confirming the extension of the contract.
- k) **Awnings** – Now that the weather is getting better the Strata Manager will follow up with Century Awnings to deal with the brand new awning that is leaking and to repair another awning that has a small leak.
- l) **Roof Leak and Cold Joint issue** – Remdal was out to repair a leak on Building C roof which was a joint issue, the ceiling repair will follow. Remdal was able repair the cold joint issue at Building B.

- m) **Drain/Catch Basin Cleaning** – Council discussed a quote from Edenflo to have all the roadway, parkade, landscape catch basins, sumps and pump chambers cleaned out. There was one pump chamber that has already been cleaned out and this will be removed from the work and will reflect in the new quote. It was **MOVED** and **SECONDED** to approve the quote from Eden Flo. **CARRIED**
- n) **Pick up/drop off parking** – The areas in front of all the buildings are designated as pick-up/drop off zones only. Council has requested to obtain signs that clearly indicate this which will say “Pick-up and Drop-off only, 15min, Violators will be towed”.
- o) **CO2 Sensor and replacement** – Global Gas detection was on site to test and replace the gas sensors in the parking garage.
- p) **Ceiling Repairs** – The contractor has been trying to get in contact with one of the Owners to schedule a ceiling repair, however, he has been unsuccessful in doing so. Florian has been advised to get in contact with this Owner and get them to contact the contractor directly to set up a date to have the work completed. There are still some outstanding ceiling repairs that need to be done, however, there is still investigation of the above unit’s balconies and windows that need to take place to determine the source of the water. These will be looked at during the investigation by Seal Tech. Council thanks everyone who is affected for their patience in this matter.

(4) **SECRETARY’S REPORT**

The following units sent correspondence: 301D, 311E, 103A, 408D, 106E, 402E, 108E, 401B, 403B, 201A, 206E, 104D,

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- An Owner is having difficulty with the enterphone, the resident manager will connect with this Owner to see what the issue is.
- An Owner indicated that there is a leak above their parking stall. The Resident manager has assigned the Owner a different stall until the leak is fixed. The contractor will be on site to provide a quote to fix a number of cracks in the parking garage.
- An Owner wrote in a number of emails with suggestions to Council on what they believe needs to be done around the complex and how the Strata should be planning for the future. Council appreciated the amount of work and information brought forward and thanks the Owner for the information.
- A letter was put in the Council mail box complaining about noise violation for a unit that is having renovations done. The contractors have been very disrespectful and have been told on multiple occasions. The Strata Manager has also phoned the Owners on this situation as they are responsible for their workers but to date they have not respected



the rules. Council has requested the Strata Manager to send a letter to the unit about a potential fine being applied.

- An Owner sent a complaint about another Owner carrying out renovations by themselves and believe that they are putting the building at risk. A letter has been sent to the unit in question telling them to stop work immediately, requesting proof of a qualified contractor and the type of work that they are having done.
- A concern was sent to Council indicating that they have water stains inside their fire place walls. The resident manager will have a look into this. The same Owner indicated that they have a significant amount of water come down from above and hit their window sill causing a large amount of noise. The resident manager will look into what could be causing this.
- Another letter was sent about bridge player guests not being able to park in the loading zones outside the buildings. Council has made it clear that it is up to the event hosts to make sure their guests are properly using the visitor parking stalls in the Parkade. If a guest has mobility issues then a suggestion from Council would be to have the host Owner have the guest drop their vehicle off in front of the clubhouse then the host Owner drive the vehicle into the parking garage for them. The surface areas in front of the buildings are designated as loading zones and are to be kept cleared for residents with mobility issues that require to be picked and/or dropped off, and for ambulances, fire trucks, delivery vans and contractors. Clear signs will be purchased and installed.

## (5) FINANCIAL REPORT

The Financial Statements ending January, 2020 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of January, 2020. **CARRIED**

**These figures are as of the end of January, 2020.**

<b>Contingency Reserve Fund</b>	<b>\$277,510.67</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$30,442.76</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$86,660.30</b>
<b>Operations – Year to Date Budget</b>	<b>\$696,667.80</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$679,859.20</b>

## (6) COMMITTEE REPORTS

**6.1 ROOFING** – The roof leaks reported last month were repaired.

**6.2 BUILDING & WORKS** – The resident manager has ordered the supply of BOSCH parts required to have in stock.

**6.3 SAFETY AND SECURITY** – Nothing new to report

**6.4 WORKSHOP** – If you are looking to rent a workshop locker please contact Gary Myers.

**6.5 LANDSCAPING** – DECA provided Council with a proposal to have a number of items addressed such as replacement of dead shrubs and hedges and installation of new turf in chafer beetle damaged areas. Council requested to have them draft up a proper proposal on how to combat the chafer beetle issue and to point out areas of insufficient irrigation which areas should have sprinklers added. Council has also requested for them to draft a proposal of plants/flowers to be planted in the nine flower pots spread throughout the complex. It was **MOVED** and **SECONDED** to approve the current proposal from DECA. **CARRIED**

**6.6 CORPORATE SERVICES** – No report.

**6.7 BYLAWS** – Council discussed a few bylaw amendments to be brought forward at the Information meeting.

**6.8 SOCIAL COMMITTEE REPORT:  
FEBRUARY 2020**

**Happy hours continue to be held on the 4th Friday of each month from 4:30 to 6:30 PM. Those attending enjoy the time to visit and taste delicious appetizers. It is a good time to meet new owners and for new owners to meet others. Notices are posted on the lobby bulletin boards as reminders.**

**The clubhouse has had a few rentals in the past months and is rented for two dates in March. Anyone interested in renting can contact Lou Anne Waln @705-816-3844 for more information.**

**(7) NEW BUSINESS**

- a) **Information Meeting** – The Strata Council has postponed the Owner’s information Meeting to March 24<sup>th</sup>, 2020 at 6:30PM.

The reason for this is that we have not yet received pricing or terms on the renewal of the Strata Corporation’s insurance policy and do not expect to have this information until the later part of March.

As owners should be aware, there have been significant increases in strata insurance premiums in BC and elsewhere and any increase in the Southwynd insurance policy will likely have an impact on our operating budget and your strata fees. We are not in a position to hazard a guess as to a possible increase in our insurance premium.

Once our renewal quote is received, Council and CrossRoads will finalize a proposed operating budget to discuss with the owners at the information meeting.

This will also change the timing for the Annual General Meeting and it is scheduled to take place on Tuesday, April 21, 2020.

Thank you for your understanding. Should you have any questions, please feel free to contact Ross Ruddick at CrossRoads.

- b) **Crack Injections** – Hunink Ventures who does crack injections for Southwynd will be on site to review all areas in question and provide a quote for Council to review.
- c) **Building D and E Front Doors** – NES Door Express was out to review the doors to the buildings to see if there could be any upgrades to the door hardware to allow for the door to stop slamming and the locks to consistently lock properly. The Strata Manager has not yet received a quote on this work.
- d) **Damage to Owners Property** – It was **MOVED** and **SECONDED** out of good will to approve a small expense to repair an Owner's property. **CARRIED**
- e) **Sump Pumps** – The resident manager provided Council with a list of sump pump replacement parts that should be ordered to have in stock. It was **MOVED** and **SECONDED** to approve the purchasing of these sump pump parts. **CARRIED**
- f) **Fire Place Soliciting** – A company has been contacting Southwynd owners by telephone claiming that if you do not have your fireplace serviced in the next 30 days Fortis will shut off their gas. This is completely un-true!  
This is a scam so please be aware and do not give out any information.  
As your management company, CrossRoads does not give out telephone lists to any vendor for purposes of solicitation. How these people have gotten your information is unknown.  
If you have made an appointment with this company we do recommend that you cancel it and, if questioned, refer them to the Strata Manager.
- g) **Insurance Renewal** – The strata insurance industry is currently facing some unique challenges in British Columbia. Our insurance broker HUB International has been issuing warnings about the upcoming renewal which will likely result in significant increases to our insurance policy premium cost and the deductible limits. The Broker is forecasting overall increases to premiums across BC to average between 50 - 300% and are likely to increase the deductible limit for water and sewer back up damages regardless of not having any claims on their 5-year claims history. The increases are attributed to global losses, increases in property valuations, and mostly because insurance companies are no longer interested providing strata insurance coverage after significant losses in the last few years due to higher than anticipated claims. Now, fewer insurers are insuring Strata and Condominium Corporations and, the remaining insurers are insuring for less risk on the policy but for an increased premium. This is what is ultimately driving the cost of premiums in the industry.  
The following links listed below from the Vancouver Sun, Province Newspaper and Global News can provide some information to owners to help understand what is happening.  
<http://theprovince.com/life/homes/condos/condo-smarts-who-pays-insurance-deductibles>  
<http://vancouver.sun.com/homes/condos/insurance-101-for-condo-owners>  
<https://globalnews.ca/news/6237709/bc-strata-insurance-surge/>

There being no further business, the meeting was adjourned at 11:40 AM  
Next Council Meeting is scheduled for Thursday, February 20, 2019 at 9:00 AM in the clubhouse.  
Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**

**24 HOUR SERVICE**

**(778) 578-4445**

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone***

### **IMPORTANT NOTES FOR OWNERS**

If you change your vehicle or license plate, for security purposes, please give the new info (make/model/colour/license plate number) to Strata by putting a note in the mailbox just inside the front door of the Clubhouse. Thank you.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



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If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **ARE YOUR DRAINS CLEAR?**

It is owner's responsibility to clear your balconies of snow and ice.

You may need to use boiling water to thaw out your drain.

If the drain is not clear of ice this could lead to water ingress to your suite or suites below.

Anyone with a new liquid membrane balcony you may use ice melt for ice control if needed.

Please insure that there is no debris such as leaves in the drain holes as well as this could lead to plugging as well.

If Owners are not able to clear their balcony of snow and ice in the winter months can call the following companies:

Run Star Home Services – 604-367-6951  
Service Master – 604-435-1135

Please be courteous to your neighbors below when clearing snow and ice.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

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**BUILDING AND WORKS/  
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Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:**

Gary Greer,  
Hank Lageweg,  
Lou Anne Waln,  
Gary Myers  
Greg Egan,  
Alf Marchi

**REGRETS:**

Judith Green

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**HEARING REGARDING NEW WORKSHOP LOCKERS –**

Council met with an Owner who had requested a hearing regarding a nonconforming locker. Council listened to what the Owner had to say. A letter will be sent to the Owner with Council’s response to the hearing.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on December 19, 2019. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Water Treatment** – Council has decided that, until further information is obtained for other options, the buildings’ water supply pipes will be dealt with on a fix on fail policy. Council indicated that the main problem is in the elbows of the pipes on the re-circulating water line. Council recommended that we look at changing all the accessible elbows to help alleviate pin hole leaks in those areas.

b) **Balconies** – Seal Tech will be starting to schedule inspections for the balconies on the list to be done in the 2020 fiscal year. They will be looking at getting this all in order early so that all the balconies can be addressed in the late part of spring early summer.

c) **Wood ties/patios/pavers** – The contractor will be back to rectify some minor issues with the patio pavers at units 105E and 106E. The remaining units that need to be completed in this year’s fiscal budget are: 102A, 103A, 101D and 104E.

d) **Windows** – Council received several reports from owners of excessive amounts of condensation on their windows which led these owners to believe that their windows had failed. An investigation into these reported window problems has concluded that in most of the cases the condensation was a result of a combination of higher than normal humidity in the unit and the freezing outside temperature. This is a normal occurrence with aluminium framed windows that do not have a thermal break. An Investigation of this same problem was carried out by Inter-Coast Consultants Ltd. (Consulting Engineers) back in December 2003. An excerpt from that report stated the following:

*“There have been concerns regarding excesses amounts of condensation from the windows of some units. For the purposes of this investigation, ICC entered a suite and Building C. The conditions found in this suite are not unlike other common condensation concerns.*

*Moderately heavy condensation such as this occurs when water vapour in the air comes into contact with a cooler surface. Water vapour is constantly present in our air and in an interior environment such as our homes, the level of water vapour in the air can elevate to very high levels. We do this by simply breathing, cooking, bathing, placing plants in our homes, etc. In ICC's experience, many owners unknowingly have bad living habits when it comes to controlling the relative humidity within their suites. Some examples include:*

- *Not turning on the exhaust fans when cooking or showering.*
- *Not ventilating and circulating the air within the suites during the winter months.*
- *Neglecting or not knowing how to use the humidistat.*
- *Excessive amounts of plants and vegetation within the suites.*
- *Dryer ducts of in-suite laundry facilities are not cleaned regularly.*

*In order to alleviate the condensation issues at Southwynd, ICC offers the following recommendations:*

- *Use the exhaust fan during cooking and showering sessions. Keep the fans on for another 10-15 minutes after each session has ended.*
- *During the course of cooking water based meals or other water based methods i.e. stews, soups , pastas, etc., open the patio door and a few windows “a crack” in order to assist the kitchen exhaust fan.*
- *Set the humidistat to 45% relative humidity (maximum).*
- *Open all windows and patio doors at least once a week in order to ventilate the “old” air with “new” air.*
- *Clean all in-suite dryer ducts annually.*
- *If there seems to be black stains around the window openings, clean thoroughly with either “Boracol” (an anti-fungal agent) or a strong bleach solution.*

*If the lifestyle of owners dictates the use of large quantity of heated water..... or if condensation is still rampant despite closely following the listed recommendations, then purchasing a dehumidifier is highly recommended.*



In very rare instances, the problem may be the result of a failed seal in the double glazed window unit. Given that large costs recently incurred in the operating budget in dealing with these issues of window and hardware repairs, Council discussed the possibility of introducing a new window bylaw at the AGM which would shift the cost of certain types of window, hardware and rollers repairs directly to the owner of the suite with the problem. This issue and the need to consider future replacement of all Southwynd's window system will be discussed in greater detail at our upcoming information meeting in February in conjunction with the recently completed Depreciation Report. In the meantime, all minor window, hardware and roller repairs requests will have to be postponed for the balance of this fiscal year.

- e) **Depreciation Report** – A draft of the Depreciation Report was reviewed by Council. Council will be meeting with the authors of the report, McArthur Vantell, on February 6<sup>th</sup> in order to have a better understanding of some of the timelines for the replacement of major components and to correct some inaccuracies in the draft report.
- f) **Battery Back-up for Cameras** – Council reviewed a quote for two battery backup units for the camera system. Because of budgetary constraints, the purchase of these units will have to be postponed until the new fiscal year.
- g) **Building E Common Area Balconies** – The contractor has recommended the installation of flashing over the current balcony membrane to hide the edges of the roofing membrane material as well as cleaning and painting the balconies. Further repairs and investigation on other balconies will be carried out in the spring.
- h) **Arborist** – The Arborist contacted Crossroads indicating that we would be receiving a credit as one of the trees that was removed did not require a permit.
- i) **Civil Resolution Tribunal, Window Coverings** – There is an ongoing CRT case regarding non-conforming window coverings. Because the non-conforming window coverings are a bylaw infraction and the unit owners refused to comply with Council's request to rectify the situation, a fine was imposed and under the Corporation's bylaws that fine has continued to accumulate every 7 days since July 25<sup>th</sup> 2019.
- j) **Legal Update** - A claim was initiated by the Owner(s) of SL 112 against the Strata Corporation in the Civil Resolution Tribunal of British Columbia. The claim relates to strata governance matters, namely the Strata Corporation's bylaw enforcement. The Strata Corporation's insurer assumed coverage of the matter and appointed the law firm of Alexander Holburn Beaudin + Lang LLP to defend the Strata Corporation in this proceeding. Owners will be provided with more information as it becomes known.
- k) **Resident Manager Contract** – The Resident Manager's new contract will take effect 1st of February; it will be reviewed with him prior to the start date.
- l) **Awnings** – There are a couple of awnings that need repair. Since this work requires better weather, the repairs have been postponed until the Spring.

- m) **Storing Items in Parking Garage** – Owners are reminded not to store various household items in their parking stall as well as anywhere in the parking garage. This is a fire regulation.
- n) **Roof Leak** – The Roof leak in building C needs temperatures of 5 degrees or more and at least 2 consecutive dry days to carry out the repairs. The report of a different leak is believed to be due to an accumulation of snow on the roof which allowed the water to enter underneath the flashing.
- o) **Drain Cleaning** – Southwynd is equipped with a sanitary pump system located in the Parkade. The system is designed to handle waste and regular toilet paper – nothing else. Anything other than this will clog the sump pumps and could result in wastewater flooding the Parkade.

**(4) SECRETARY'S REPORT**

**The following units sent correspondence: 108E, 103A, 408E, 403B, 307B, 408D, 105B, 207A, 402E, 302B, 404B, 102D.**

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A letter was sent in regard to the last set of minutes about a Friday bridge players group and an issue with surface parking. Council has made it clear that it is up to the event hosts to make sure their guests are properly using the visitor parking stalls in the Parkade. The surface areas in front of the buildings are designated as loading zones and are to be kept cleared for residents with mobility issues that require to be picked and/or dropped off, and for ambulances, fire trucks, delivery vans and contractors.
- An Owner reported that their ceiling has yet to be repaired. The Owner was advised that the delay is due to the ongoing balcony/windows leaks which the contractor has not yet be able to find the source of the water ingress. Until the source has been identified and fixed the owner's ceiling repairs cannot be completed.
- An Owner reported a gutter leak which the Strata Manager then requested a quote from a contractor for the cost of the repair. The contractor advised the Strata Manager that the repair requires grinding of the gutter surface so that the sealant properly adheres to the joints. Because the work could cause damage to the windows, the contractor recommended that it be carried out by a window company.
- An Owner reported that the wire fence in the back of the property is starting to fall down and it seems to have been cut by someone in order to gain access. The Strata Manager will send a contractor out to have a look at what can be done to reinforce the fence or if a fence can be installed between the bare areas of the pyracantha.
- An Owner reported of a leak into the unit. It is believed to be an issue with the arched window seal which is allowing water to enter as they are fully exposed. The Strata's glass company will add this to the list for re-sealing.

- An Owner sent a note advising that they have been getting scam phone calls indicating they owe the government money and if they don't pay they will be contacting the authorities to have them arrested. These calls are all scams and owners are advised to not give the callers any personal information and to immediately hang up.

(5) **FINANCIAL REPORT**

The Financial Statements ending December, 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of December, 2019. **CARRIED**

**These figures are as of the end of December, 2019**

<b>Contingency Reserve Fund</b>	<b>\$271,064.56</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$43,717.97</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$77,739.99</b>
<b>Operations – Year to Date Budget</b>	<b>\$627,001.02</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$593,198.90</b>

(6) **COMMITTEE REPORTS**

**6.1 ROOFING** – A couple leaks were reported with the heavy snow fall. These will be investigated.

**6.2 BUILDING & WORKS** – Florian is to provide a list of BOSCH parts needed to be purchased to have on hand in case of any of the plumbing components fail. This is to avoid any waiting for the part to be delivered that way the repairs can be made efficiently by the plumber and have the system back functioning the same day.

**6.3 SAFETY AND SECURITY** – It was **MOVED** and **SECONDED** to add Judith Green, Gary Myers and Florian Mitoi as Privacy Officers for Southwynd. Judith is handling the spreadsheets of Owners information, such as phone numbers. Florian and Gary review the cameras in case of any incidents. Greg Egan is already a Privacy Officer for Southwynd.

**CARRIED**

**6.4 WORKSHOP** – If you are looking to rent a workshop locker please contact Gary Myers.

**6.5 LANDSCAPING** – No Report

**6.6 CORPORATE SERVICES** – No report.

**6.7 BYLAWS** – Council discussed the workshop lockers and the issue of Owners storing items in the common area workshop. It was **MOVED** and **SECONDED** to approve a new rule stating the following:

**Owners, tenants or occupants must not store any items in the workshop, unless approved by Council.**

**CARRIED**

**6.8 SOCIAL COMMITTEE REPORT:  
SOCIAL COMMITTEE REPORT  
JANUARY 2020**

**Another fun and successful happy hour was held on Friday, January 24th. Lots of delicious food and plenty of chatter.**

**The next Happy Hour will be Friday, February 28th. Watch your entry hall bulletin board for reminders.**

**(7) NEW BUSINESS**

- a) **Parking Garage CO2 sensors** – It was **MOVED** and **SECONDED** to approve the quote from Global Gas Detection to make the necessary repairs to the CO2 sensors in the parking garage and to have all the sensors tested. **CARRIED**
- b) **Snow Removal** – Owners are reminded that it is your responsibility to clean balconies of snow. Owners not able to do so can contact one of the companies noted on the last page of these minutes. Owners should be mindful when clearing snow from their balcony so that it does not fall on to your neighbour's balcony below - especially if this balcony was just cleaned! Please be aware and courteous to your neighbours.
- c) **Information Meeting** – An Information Meeting is scheduled for February 19<sup>th</sup>. Reminder Notices will be posted. The Information Meeting is a prelude of all the items that Council will be proposing for Owners consideration at the 2020 Annual General Meeting.
- d) **Library** – The volunteers that look after the Library are requesting that residents always place both donated and returned books into the provided baskets instead of placing them directly onto the shelves. In this way, we can ensure that the books all receive or have already received the date stamp before they go onto the shelves.
- e) **Insurance Renewal** – The strata insurance industry is currently facing some unique challenges in British Columbia. Our insurance broker HUB International has been issuing warnings about the upcoming renewal which will likely result in significant increases to our insurance policy premium cost and the deductible limits. The Broker is forecasting overall increases to premiums across BC to average between 50 - 300% and are likely to increase the deductible limit for water and sewer back up damages regardless of not having any claims on their 5-year claims history. The increases are attributed to global losses, increases in property valuations, and mostly because insurance companies are no longer interested providing strata insurance coverage after significant losses in the last few years due to higher than anticipated claims. Now, fewer insurers are insuring Strata and Condominium Corporations and, the remaining insurers are insuring for less risk on the policy but for an increased premium. This is what is ultimately driving the cost of premiums in the industry.

The following links listed below from the Vancouver Sun, Province Newspaper and Global News can provide some information to owners to help understand what is happening.

<http://theprovince.com/life/homes/condos/condo-smarts-who-pays-insurance-deductibles>

<http://vancouver.sun.com/homes/condos/insurance-101-for-condo-owners>

<https://globalnews.ca/news/6237709/bc-strata-insurance-surge/>

There being no further business, the meeting was adjourned at 11:35 AM

Next Council Meeting is scheduled for Thursday, February 20, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**

**24 HOUR SERVICE**

**(778) 578-4445**

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone***

### **IMPORTANT NOTES FOR OWNERS**

If you change your vehicle or license plate, for security purposes, please give the new info (make/model/colour/license plate number) to Strata by putting a note in the mailbox just inside the front door of the Clubhouse. Thank you.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **ARE YOUR DRAINS CLEAR?**

It is owner's responsibility to clear your balconies of snow and ice.

You may need to use boiling water to thaw out your drain.

If the drain is not clear of ice this could lead to water ingress to your suite or suites below.

Anyone with a new liquid membrane balcony you may use ice melt for ice control if needed.

Please insure that there is no debris such as leaves in the drain holes as well as this could lead to plugging as well.

If Owners are not able to clear their balcony of snow and ice in the winter months can call the following companies:

Run Star Home Services – 604-367-6951  
Service Master – 604-435-1135

Please be courteous to your neighbors below when clearing snow and ice.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

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**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE: REGRETS:**

- Gary Greer
- Hank Lageweg
- Lou Anne Waln
- Gary Myers
- Greg Egan
- Alf Marchi
- Judith Green
- Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 11:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on November 21, 2019. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Water Treatment** – The Strata Manager advised Council that the City hasn't given any reason for not approving the water treatment system proposed by One Clear Water. Council has therefore decided to explore other options for the repair/replacement of Southwynd's water supply lines.

**b) Balconies** – Winter weather conditions are not ideal for continuing with balcony repairs/replacements. Eleven balconies have been completed to date: 402E, 411E, 410E, 402B, 403B, 302B, 303B, 201D, 407D, 406D and 403D. Painting issues have been noted on some of the completed balconies and these issues will be addressed in the spring. We have received reports of possibly more balconies that may need to be done: Units 309E, 307A, 407A, 404E, 407B, 401D, 408D and 310E. The scope of



- c) **Wood ties/patios/pavers** – The contractors have been hard at work over the last month and half getting 103A, 101A, 108A, 108D, 105E, 106E and 109E completed. A few Owners decided that they wanted to upgrade to the better pavers even though their pavers were in good shape. Further work is needed on 102A and the patios at 101D, 104E, 103E, and 103A will be slated to be done in the New Year. Unit 107D will be reviewed and quoted.
- d) **Ceiling Repairs** – Most of the ceiling repairs have been completed by Ric Fountain and Rob Carmichael, if you have a current repair needed please send another request in to the Council mail box or email [jesse@crpm.ca](mailto:jesse@crpm.ca). Some have not yet been repaired because the source of the leak has not been repaired.
- e) **Windows** – A number of Window repairs have been completed. If you have window issues please contact the management company to be added to the list. It was noted that there are a few leaks that may be in connection to the arched windows located beside the glass sliding door and overtop of the fireplace. This has been a known location where the old caulking has failed. The Glass Company will be sent to the following units to re-caulk the window. 203A, 310E and 203D.
- f) **Depreciation Report** – The updating of the depreciation report is progressing and is expected to be completed sometime in January.
- g) **Battery Back-up for Cameras** – Council Member Eagan Greg is dealing with Six-technologies on the battery back-up issue.
- h) **Rain hood for Camera** – The contractor has installed the rain hood over top of the camera. This will allow for a clearer picture from the camera while it is raining.
- i) **Chafer Beetles** – Deca has suggested a treatment plan for the Chafer Beetle problem. However, they are also willing to look at other alternative solutions. Owners with alternate solutions are asked to please send them to the Strata Manager and not to Deca.
- j) **Entrances to all Buildings** – Council will be looking into a plan to improve the look of all the building entrances.
- k) **Building E Common Area Balconies** – The contractor has recommended the installation of flashing over the current balcony membrane to hide the edges of the roofing membrane material as well as cleaning and painting the balconies. Further repairs and investigation on other balconies will be carried out in the Spring.
- l) **Windows** – Window seal replacements have been a work in progress throughout the complex, with many requests for window repairs still outstanding. These repairs/replacements are costly and have exhausted the strata's budget for the current year. So, for the balance of this fiscal year only repairs that are of an urgent nature will be carried out. The other outstanding requests will have to be postponed until the new fiscal year.

- m) **Mystery Leak Building C** – Investigation is ongoing as the contractors have not been able to locate the source of the leak from the exterior of the building. The Strata Manager will get the contractor to open up the ceiling to find the source of the water ingress
- n) **Arborist** – The arborist was out cutting all the branches encroaching on the building envelope. An Owner indicated that they believed the tree by their unit should have been done. The complex will be reviewed again in the Spring.
- o) **CRT** – The CRT process is currently on going. It was **MOVED** and **SECONDED** to submit a counter claim against 208D for not following the bylaws in regards to window coverings.  
**CARRIED**
- p) **Caretaker** – Council met with several possible candidates for the Southwynd Resident Manager position. After multiple interviews with each applicant Council did have a front runner. However, Florian decided that he did not want to retire and indicated that he would be more than willing to continue being the caretaker for Southwynd. Council was very happy to hear this and have decided to accept Florian’s return. A new contract will be drafted up for Florian for February 1<sup>st</sup> 2020.
- q) **Awnings** – There are a couple of awnings that need repair. Since this work requires better the repairs have been postponed until the Spring.
- r) **Minutes Delivery** – There are a number of Owners that do not want the hard copy of the minutes delivered. The volunteers who do the delivery find this a nuisance when doing the deliveries and will continue to drop off a hard copy of the minutes at every door, what you plan to do with the minutes is up to you.
- s) **Entrance Mats** – There are new entrance mats at the front door of each building.
- t) **Storing Items in parking garage** – Owners are reminded not to store various household items or junk in their parking stall as well as anywhere in the parking garage.
- u) **Roof Leak** – A roof leak on building C will be repaired by Remdal the 3<sup>rd</sup> week of January.
- v) **Drain Cleaning** – EdenFlo was on site cleaning out the sump pumps at various locations of the parking garage. They were able to flush out a lot of waste from these pumps and discovered that a couple of the pumps were not functional. These pumps have been repaired. The following is a list of items that no one should be flushing down the toilet as these items will clog the sump pumps and could lead to flooding:

**Please do not flush any of these items down the toilet. The sanitary pump system can dispose of regular toilet paper ONLY. Thank you for the courtesy.**

- Ashes; such as from a fireplace
- Baby wipes
- Cat litter
- Chemicals & Drain Cleaners
- Cooking oil, fat, grease, lard

- Cigarette butts
- Condoms
- Cotton swabs or wipes
- Dental floss
- Diapers
- Explosive or combustible liquids or materials
- Glass fragments or debris
- Gravel or stones such as from an aquarium
- Hair
- Metal fragments or scraps
- Plastic toys, scraps, or fragments
- Q-tips of any sort
- Rubber gloves
- Sanitary napkins, tampons

**(4) SECRETARY'S REPORT**

**Units that sent correspondence: 204A, 202D, 306D, 109E, 307D, 302B, 201A, 201D, 404B, 306B, 204C, 105E,**

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A letter was sent regarding windows fogging up. This is due to the humidity in the unit. Owners are reminded to turn on their de-humidifiers to solve this issue. If you need help with this contact Florian and he should be able to make the proper adjustment to the humidifier to get it working properly.
- A letter wondering about a leak over a parking spot, the leak has been repaired.
- There have been many people asking to be on the waiting list for the strata rental lockers. There are only 6 rental lockers which are all currently occupied and there are five Owners on the waiting list.
- An Owner sent in a note about the building looking outdated with the current colour schemes.
- A complaint was made about the loading zones in front of each building and that the amount of workers that park and loiter there during the days. Council is aware of this situation and Council is making the contractors aware that they are not to park there throughout the day and that it is designed for a loading zone only. Visitors and contractors are to fill out a visitor notice and place it on their vehicles dash.

- A report of a tile broken in front of the elevator. This will be sent onto a contractor to have fixed.
- An Owner sent in a complaint that guests for their Friday Bridge group have to park too far away. Council understands that some people may have issues with walking the far distance. However, there is visitor parking in the underground and if need be the Owner who has invited the guests can help by driving the car down to the parking garage for them or other alternative ways. Fridays is the same day the landscapers are on site and parking is minimum around the complex.
- There was also a complaint from some Owners that their guests/caregivers have been issued parking violation notes on their vehicles. These are to be filled out and placed on the dash to make sure the resident manager knows who to call in case the vehicle needs to be moved immediately in case of an emergency. Parking around Southwynd has been an issue since day one and Council is trying to make Owners, guests and contractors aware of the rules and lack of parking we have at Southwynd and the loading zones around the buildings are in fact loading zones for picking up and dropping off, short visits etc.

## (5) FINANCIAL REPORT

The Financial Statements ending November, 2019 was reviewed it was **MOVED** and **SECONDED** to approve the financial statements of November, 2019. **CARRIED**

**These figures are as of the end of November, 2019**

<b>Contingency Reserve Fund</b>	<b>\$252,096.94</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$51,661.04</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$70,991.56</b>
<b>Operations – Year to Date Budget</b>	<b>\$557,334.24</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$515,458.91</b>

## (6) COMMITTEE REPORTS

**7.1 ROOFING** – Currently 1 active leak that will be addressed on building C. If the solution is not successful further investigation on the tiled roof will need to be done.

**7.2 BUILDING & WORKS** – On-going balcony and patio re-levelling.

**7.3 SAFETY AND SECURITY** – Council would like to remind everyone to make sure you lock your vehicles and not to leave ANY valuables, fobs or keys in your vehicle.

**7.4 WORKSHOP** – If you are looking to rent a workshop locker contact Gary Myers.

**7.5 LANDSCAPING** – No Report

**7.6 CORPORATE SERVICES** – No report.

**7.7 BYLAWS** – No Report

**7.8 SOCIAL COMMITTEE REPORT:**

**December 2019**

Three Happy Hours have taken place have been well attended and enjoyed by all. The next one will be on January 24th, 2020, 4:30-6:30 pm. Watch your building bulletin board for a reminder.

Thank you to the people who came to decorate the clubhouse for Christmas. It looked lovely.

There have been two recent rentals of the clubhouse and more are being planned for the New Year.

The Christmas dinner was a big success and 96 people were in attendance. There have been lots of positive comments since and everyone enjoyed the evening.

**(7) NEW BUSINESS**

**New Business was tabled until the next Council meeting.**

There being no further business, the meeting was adjourned at 12:15 PM

Next Council Meeting is scheduled for Thursday, January 16, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

***EMERGENCY CONTACT***

***24 HOUR SERVICE***

***(778) 578-4445***

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone***

### **IMPORTANT NOTES FOR OWNERS**

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The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



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On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **ARE YOUR DRAINS CLEAR?**

It is owner's responsibility to clear your balconies of snow and ice.

You may need to use boiling water to thaw out your drain.

If the drain is not clear of ice this could lead to water ingress to your suite or suites below.

Anyone with a new liquid membrane balcony you may use ice melt for ice control if needed.

Please insure that there is no debris such as leaves in the drain holes as well as this could lead to plugging as well.

If Owners are not able to clear their balcony of snow and ice in the winter months they can call the following companies:

Run Star Home Services – 604-367-6951  
Service Master – 604-435-1135

Please be courteous to your neighbors below when clearing snow and ice.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
2019/2020**

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER**

Alf Marchi - #103E

**SECRETARY**

Judith Green - #206C

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:**

Gary Greer

Hank Lageweg

Lou Anne Waln

Gary Myers

Greg Egan

Alf Marchi

**REGRETS:**

Judith Green

Ross Ruddick – CrossRoads Management

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on October 17, 2019. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Water Treatment** – The City of Surrey has not approved the plumbing permit and there is a possibility that they may not. Other options are being pursued and they include epoxy lining, partial re-piping or total re-piping over a period of years. We do not yet have cost estimates. The funds allocated for this project remain in our CRF. It should be noted that pinhole leak activity has decreased other than one recent incident in building E.

**b) Balconies** – Now that we are in the winter month’s weather conditions are not ideal to continue with balcony replacements. This year we have completed eleven balconies: 402E, 411E, 410E, 402B, 403B, 302B, 303B, 201D, 407D, 406D and 403D. There have been



some notes of painting issues on some of the completed balconies. This will be addressed in the spring when weather conditions are ideal for finish painting. We have reports of the possibility of more balconies that need to be done at units 309E, 307A, 407A, 404E, 407B, 401D, 408D and 310E, the scope of work is yet to be determined. Any reports of new leaks will be investigated.

- c) **Wood ties/patios/pavers** – The contractor, although delayed, will be able to complete all work approved by Council regardless of the weather conditions. The plan is to re-level current pavers to remove any sort of water pooling and tripping issues. If the units that are one the list for re-levelling want new pavers they will need to pay for them. The list of units being done are: 108D, 101D, 105E, 108A, 104E, 103E, 101A, 101C, 105A, 103A and 106E. Completed to date are 102A and 109E.
- d) **Ceiling Repairs** – On-going ceiling repairs are being done at a number of units. Some ceilings are not able to be done at this time as currently the leak is still active from above. Once the repairs to the leaking areas are completed the ceilings will be repaired.
- e) **Windows** – A number of Window repairs have been completed. If you have window issues please contact the management company to be added to the list. It was noted that there are a few leaks that may be in connection to the arched windows located beside the glass sliding door and overtop of the fireplace. This has been a known location where the old caulking has failed. The Glass Company will be sent to the following units to re-caulk the window. 203A, 310E and 203D.
- f) **Depreciation Report** – The updating of the depreciation report is on-going and the report writer was at Southwynd during the meeting and introduced himself to Council.
- g) **Battery Back-up for Cameras** – Greg is working on getting six-technologies back to deal with the battery back-up issue.
- h) **Rain hood for Camera** – The contractor has installed the rain hood over top of the camera. This will allow for a clearer picture from the camera while it is raining.
- i) **CRT Actions** – The CRT process is currently on going.
- j) **Chafer Beetles** – Deca does have a treatment plan for the Chafer Beetle problem but this plan can be flexible to incorporate other solutions. Owners with alternate solutions are to send them to the Strata Manager and not to Deca.
- k) **Entrances to all Buildings** – Council will be looking into a plan to improve the look of all the building entrances.
- l) **Building E Common Area Balconies** – The contractor has recommended to install a flashing

over the current balcony membrane to hide the edges of the roofing membrane material. This should improve the overall look in conjunction with cleaning and painting the balconies.

- m) **Tree Trimming** – The arborist was on site November 21<sup>st</sup> to deal with the number of trees that are encroaching on the building envelope and to remove a declining tree.
- n) **Mystery Leak Building C** – There is an on-going leak at a unit which the source has yet to be determined. A general contractor, drywaller, gutter company and window company have all come to investigate, however, still no idea where the water is coming from. Further investigation will be done to solve this water leak.

- o) **Fire Testing** – RETESTING OF THE FOLLOWING MISSED UNITS

**Building 1- 1705- Unit 402**

**Building 2- 1725- Unit 203, 304, 404**

**Building 3 -1745- Unit 305, 405, 101, 103**

**Building 4 -1765 -Unit 201, 208, 104**

**Building 5- 1785- Unit 111, 108, 103, 312, 309, 311,211, 202, 201**

IN SUITE BUZZERS TO BE REPLACED IN THE FF UNITS

TIME: 11:30 AM - 2:00 PM

**BUILDING 1- 1705 - Unit 106, 107, 203, 303, 306**

**BUILDING 2 - 1725 - Unit 303, 402, 403**

**BUILDING 3 - 1745 - Unit 205, 304, 404**

**BUILDING 4 - 1765 - Unit 305, 308**

**BUILDING 5 - 1785 - Unit 112, 204, 406**

City Fire Prevention Services will be conducting the Fire Safety testing for units missed during the recently concluded FIRE INSPECTION and replaced In suite buzzers to some units.

It is a requirement under the British Columbia Fire Code that we access ALL units, occupied and unoccupied.

Please make arrangements with a key holder if you cannot be home so that we can ensure your suite's fire alarm devices function properly.

#### **(4) SECRETARY'S REPORT**

**Units that sent correspondence: 201A, 310E, 302B, 301D, 105B, 301C, 311E, 302D, 108D, 406C, 404E, 402E, 303D, 408B, 207A, 405E, 206E.**

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A suggestion was made about NEMATODES being applied to the lawn for the chafer beetle issue. This will be looked into further by Deca.
- A request made to repair a foggy window. The glass company will come out to inspect and provide a quote for the work.

- A request made to have a ceiling repaired. First the ceiling needs to be confirmed dry and then the ceiling can be repaired.
- A letter received wondering where the 9 pots from building E went. They have been distributed throughout the complex, 1 in front of each building, 2 near the clubhouse, 2 by the sitting area between building E and D.
- A hearing request was made for the next Council meeting.

**(5) FINANCIAL REPORT**

The Financial Statements ending October, 2019 was reviewed it was **MOVED** and **SECONDED** to approve the financial statements of October, 2019. **CARRIED**

**Council has decided to include a small summary in the minutes moving forward to keep Owners informed about the financial situation for Southwynd. These figures are as of the end of October, 2019**

<b>Contingency Reserve Fund</b>	<b>\$233,182.08</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$52,665.41</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$60,914.98</b>
<b>Operations – Year to Date Budget</b>	<b>\$487,667.46</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$444,467.35</b>

**(6) COMMITTEE REPORTS**

**7.1 ROOFING** – Currently 1 active leak that will be addressed on building C. If the solution is not successful further investigation on the tiled roof will need to be done.

**7.2 BUILDING & WORKS** – On-going balcony and patio re-levelling.

**7.3 SAFETY AND SECURITY** – Council would like to remind everyone to make sure you lock your vehicles and not to leave ANY valuables, fobs or keys in your vehicle.

**7.4 WORKSHOP** – The 6 new cabinets are completed in the workshop. These cabinets are for rent from the Strata at \$5.00 per month. The money collected will go into a workshop fund which will be used to replace failed equipment and to be able to purchase workshop supplies. These lockers are for tools only, not for storage, the workshop committee will supply a lock and key for each locker. If you wish to rent one of these cabinets please contact Greg Smith or Gary Myers.

**7.5 LANDSCAPING** – Noted earlier in the minutes about the chafer beetle problem.

**7.6 CORPORATE SERVICES** – No report.

**7.7 BYLAWS** – It was **MOVED** and **SECONDED** to adopt a rule that states:

A security person must be present during the move in or out and will be compensated for their time in the amount of \$50.

An additional "move" fee of Fifty dollars (\$50.00) shall be charged to any resident moving in or out for any move that exceeds four hours or for each additional day (up to four hours in length) when a move takes place over multiple days. A "move" is defined as any movement of furniture and effects that involves multiple trips in and out of the building so that supervision is required. This will be determined by Council. **CARRIED**

### **7.8 SOCIAL COMMITTEE REPORT:**

Social Committee Report

December 2019

Three Happy Hours have taken place have been well attended and enjoyed by all. The next one will be on January 24th, 2020, 4:30-6:30 pm. watch your building bulletin board for a reminder.

Thank you to the people who came to decorate the clubhouse for Christmas. It looks lovely. There have been two recent rentals of the clubhouse and more are being planned for the New Year.

The Christmas dinner will be held on Friday, December 13th. Ticket sales went very well. Set up for the dinner will be on Thursday, December 12th at 11 AM. Help is needed.

### **(7) NEW BUSINESS**

- **Garbage Contract** – The Garbage contractor has started to charge for a fuel and environmental sur charge even though the contract indicated that this would not be applied. The Strata Manager will go back to Emterra to negotiate taking this off the bill and to re-fund the amount charged over the last couple of months.
- **Caretaker Replacement** – It was with great sadness to hear that Florian has decided to retire. Council and Ownership will truly miss the expertise that Florian was able to provide over the last 8 years. As the process to find a new caretaker can take some time, Florian has agreed to stay on until the end of December while we find his replacement. He has also agreed to have the new caretaker shadow him for a few days to get the idea of what needs to be done on a daily basis. The Strata Manager provided Council with a package of about 10 resumes for the Council to review over the next few days. Each candidate will be rated on the following criteria: preparedness to be a resident, experience, job security/dependable long term, credited tickets/certificates (gas, electrical, medical etc.), bondable, mechanical knowledge, other skills (trades, technology, cleaning etc.) and interpersonal. Council will then take the best of the resumes and invite them for an interview.

- **Drain/catch basin Cleaning** – There is an issue with one of the large interceptor sumps in the parking garage that is close to overflowing. It was **MOVED** and **SECONDED** to have Edenflo do the necessary work to have this fixed. A quote was also reviewed for all the other sumps, and catch basins throughout the complex to be flushed. This is a large expense and will be looked at being done in the spring with the new budget year.
- **Drain hole** – A drain hole was reported to be obstructed causing the drain hole to be difficult to clear/clean. A contractor will be called to chisel out the obstruction in the drain hole. Council will look into making all the 4<sup>th</sup> floor balcony drains larger in the next fiscal year as these are the balconies that are at the greatest risk of being plugged.
- **Awning issues** – One of the new awnings was reported to be leaking already. The awning company has been called out to have a look. As well there was another awning reported to be leaking from the seams. The awning company will also look into repairing this one.
- **Entrance Mats** – Council reviewed a quote to obtain new entrance mats for the buildings. It was **MOVED** and **SECONDED** to go ahead with the quote from McCrann Cyrus. **CARRIED**
- **Fire Alarm** – A fire alarm was recently set off by water coming from a crack in the parking garage ceiling. This crack has been fixed since, however, there were a lot of people not knowing what to do in that situation. Attached to these minutes is an emergency guide for Owners to follow in case of an emergency.
- **Enterphone Building C** – The microphone on the building C enterphone seems to be broken. The Strata Manager will contact Blue Mountain technologies to come out and fix or replace the microphone.
- **Common Area Smoke Detectors** – Council requested the Strata Manager to obtain a quote to replace all the common area smoke detectors

There being no further business, the meeting was adjourned at 11:53 AM

Next Council Meeting is scheduled for Thursday, December 19, 2019 at 11:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management  
 Ross Ruddick, Strata Manager, CrossRoads Management

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Please be courteous to your neighbors below when clearing snow and ice.

## D. EMERGENCY GUIDE

In order to be prepared in the event of an emergency due to a power failure, fire or an earthquake, the following information should be put to good use.

1. Keep phone numbers of Resident Manager, Strata Manger and Council Emergency Contact in a prominent place.
2. Have a flashlight and extra batteries handy.
3. Know where your keys are at all times.
4. Keep a phone at your bedside.
5. **DO NOT USE THE ELEVATOR.**

### 1. IN CASE OF A POWER FAILURE:

**Prepare:** Have candles, flashlight and spare batteries handy.

**Expect the following:**

1. Emergency lighting in halls, stairways and garage for at least an hour.
2. Garage gates will not operate. **Gate #1** will be locked and closed. **Gate #2** will remain in open position with security monitors standing by. Gate #2 will be locked at 10:00 p.m. and will reopen at 7:00 a.m. if outage continues.
3. Access to your suite is only via the stairs.
4. **If you are inside an elevator, DO NOT PANIC. The elevator will go to the ground floor and the door will open.** After a short time the door will close and not open until the power comes back on.

### 2. IN CASE OF A FIRE:

**If a fire occurs during waking hours:**

**A. In your suite:**

1. **Dial 911 immediately.** Give name and address location.
2. Close the door of the room involved if you cannot control the fire.
3. Get out of the suite. Leave the door closed BUT unlocked.
4. Immediately sound the alarm by pulling the alarm located at the end of the hall on each floor.
5. Exit the building by the nearest staircase.

**B. If elsewhere in your building:**

1. You will hear the fire alarm ringing.
2. Leave doors closed but unlocked.
3. Immediately leave the building by a safe stairwell exit.

**C. If you smell smoke, but there is no fire alarm:**

1. **Dial 911 immediately.** Give name and address information.
2. If the smoke is filling your suite but there are no flames – **DO NOT STAND UP.** Grab your flashlight. Crawl on the floor to the nearest exit and leave the building.

**D. If you hear the fire alarm, but there is no smoke in your suite:**

**Check your front door by feeling the inside surface.**



1. **IF DOOR SURFACE IS HOT, DO NOT OPEN IT!** Grab your flashlight, go out onto the balcony and shut the sliding door. Signal your location with the flashlight and by shouting.
2. **IF DOOR IS NOT HOT**, check the hallway and the stairwell exit. If clear, proceed down the stairs and out of the building.
3. **IF HALLWAY/STAIRWELLS ARE BLOCKED BY SMOKE**, return to your suite. Close your suite door. **Dial 911**. Give name and address. Grab a flashlight, go out to your balcony and shut the sliding door behind you. Signal with the flashlight and shout to attract attention to your situation.

### 3. IN CASE OF EARTHQUAKE

#### Prepare:

1. Identify a **SAFE ROOM**, ideally away from windows, or a room that has sturdy furniture you can get under for safety.
2. Ready an emergency kit with flashlight, spare batteries, first aid kit, water in plastic bottles, rations, e.g. dried fruit, chocolate, utensils, eye glasses, battery radio and candles.
3. Have keys and flashlight handy.
4. Check suite for hazards, e.g. things that could fall. Secure heavier objects.
5. Always have shoes by your bed, as there will be glass breakage that you will have to go over to exit the building if necessary.
6. Have some first-aid supplies and make sure you have a week's supply of medication.
7. Have some cash on hand in small denominations as the Banks will not be open.

#### During an earthquake – **DO NOT PANIC**

1. **If you are in your suite:** go directly to safe room and get under furniture so that you are protected from falling objects. Wait several minutes for aftershocks before coming out of safe room.
2. **If you are outside:** move away from objects such as trees and buildings that may fall.

#### After an Earthquake:

- ❖ **DO NOT LIGHT A MATCH IF YOU SMELL GAS**
- ❖ **DO NOT USE THE PHONE EXCEPT FOR REAL EMERGENCIES**
- ❖ **DO NOT DRIVE EXCEPT IN REAL EMERGENCIES**
- ❖ **ASSEMBLE IN SEMIAHMOO PARKING LOT.**

**SPECIAL GENERAL MEETING MINUTES****WEDNESDAY, NOVEMBER 20, 2019****SOUTHWYND – LMS 1107****LOCATION:**

6:30 PM – Clubhouse  
1705-1785 Martin Drive  
Surrey, B.C.

**SOUTHWYND WEB SITE**

<https://southwynd.mybuildingonline.com>

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL  
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**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))  
Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
Fax: (778) 578-4447  
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*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**ATTENDANCE:**

114 owners registered in person or by proxy

**(1) CALL TO ORDER**

Gary Greer, President, called the meeting to order at 6:30 PM. He then reviewed the code of conduct for the meeting.

**(2) CALLING THE ROLL/CERTIFICATION OF PROXIES**

Prior to the start of this evening's meeting, the roll was called by the Strata Manager, in accordance with the requirements of the Strata Property Act, and certified all proxies. Also required by the Act is that a quorum of one-third of the Owners in good standing be present in person or by proxy, in order for the meeting to proceed.

There were 176 Owners eligible. Therefore, a quorum of more than 59 Owners were required to be present and, based on the registration, the meeting could proceed with the business at hand. There were 93 Owners represented in person and 21 via proxy for a total of 114 Owners.

The Strata Council would like to thank the owners that volunteered to do the registration.

**(3) PROOF OF NOTICE/WAIVER OF NOTICE**

The Strata Manager advised the Owners that it is required by the Strata Property Act that appropriate notice be given to all owners either by mail or hand-delivered to their last-known address.

In the case of this Special General Meeting, notices were hand delivered on October 31, 2019, which was more than 20 days prior to the meeting.

It was **MOVED – 408A** **SECONDED – 302B**

**CARRIED**

*This Special General Meeting was called by the Strata Council after the Strata Manager was presented a petition, signed by over 20% of the owners of LMS 1107 – Southwynd Strata Corporation. While the questions raised would be answered at the regularly scheduled Owner’s Information Meeting in February of next year, the Strata Council was legally obligated to comply with the petition’s request for an SGM. It was noted that this did produce the unnecessary expense of approximately \$500.00 that cannot be charged back to the owner’s initiating the petition.*

*It was explained to the owners by Gary Greer that the agenda would be limited to the items presented by the petitioners and that there would be no votes taken. Gary Greer then asked the Strata Manager, Ross Ruddick, to review the prepared power point presentation with the assembled owners. The Strata Manager’s answers are in **Bold Font**.*

#### **(4) PETITION ISSUES PRESENTED BY OWNERS**

1. How the following maintenance concerns will be funded given the small amount of dollars in our contingency reserve fund (“CRF”)

***The Strata Manager noted that some questions could not be answered until the receipt of the updated Depreciation Report expected in December or January and available for review at the February Owners information meeting. This report will provide a more accurate assessment as to funding requirements for future capital projects.***

- Balcony and window repairs – how many more need repairing and estimated cost?

***Fifteen units have been completed at a cost of \$280,678.63 and an additional (identified) eight units remain to be done. Depending on the scope of work for each unit (and it will vary) the anticipated remaining cost will range from \$48,000.00 to \$130,000.00. If additional units are identified, the project may become on going but not all at once.***

- Plumbing – pinhole leaks; what if the City doesn’t approve the zinc solution?

***The City of Surrey has not approved the plumbing permit and there is a possibility that they may not. Other options are being pursued and they include epoxy lining, partial re-piping or total re-piping over a period of years. We do not yet have cost estimates. The funds allocated for this project remain in our CRF. It should be noted that pinhole leak activity has decreased other than one recent incident in building E.***

- Pavers – road and sidewalks are heaving

***Some work is completed and more is to be done. We have approximately \$14,000.00 remaining in the spending resolution and this is expected to be sufficient.***

- Fences – replacements where needed and painting

***A general contractor has assessed our fencing and, although needing some repairs, these can be handled out of the operating budget. We do anticipate that these fences should be replaced within a few years and, depending on the choice of material (wood or vinyl) the anticipated cost would range from \$200,000.00 to \$240,000.00.***

- Roofs, buildings A,B,C & D – When are roof replacements expected and estimated cost?

***Building E roof has been completely replaced. The original depreciation report assesses the remaining life of the roofs on the other four buildings to be sixteen years. That may change in the new report. We are not experiencing any roof membrane leaks....only leaks from cold joints. One current leak is from a vent...not the membrane.***

- Bay windows – sills below bay windows are rotting

***Funding for some repairs will come out of operating. These sills are purely decorative and do not protect the building envelope. When we next paint the entire building, there may be an addition of metal flashing to protect the wood.***

- Landscaping – patio renewals, chafer beetle lawn damage, irrigation repairs, pruning etc.

***Patio renewals are being funded out of the operating budget. Irrigation repairs are also funded from the operating budget. The current depreciation report assesses the remaining life of the irrigation system at fourteen years. The arborist was waiting for City of Surrey tree cutting permits but is on-site as of today (November 20). Deca does have a treatment plan for the Chafer Beetle problem but this plan can be flexible to incorporate other solutions. Owners with alternate solutions are to send them to the Strata Manager and not to Deca.***

## 2. Options to bring the CRF to a healthy state appropriate for the size and age of Southwynd:

- Double the annual contribution to the CRF?

***The Strata Manager noted that the CRF is at a level that exceeds the statutory minimum and that our annual contribution is currently \$120,000.00 (gross....less capital spending resolutions). The Strata Council, in the preparation of the proposed 2020/2021 budget to be reviewed at the Owners information meeting, will look at any necessary increases to this contribution based on projected capital projects. An owner noted that there had been only minimal increases in the CRF contribution over the life of Southwynd. This is incorrect...in the 2003/2004 budget it was \$40,000.00.***

- Have special levies to ensure the buildings are maintained as needed?

***Special assessments have never been necessary at Southwynd and there has been a desire to avoid them. As our capital project funding needs increase, the Council, with owner approval, will determine whether funding should come from the CRF or via a Special Assessment.***

- Is a Resident Manager affordable given our concerns (approx. \$65K annual cost)

***The Strata Manager noted that the caretaker position appears to be valued by the majority of the owners. He provided the owners an explanation that, under the Labour Code, a resident caretaker is not entitled to overtime pay for extra work done after hours or weekends. All that is required is 32 continuous hours off every week. Our caretaker has proved to be invaluable in this regard and this was recently demonstrated with a weekend gas leak. A non-resident caretaker would receive 1.5 or 2 times the pay for afterhours/weekend work. Eliminating the caretaker position would involve the need to pay an outside mechanical company and hire a general contractor to take over duties currently done by the caretaker.***

- Sell the RM suite (est. value \$450K)?

***Because of the Labour code distinction between a resident and non-resident caretaker, it is important to retain ownership of this suite. Previous AGM's and Owner Information meetings have indicated that the majority of owners do not wish to sell this asset.***

- Hire a non-resident handyman/caretaker?

***Explanation above.***

2. A majority resolution to elect additional council members as required in order to comply with Southwynd's bylaw Division 3, 11.1 which states "The council shall consist of seven members"

***The petitioners agreed that this was no longer an issue now that two owners have been appointed to Council. The Strata Manager noted that the Council had invited expressions of interest from all owners and that, from three applicants, they selected two new members. The Strata Manager further noted that Southwynd's bylaws should be amended to allow a range of between 4 to 7 Council members as is done in most other strata corporations. It was also noted that, under the Strata Property Act of BC, there is no provision to hold interim elections to fill Council vacancies. Over the years, the Council has been very pleased with the quality and commitment of the people appointed to fill vacant positions.***

Mr. Ruddick then turned the meeting over to the President, Gary Greer.

Gary reminded the owners that tickets for the Christmas Party were now on sale and expressed hope that everyone could attend.

He then noted that, after 8.5 years of exceptional service, Florian has decided to retire. Although only required to give 30 days notice, Florian did agree to extend that notice until the end of December. This will provide the Council an opportunity to screen and interview potential candidates and then, once a selection has been made, to allow time to be spent with Florian on training and orientation.

The Council thanks Florian for his past contributions and wishes him well as he moves on. The upcoming Christmas party will provide an opportunity for the Council and owners to recognize Florian's service. Owners wishing to bring gifts of appreciation to give to Florian are free to do so.

The Council does hope that, because of this meeting, the idle speculation and rumours are put to rest. The Strata Council minutes do provide an accurate picture of the Strata Corporation's activities and owners should rely on those.

Prior to the termination of the meeting, there were a number of owners who rose to speak to the audience. Mr. Greer did not permit this to take place, as they were out of order. The agenda for this meeting was determined by the petitioners and it did not include any general discussion.

**(5) TERMINATION OF MEETING**

Upon a motion from Unit 302 B, the meeting was terminated at 7:23 PM.

Ross Ruddick  
Jesse Train  
Strata Managers  
CrossRoads Management

Owners are encouraged to save the printed copies of the minutes. Generally most purchasers request up to two years worth of minutes when considering a purchase and, by retaining the minutes, this will save you the cost of photocopying that would be charged by the management company. Owners are also reminded that the Southwynd website does contain minutes and bylaws for your reference.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

See end of minutes

**CONTACT COUNCIL**

[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**

2019/2020

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT**

Hank Lageweg – #107D

**TREASURER/SECRETARY**

Vacant

**SOCIAL LIAISON/CORP. SERVICES**

Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**

Gary Myers-#205C

**SECURITY AND SAFETY**

Greg Egan-#408A

**STRATA MANAGERS**

Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))

Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1001 - 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:**

Gary Greer

Hank Lageweg

Lou Anne Waln

Gary Myers

Greg Egan

**REGRETS:**

Ross Ruddick – CrossRoads Management

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on September 26, 2019. **CARRIED**

**(3) BUSINESS ARISING FROM THE MINUTES**

**a) Water Treatment** – The Strata Manager has yet to receive a reply from the City of Surrey about why they denied the permit to the contractor and the Strata Manager is investigating other options.

**b) Council Additions** – Council reviewed the four applicants to join Council. It was **MOVED** and **SECONDED** to appoint Judith Skelton-Green and Alf Marchi to serve on Council for the remainder of the term. Council thanks everyone for sending applications and liked to see that more people are wanting to step up and be a part of Council. Council will discuss with the two new members of Council to determine who will stand as the treasurer at the next Council meeting. **CARRIED**

- c) **Balconies** – Now that we are in the winter month's weather conditions are not ideal to continue with balcony replacements. This year we have completed eleven balconies: 402E, 411E, 410E, 402B, 403B, 302B, 303B, 201D, 407D, 406D and 403D. There have been some notes of painting issues on some of the completed balconies. This will be addressed in the spring when weather conditions are ideal for finish painting. We have reports of the possibility of more balconies that need to be done at units 309E, 307A, 404E, 407B, 401D and 310E, the scope of work is yet to be determined. Any reports of new leaks will be investigated.
- d) **Wood ties/patios/pavers** – The contractor, although delayed, will be able to complete all work approved by Council regardless of the weather conditions. The plan is to re-level current pavers to remove any sort of water pooling and tripping issues. If the units that are one the list for re-levelling want new pavers they will need to pay for them. The list of units being done are: 108D, 101D, 105E, 108A, 104E, 103E, 101A, 101C, 105A, 103A and 106E. Completed to date are 102A and 109E. Council will review quotes for the remainder of the patios.
- e) **Ceiling Repairs** – The Strata Manager has provided a list of units that require ceiling repairs. The contractor has tried getting in contact with these Owners to arrange times to do the work but has had little success in getting in touch with the effected units. The following units have had repairs scheduled or are on the list 303D, 307D, 302B, 405E, 307B, 103A, 101D and 401D. If your unit is listed here and you have not yet been contacted it may be because the contact information we have on file is out of date, please send up to date phone numbers to [jesse@crpm.ca](mailto:jesse@crpm.ca) or put a note in the Council mail box.
- f) **Windows** – A number of Window repairs have been completed. If you have window issues please contact the management company to be added to the list.
- g) **Drain Holes** – A number of drain holes were enlarged to make sure the drains could no longer be plugged from debris.
- h) **Accessibility Report** – Unfortunately the application to receive a grant to go towards improving the accessibility at Southwynd was denied.
- i) **Depreciation Report** – The updating of the depreciation report is on-going and the report writer was at Southwynd during the meeting and introduced himself to Council.
- j) **Email Distribution for Minutes** – There is a short list of Owners who are on the email list. Please send [jesse@crpm.ca](mailto:jesse@crpm.ca) an email if you wish to be added to the distribution list. Please note that the new website platform does not accommodate an group email to Council function. Owners wishing to correspond with Council are to send emails to [jesse@crpm.ca](mailto:jesse@crpm.ca) or to [ross@crpm.ca](mailto:ross@crpm.ca) and those emails will either be forwarded to Council or copied and pasted into the Council's meeting agenda package.



- k) **Dryer Vent Cleaning** – The baby seagulls left the roof of building B so the dryer vents at Building B could be completed.
- l) **Battery Back-up for Cameras** – There is no further update on the battery back-up for the cameras.
- m) **Rain hood for Camera** – We are still waiting for the electrician to install this rain hood. The Strata Manager will follow up with the contractor.
- n) **CRT Actions** –The CRT Action regarding unapproved window coverings in one unit in building D is currently before the CRT facilitator.
- o) **Cold Joint work** – It appears that the cold joint work was not the cause of some leaks into a few units. The next option the water could be coming from is the balcony. Further investigation is required.
- p) **Chafer Beetles** – If Owners are wondering why the grass in the middle of the roundabout and an area beside gate 1 is all torn up, it is because the Chafer Beetle problem has now spread to the South Surrey area. This pest causes crows, raccoons and other vermin to dig in the grass to get at the larva that are in the soil. This is a very intrusive species of beetles and very hard to get rid of. Currently the Council is working with the landscaper to come up with a solution to help control these pests. In the spring the areas effected will need to be re-done and the resident manager will do his best to make sure the irrigation covers all the areas to leave a nice and healthy grass. It was mentioned by an Owner that you can apply to the city to have permission for extra watering days to avoid this from happening. The Strata Manager will look into this option come the spring and summer months.
- q) **Entrances to all Buildings** – Council will be looking into a plan to improve the look of all the building entrances.
- r) **Building E Common Area Balconies** - The Strata Manager has asked a contractor to go out and clean, paint and caulk these balconies to improve the look. The Common Property planters from these balconies have been re-located to various areas of the grounds. Council will discuss with the landscapers what kind of plants should be planted in these pots.
- s) **Tree Trimming** – There are a number of areas waiting to be trimmed and a couple trees to be removed. Bartlett Arborist is just waiting for the proper permits to be obtained to do this work.
- t) **Gutter Problems** – There are a couple gutters that have cracks. The Gutter company will be called out for these repairs.
- u) **Fire Testing** – There were a number of units that did not provide access to the fire contractor to test the fire safety equipment inside their units. The contractor will have to come back and a re-inspection fee will be charged to each unit. The following units are: 402A, 306A, 107A, 407B, 404B, 304B, 208B, 205B, 203B, 305C, 103C, 208D, 201D, 104D and units in building E were missed, however, we are waiting for this building report.

**(4) SECRETARY'S REPORT**

**Units that sent correspondence: 109E, 210E, 103E, 307D, 302D, 203B, 103E, 306D, 306A, 111E, 104C, 405E, 110E, 401B, 204C, 307E, 402C, 404D, 308E, 105E**

**The above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- A Notice was posted on the bulletin boards and this was reviewed by Council. The notice expressed concern about not having a treasurer which will be addressed at the next meeting. Crossroads has always played a role in the budgeting process along with the Treasurers...Mary and, subsequently, Lori. That role is included in their management agreement. Owners were asked to pay for their own window repairs when it comes to rollers, window seals or hardware as these are small issues that an owner can easily take on themselves and have reimbursed in the next fiscal year. As for major window repairs - that will be taken on by the Strata if it is in fact an emergency. Southwynd is actually in good financial health as per the budget. There was a large list for window repairs and this was completed but we did exhaust the budget funds fairly quickly. The next budget will be prepared by Crossroads at the direction of Council and the treasurer once appointed at the next Council meeting. There is no need to hire a chartered accountant to do the financials as this is part of the contract with Crossroads management. It was also asked if an Audit would be done and Council does not believe this to be a necessary project nor a necessary expense to the Strata Corporation. There is already an annual audit of our CRF as required by the Real Estate Council.
- There were a few Owners that sent concerns about the amount of water coming from the above balconies onto the patios below. Council will have the resident manager look into a solution, however, this has been a regular occurrence when it comes to water draining down to the ground floor patios. What some Owners have done is to lay down or fill a planter box with drain rock to stop the water from draining into the dirt causing dirty water to splash onto the patio.
- There were some parkade cracks reported, the Strata Manager will send the polyurethane injection contractor to come out and stop these leaks.

**(5) FINANCIAL REPORT**

The Financial Statements ending September, 2019 was reviewed it was **MOVED** and **SECONDED** to approve the financial statements of August, 2019.

**CARRIED**

**Council has decided to include a small summary in the minutes moving forward to keep Owners informed about the financial situation for Southwynd. These figures are as of the end of September, 2019....half way through the fiscal year.**

<b>Contingency Reserve Fund</b>	<b>\$224,663.87</b>
<b>Prior Budget Years Surplus</b>	<b>\$17,922.64</b>
<b>Current Budget Year Surplus</b>	<b>\$43,789.08</b>
<b>Operations - Month to Date Budget</b>	<b>\$69,666.78</b>
<b>Operations - Month to Date Actual Spent</b>	<b>\$73,757.48</b>
<b>Operations – Year to Date Budget</b>	<b>\$418,000.68</b>
<b>Operations – Year to Date Actual Spent</b>	<b>\$383,553.37</b>

Although not done at the Council meeting, Council did subsequently appoint Alf Marchi to be the Treasurer for the remainder of the fiscal year. Alf brings considerable knowledge to this position given that he is himself involved in strata and property management.

**(6) COMMITTEE REPORTS**

**7.1 ROOFING** – No Report

**7.2 BUILDING & WORKS** – On-going balcony and patio re-levelling.

**7.3 SAFETY AND SECURITY** – Council would like to remind everyone to make sure you lock your vehicles and not to leave ANY valuables, fobs or keys in your vehicle.

**7.4 WORKSHOP** – The 6 new cabinets are completed in the workshop. These cabinets are for rent from the Strata at \$5.00 per month. The money collected will go into a workshop fund which will be used to replace failed equipment and to be able to purchase workshop supplies. These lockers are for tools only, not for storage, the workshop committee will supply a lock and key for each locker. If you wish to rent one of these cabinets please contact Greg Smith or Gary Myers.

**7.5 LANDSCAPING** – Noted earlier in the minutes about the chafer beetle problem.

**7.6 CORPORATE SERVICES** – No report.

**7.7 BYLAWS** – It was **MOVED** and **SECONDED** to adopt a new rule reading:

Workshop tool cabinets can be rented to Owners at \$5.00 per month to store their workshop tools. This money will go towards a workshop fund to purchase workshop supplies and replace failed equipment.

**CARRIED**

## 7.8 SOCIAL COMMITTEE REPORT:

Social Committee Report

October 17, 2019

Our first monthly happy hour was a big success. These are on the last Friday of the month:

October 26th

November 29th

4:30 to 6:30 in the Clubhouse

There will not be one in December.

The next social committee meeting will be Wednesday, November 20th in preparation for Christmas decorating and the dinner.

Decorating for Christmas will take place the last week of November.

The Christmas party will be on Friday, December 13th. Tickets will go on sale the first week of December.

PLEASE WATCH THE BULLETIN BOARD BY THE ELEVATOR IN YOUR BUILDING FOR NOTICES.

### (7) NEW BUSINESS

- **Fence repairs** – It was noted by the contractor that repairing these fences is not in the Strata's best interest. It was recommended to replace the fences rather than repairing. The Strata Manager will obtain quotes.
- **Broken Window** – A unit reported a window broken in their unit. The cause is unknown. The Strata Manager opened a claim with insurance to have this window replaced.
- **Rental Parking** – Council reviewed a request from an Owner to rent an additional parking stall. Council denied the request because the car to be parking in the requested spot is not owned by the resident.

There being no further business, the meeting was adjourned at 11:37 AM

Next Council Meeting is scheduled for Thursday, November 21, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

Ross Ruddick, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.*

### **IMPORTANT NOTES FOR OWNERS**

If you change your vehicle or license plate, for security purposes, please give the new info (make/model/colour/license plate number) to Strata by putting a note in the mailbox just inside the front door of the Clubhouse. Thank you.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **ARE YOUR DRAINS CLEAR?**

It is owner's responsibility to clear your balconies of snow and ice.

You may need to use boiling water to thaw out your drain.

If the drain is not clear of ice this could lead to water ingress to your suite or suites below.

Anyone with a new liquid membrane balcony you may use ice melt for ice control if needed.

Please insure that there is no debris such as leaves in the drain holes as well as this could lead to plugging as well.

If Owners are not able to clear their balcony of snow and ice in the winter months they can call the following companies:

Run Star Home Services – 604-367-6951  
Service Master – 604-435-1135

Please be courteous to your neighbors below when clearing snow and ice.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
See end of minutes

**CONTACT COUNCIL**  
[jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

**STRATA COUNCIL**  
2019/2020

**PRESIDENT**  
Gary Greer - #107C

**VICE-PRESIDENT**  
Hank Lageweg – #107D

**TREASURER/SECRETARY**  
Vacant

**SOCIAL LIAISON/CORP. SERVICES**  
Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**  
Gary Myers-#205C

**SECURITY AND SAFETY**  
Greg Egan-#408A

**AT LARGE**  
Maureen Silliker#303D

**STRATA MANAGERS**  
Ross Ruddick ([ross@crpm.ca](mailto:ross@crpm.ca))  
Jesse Train ([jesse@crpm.ca](mailto:jesse@crpm.ca))

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**  
1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
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EMERGENCY CONTACT- 24/7

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**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE: REGRETS:**

- Gary Greer
- Hank Lageweg
- Maureen Silliker
- Lou Anne Waln
- Gary Myers
- Greg Egan

Ross Ruddick – CrossRoads Management  
Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) HEARING**

There were two separate hearings before Council. One owner noted frustration with communications regarding work being done on their unit. Council assured the owner that the Strata Manager will copy the owner and Council on all emails pertaining to this work going forward.

Another owner attended to dispute a charge back letter and, after discussion, it was agreed by Council that the unit was incorrectly identified. Council apologizes to the owner for the error.

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on August 15, 2019. **CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

a) **Water Treatment** – The Strata Manager has yet to receive a reply from the City of Surrey about the denial of

the permit and will be investigating other options.

- b) Balconies** – Jesse Train provided Council with an update on the balcony repairs. Council did ask that he send them recent copies of the status list of balconies, windows and patios. Schedule balconies to be done once weather permits is 403D and 411E. The contractors need 2 days of clear weather to carry out the work. The patios that have been completed are a liquid membrane system that flows with the current concrete of the building. The contractors have indicated that this is the most they can do as they cannot install any other material under the liquid membrane as this will cause different rates of expansion and contraction between the two products which would lead to the membrane failing. This does cause some water pooling issues as they can only build up the material a small amount. As we are coming into the winter months there is some concern about these pooling areas freezing, the contractors have indicated that ice melt is an approved product to be used on the membrane and will cause no harm to the material. It is recommended that Owners purchase a supply of ice melt to spread some on the balcony in freezing conditions if you have a new liquid membrane balcony. Another option for Owners with the new balconies is to purchase a floating tile system to go on top of the membrane. This should stop any pooling issues and allow an Owner to choose a style of tile that they like. The tile or product would first need to come to Council for approval. These type of tiles can be found at Home depot, Ikea or other home outfitter stores.
- c) Wood ties/patios/pavers** – The contractor, although delayed, will be able to complete all work approved by Council regardless of the weather conditions. The plan is to re-level current pavers to remove any sort of water pooling and tripping issues. If the units that are one the list for re-leveling want new pavers they will need to pay for them. The list of units being done are: 108D, 101D, 105E, 109E, 108A, 104E, 103E, 101A, 101C, 102A, 105A, 103A and 106E.
- d) Accessibility Report** – The Strata Manager is waiting to see what the Rick Hansen Foundation will put towards an accessibility project.
- e) Depreciation Report** – The updating of the depreciation report is on-going and the report writer was at Southwynd during the meeting and introduced himself to Council.
- f) Email Distribution for Minutes** – There is a short list of Owners who are on the email list. Please send [jesse@crpm.ca](mailto:jesse@crpm.ca) an email if you wish to be added to the distribution list. Please note that the new website platform does not accommodate an group email to Council function. Owners wishing to correspond with Council are to send emails to [jesse@crpm.ca](mailto:jesse@crpm.ca) or to [ross@crpm.ca](mailto:ross@crpm.ca) and those emails will either be forwarded to Council or copied and pasted into the Council's meeting agenda package.



- g) **Dryer Vent Cleaning** – Scheduled for Building B on October 2<sup>nd</sup>.
- h) **Battery Back-up for Cameras** – Council member, Greg Egan reported frustration with the contractor who keeps delaying the date to attend the building. The Strata Managers will follow up as CrossRoads may have more leverage in dealing with them.
- i) **Workshop Plans** – The volunteers have commenced this project. If you have lockers in the workshop that are currently locked it is suggested that you have the items removed.
- j) **Balcony drain hole enlargement** – A number of balcony drain holes are being enlarged and this work starts in the first week of October. The contractor will need to drill at the same level as the tiles on a slight angle for the water to run off.
- k) **Rain hood for Camera** – Stable Electrical is installing this in the first week of October.
- l) **CRT Actions** – One CRT Action will be dropped by an owner after the on-line negotiation process. The other CRT Action regarding unapproved window coverings in one unit is currently before the CRT facilitator.
- m) **Cold Joint work** – Repairs to cold Joints are to be done on October 2<sup>nd</sup>.
- n) **Ceiling Repairs** – Ric Fountain has the complete list and work will be ongoing.

#### (5) SECRETARY'S REPORT

Units that sent correspondence: 111E, 206C, 302B, 102C, 109E, 204A, 201C, 106E, 407A, 210E, 405E, 107E, 103A, 402E, 307C and 404A.

**This will be the last set of minutes where answers to all correspondence will be displayed in the minutes. Next months minutes will indicate that the above units were either answered by a Council member, resident manager or Crossroads verbally, letter sent through mail or email. If they were not answered in this way the response will be indicated in the minutes below.**

- An Owner questioned how a Council vacancy will be filled now that Lori Welters has moved and stepped away from Council. The procedure, according to our bylaws is:

#### ***Replacing Council Member***

16. (1) *When a Council vacancy occurs during a term, a replacement Council member may be appointed by Council from among persons eligible to sit on Council and that member may serve on Council until an election is held at the first Annual General Meeting following the appointment.*

There will be additional information on this subject later in these minutes under New Business.

- A request to install an exterior hose bib was approved by Council.
- An owner is noticing a shadow in the ceiling where recent work was done. Our drywall contractor believes it not to be a stain showing through but another contractor will be sent to obtain a second opinion.
- An Owner asked Jesse to have a contractor expedite some approved repairs. They also noted their patio and this is on the approved list for 2019.
- Some owners were concerned about the recent disposition of the utility trailer that was no longer required by the Strata Corporation. Although not sold to a Council member, it was sold, at fair market value, to a relative. That fair market value was verified by the Strata Manager. The Council did not contemplate the need to open this up to offers since it was of minimal value but will take the concerns into consideration in the future. The bylaws do permit the Council to dispose of property up to a value of \$5000.00 without the need for owner approval.
- There was correspondence regarding volunteers being asked not to add or remove plants on common property and why volunteers were not requested to assist in the selection of plants for the large pots. The Council has tasked this to our landscaping company for now. Council is aware that some owners would like to re-establish a landscaping committee (that was disbanded because of dissention within the group) and suggests that owners can bring this topic to the spring owners information meeting.
- As owners are aware, there was a planned power outage (done and announced in advance by BC Hydro) and our emergency lighting caused some concerns. Owners should be aware that the emergency lights are required by code to last for 30 minutes and the majority of lights did so. Some batteries did not provide this coverage and these have now been replaced. The code requirement of 30 minutes is designed to allow the orderly evacuation of a building in the event of an emergency such as fire. Unlike public buildings such as hospitals, there are no back-up generators and a previous cost estimate done for this at Southwynd was considered far too expensive. First responders, although inconvenienced when there is a power outage and no lights, are trained and equipped to handle the situation. We do recommend that all owners have flashlights and batteries for these events. We are also moving forward on converting the emergency light pack heads to LED to obtain a longer time that they will stay on.
- An owner requested that patio pavers be brought to their unit and this has now been done.
- There were a number of issues raised by one owner. Some of those have been covered by other correspondence while the balance of the answers will be provided to the owner in a letter.

- An Owner expressed some concerns about work planned for their unit and the Strata Managers shared their frustrations regarding the trades. He did note that, until the cold joint repairs are completed, that there is no current scope of work other than the replacement of two windows where seals have failed.
- A request was noted that an owner wished to rent the clubhouse for a Thanksgiving family gathering as work continues in their unit. This will be approved but it is noted that our rules do not permit rentals on the actual Thanksgiving Monday. (The same applies at Christmas). Another rental request, for early December, was also approved.
- An Owner inquired about moisture entering their unit from above and testing needs to be completed. The owner is on the list for scheduled repairs.
- An Owner expressed concerns about the relocation of the pots off the common balconies on building E. These are being relocated to other common property areas as the irrigation system was causing issues on the balconies.

## (6) **FINANCIAL REPORT**

The Financial Statements ending August, 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of August, 2019. **CARRIED**

## (7) **COMMITTEE REPORTS**

### **7.1 ROOFING** – No Report

**7.2 BUILDING & WORKS** – The Strata Manager provided Council with a report from Richmond Elevator that addressed some recent concerns about one of the elevators. The report noted that the battery lowering capacity of each elevator is annually checked and that all of the five buildings are working as required. One recent power surge did cause a part to be destroyed and this led to the elevator being out of commission until the Elevator Company could attend.

**7.3 SAFETY AND SECURITY** – We did have a recent incident where four unlocked vehicles in the parkades had doors opened and searched for valuables. Video footage was reviewed by our privacy officer and it appears that the entry point was the front door of building E. We do ask owners (in all buildings) to ensure that the door securely latches when you are entering or leaving. The change in temperature does affect the throw weight of these doors and Florian does adjust as required. The video footage was very good quality and shows a white male, mid 20's and carrying a backpack. This footage has been provided to the RCMP.

**7.4 WORKSHOP SAFETY** – No Report.

**7.5 LANDSCAPING** – It has been noted by Council, Deca and a number of owners that we have significant chafer beetle damage in the front circular lawn. Our landscaper is working

on this issue but the chafer beetle infestation has spread throughout Surrey. The damage is not the beetle itself, but raccoons, skunks and crows digging for the beetle larvae. The larvae does have a short life cycle as do the adults.

**7.6 CORPORATE SERVICES** – No report.

**7.7 BYLAWS** – Council did revise the clubhouse booking form and increased the damage deposit to be \$200.00 and added an owner responsibility clause. It was **MOVED/SECONDED** to adopt this new rental agreement. **CARRIED**

**7.8 SOCIAL COMMITTEE REPORT:**

The new Happy Hours will be on the last Friday of the month. The next one is Friday, October 25th from 4:30 - 6:30. IT IS BYOB and a snack to share.

The Christmas dinner will be on Friday, December 13th. In the meantime notices will be on the bulletin boards re: meetings and decorating for Christmas.

**(8) NEW BUSINESS**

- **Ice melt inventory** – The Strata Manager will check with Florian as to whether or not we need to supplement our supply of ice melt. The snow contractor will continue to be South Fraser.
- **E-Mail to Council** – Council email is to be sent to [ross@crpm.ca](mailto:ross@crpm.ca) or [jesse@crpm.ca](mailto:jesse@crpm.ca) since the new website platform does not accommodate a blind Council email address.
- **Entrances to buildings** - Plans are being developed to improve the look of the entrances to all buildings.
- **Building E Common Balconies** – Carmichael Construction will be working on these areas.
- **Table and Chairs** – Prior to leaving, Lori Welters had developed a sign-out sheet for owners wishing to borrow tables and chairs from the clubhouse. Please see a Council member should you wish to do so. This will ensure that we receive them back.
- **Sprinklers are off** – The irrigation system has been turned off and winterized for the season. We are looking for volunteers to assist Florian next spring when the system gets turned back on.

- **Fence repairs** – It was noted that Carmichael Construction will be on site shortly to do fence repairs at two units.
- **Annual Fire Testing** – The Annual fire safety testing is scheduled for October 15, 2019. The schedule is attached and will also be posted. This is a requirement of the Fire Department and all units must be accessed for the brief test required. If you do not provide access by either being at home or providing Florian or a neighbour a key, then a re-test will be required and this cost will be charged back to the owner. Notices have been posted.
- **Council Resignations** – Council sadly accepted the resignations of two members. Lori Welters has ceased being an owner and is no longer eligible to be on Council. Maureen Silliker has stepped down to devote more time to family. The Strata Council thanks both Lori and Maureen for their incredible contributions to Council over the years and they will be missed.

As noted earlier in these minutes, the Strata Council does have two options when dealing with a council vacancy. They are permitted to appoint replacements or can leave the positions vacant. There are no other options permitted by our bylaws. The Council is inviting owners who would be interested in filling these vacate positions until the next AGM to please contact them. You can leave a note in the Council mailbox or email the Strata Managers. It would be of great help if, in your letter or email, you described a skill set that you can bring to the Council. Council is hopeful that some qualified people will come forward.

There being no further business, the meeting was adjourned at 11:37 AM

Next Council Meeting is scheduled for Thursday, October 17, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management  
Ross Ruddick, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

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### **IMPORTANT NOTES FOR OWNERS**

If you change your vehicle or license plate, for security purposes, please give the new info (make/model/colour/license plate number) to Strata by putting a note in the mailbox just inside the front door of the Clubhouse. Thank you.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

## **ARE YOUR DRAINS CLEAR?**

It is owner's responsibility to clear your balconies of snow and ice.

You may need to use boiling water to thaw out your drain.

If the drain is not clear of ice this could lead to water ingress to your suite or suites below.

Anyone with a new liquid membrane balcony you may use ice melt for ice control if needed.

Please insure that there is no debris such as leaves in the drain holes as well as this could lead to plugging as well.

If Owners are not able to clear their balcony of snow and ice in the winter months they can call the following companies:

Run Star Home Services – 604-367-6951  
Service Master – 604-435-1135

Please be courteous to your neighbors below when clearing snow and ice.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
council@southwynd.ca

**STRATA COUNCIL**  
2019/2020

**PRESIDENT**  
Gary Greer - #107C

**VICE-PRESIDENT**  
Hank Lageweg – #107D

**TREASURER/SECRETARY**  
Lori Welters #201A

**SOCIAL LIAISON/CORP. SERVICES**  
Lou Anne Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**  
Gary Myers-#205C

**SECURITY AND SAFETY**  
Greg Egan-#408A

**AT LARGE**  
Maureen Silliker#303D

**STRATA MANAGERS**  
Ross Ruddick (ross@crpm.ca)  
Jesse Train (jesse@crpm.ca)

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**  
1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
Fax: (778) 578-4447  
EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:**                      **REGRETS:**

- Gary Greer
- Hank Lageweg
- Maureen Silliker
- Lou Anne Waln
- Gary Myers
- Lori Welters
- Greg Egan

- Ross Ruddick – CrossRoads Management
- Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) HEARING**

A number of Owners from Building E came to discuss some landscaping issues raised by a petition that was signed by many Owners in Building E. Council requested that they put all their requests in writing and Council will discuss it at next week’s meeting of Thursday, August 22<sup>nd</sup> 2019. Council did request the Strata Manager to put the initial response letter in these sets of minutes.

Dear Owners:

We are writing to you at the direction of the Strata Council for LMS 1107 – Southwynd.

The Strata Council has noticed the petition that you have posted on the Strata bulletin boards by the elevators and have removed them. Owners are not permitted to place notices, on these bulletin boards unless approved by Council. You are welcome to post this type of material on the resident bulletin boards in the downstairs beside the garbage rooms.



Council's response to the petition is that the landscaping of plants and flowers in front of buildings was not part of this year's landscaping plans. Council received a landscaping improvement plan from Deca, our professional landscaping company, which they followed. This did not leave Council with extra funds to take care of the front of each building. There are still a number of trees that need to be trimmed away from the building which will deplete the rest of the plant improvement budget. It is noted that an Owner at building 1745 and 1765 unilaterally planted flowers and made improvements to the front of the building without authorization from Council. At this time Council is not going to ask them to remove what was planted nor will they impose fines. However, Council will, in the future, remove any unauthorized plantings and charge back the Owners responsible.

Next year Council will ensure there is enough money in the budget to take care of plants/flowers to be planted in front of each building.

In response to your question about making suggestions and concerns, Council is always willing to hear from Owners on requests, however, they will not always approve requests.

In regards to the attempt of repairing the front tiles, the tiles could not be salvaged and unless Council wanted to re-do the entire entryway of building E, which is not in the budget this is what the initial plan was. The concrete still needs to be smoothed out and painted to match the existing concrete borders.

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on July 18, 2019.  
**CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

- a) **Water Treatment** – The Strata Manager has been in communication with the City of Surrey regarding the denied permit for OneClearWater.
- b) **AC Unit** – The AC unit for the clubhouse was ordered and is due to arrive in the next couple of weeks. Install is scheduled for August 28, 2019.
- c) **Balconies** – 302B's balcony has been completed and the Owners are happy with the results. Repairs will be scheduled to 402E, 411E, 410E and 403D at the end of August. The Cold Joint between units 307A and 407A will be repaired as this could be the source of water ingress into unit 207A. The Strata Manager is obtaining quotes for window and balcony replacements for units 307A and 407A if the cold joint repair is unsuccessful. Units 309E and 203D still need to be water tested to see if they have balcony or window issues.
- d) **Windows** – The budget for minor window repairs and rollers has been exhausted for this fiscal year. Should Owners want the minor repairs such as replacing rollers and door handles this year, they are to submit a work order as usual. The work order request will be assessed and

then CrossRoads Management will arrange for the work to be done but the costs will be charged to the owner. Then, in the fiscal 2020/2021 budget, once approved at the AGM, the owners will be re-imbursed.

- e) **Patios/Pavers/Wood Ties** – Discussion was held regarding the scope of work for the patio pavers and wood tie project that South Fraser Landscaping will perform. Council decided, in order to save money, not to replace any pitted pavers that would only be an aesthetic improvements. Instead, the pitted pavers will only be re-levelled and Owners can then paint the pavers with paint supplied by the resident manager. The following units are on the list for the contractor to: 108D, 101D, 105E, 109E, 108A, 104E, 103E, 101A, 101C, 102A, 105A and 103A. Not every unit may get done due to budget restraints.
- f) **Accessibility Report** – The Strata Manager is waiting to see what the Rick Hansen Foundation will put towards an accessibility project.
- g) **Depreciation Report** – The updating of the depreciation report is ongoing.
- h) **Email Distribution for Minutes** – There is a short list of Owners who are on the email list. Please send [jesse@crpm.ca](mailto:jesse@crpm.ca) an email if you wish to be added to the distribution list.
- i) **Dryer Vent Cleaning** – Florian will attempt to chase and deter the seagulls from the roof of building B in order to have the dryer vents cleaned.
- j) **Battery Back-up for Cameras** – Council member, Greg Egan will follow up with the installers of the camera system to determine what kind of back up is needed and why they did not have this done upon installation.
- k) **Workshop Plans** – The volunteers are starting the work in the workshop.

#### (5) SECRETARY'S REPORT

- An Owner sent a complaint in about another Owner doing work in the common property garden as well as trimming a common property tree. Owners must first put a request into Council before altering anything on Common property. A letter will be sent to this Owner.
- A report was made of no hot water in building A. The resident manager had the plumber come out to replace the burner.
- A request was made to remove the large pots on the common area balconies located at building E and use them else where in the complex. The Council will review to see how to actually get those large pots off the balconies as they are very large.

- An Owner reported signs of rats at their unit. A letter was sent to this owner about using bird seed in their planters and feeders.
- A complaint was made about BBQ smoke, the Owner was sent a letter on the matter. Owners are reminded to properly clean their BBQ's after use, this will reduce the amount of smoke to other units.
- A complaint was sent to Council about another unit where marijuana was being used on the patio. A letter was sent to the offending unit.
- An Alteration request was made to change the floors in a unit. An alteration letter was sent.
- There were a number of Owners who sent reports of ants in their units. Florian had A-target pest control come and do a spray around all the units. As well had many in suite treatments completed. If you rejected an in-suite treatment it is recommended that you go purchase your own ant traps as these are effective methods. Owners should understand that ant treatments take time to work.
- Another Owner complained that they witnessed someone doing gardening in common property. A letter will be sent.
- A request was made for window rollers, the Strata Manager indicated that they could contact peak glass themselves have the work completed and submit the invoice for reimbursement in the next fiscal year.
- An Owner complained about Canadian flags being hung up well past Canada Day. Council will not be asking this Owner to remove their flags.
- An Owner admitted to accidentally hitting the white pole at gate two. There was no damage done.
- An Owner sent in complaints about 3 units with non-conforming blinds. However, this is inaccurate as 2 of the 3 were grandfathered as per the CRT. The other unit in question has been sent multiple letters and fined.
- A report that someone has been propping open the fire emergency doors. This is a security concern and Owners should not be using these doors as exits or entrances.
- An Owner sent some pictures of rotten fences, the Strata Manager will send a contractor to change out the rotten posts.
- A complaint was made about the cleanliness of the walkway in front of building A. The resident manager will have this area cleaned up.
- Another complaint sent about Owners working in common property gardens. Council understands if you go in there and pick a couple weeds but planting plants or trimming is not allowed unless permission is granted by Council. A letter will be sent to this Owner.
- An Owner requested that they should not have to pay for a rental cabinet in the workshop. They indicated that they had been a volunteer and used the workshop to carry out various volunteer projects. Council realizes that many Owners were volunteers and appreciate the amount of work and money they saved for Southwynd.

However, the workshop plan is not going to change and there will be no special privileges

**(6) FINANCIAL REPORT**

The Financial Statements ending July, 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of July, 2019. **CARRIED**

**(7) COMMITTEE REPORTS**

**7.1 ROOFING** – No Report

**7.2 BUILDING & WORKS** – No Report.

**7.3 SAFETY AND SECURITY** – No report.

**7.4 WORKSHOP SAFETY** – No Report.

**7.5 LANDSCAPING** – It was **MOVED** and **SECONDED** to approve a quote from Bartlett to trim back all the large trees encroaching on the buildings and to remove a declining vine maple.

**CARRIED**

**7.6 CORPORATE SERVICES** – No report.

**7.7 BYLAWS** – Council is looking at adopting a few more bylaws for next AGM.

**7.8 SOCIAL COMMITTEE REPORT:**

SOUTHWYND ANNUAL BBQ

July 27, 2019

The BBQ was a success for another year and well attended by 85 people. The theme was 25th Anniversary for Southwynd and special guests were those who are original owners.

Gary Greer gave a summary of some of the history from the beginning of Southwynd and acknowledged and introduced those original owners.

A cake with the original photo of the condo on top was a special part of the menu.

Otherwise, burgers (with all of the trimmings), salads and ice cream added to the menu. The BBQ duo of Gary Greer and Gary Myers did a fantastic job and the serving went smoothly.

The 50/50 draw was won by Julianna Cantor. She won \$136.00 and \$136.00 went to the social committee to help cover the costs.

Many residents came to help set up the room, prepare the food, serve and clean up after the event. A big thank you to all of those people. It could not have been done without them.

Everyone seemed to be having a good time and we will look forward to next year. In the meantime, the Christmas dinner will be coming on December 13, 2019. Mark your calendar!

We will be starting a once a month Happy Hour in September.

It will be on the fourth Friday of each month from 4:30 to 6:30 PM.

It will be BYOB and bring a snack to share.

Southwynd musicians will be invited to come, bring their instruments and play/jam and maybe encourage a sing along.

The first one will be held on Friday, September 27th.

All are welcome.

Next social committee meeting will be Wednesday, September 25th in the clubhouse at 11:00 AM

## **(8) NEW BUSINESS**

- **Trailer** – The trailer that was purchased three years ago is no longer needed for the totes and would therefore not be utilized. An owner offered to purchase the trailer from the Strata Corporation. It was **MOVED** and **SECONDED** to sell the trailer to the owner for \$500.00. **CARRIED**
- **Garbage Room** – Cardboard boxes need to be flattened before thrown into the green bin. This will allow for much greater capacity and efficiency.
- **Enlarging Drain Hole** – A quote was obtained to core the drain hole protruding from the balconies in order to increase the rate at which water is drained from the balcony. The Strata Council chose a unit to test the method on. It was **MOVED** and **SECONDED** to approve the quote and have the work done. **CARRIED**
- **Unit Numbers Identified in Minutes** – The Strata Council is considering identifying unit numbers in the correspondence section of future minutes. This means that the minutes would identify which unit belongs to each piece of correspondence. If owners have concerns regarding this consideration, let the Strata Manager know.
- **Parking Violations**  
Areas painted **GREY** in front of each building are designated as **LOADING ZONES** and are to be used only for pick-up or drop-off of individuals or items.

Curbs painted in **YELLOW** designate a **FIRE LANE** and there **is No Parking or Stopping** allowed at any time.

Violators are subject to being towed at the owner's expense. Surrey Wide Towing 7823 – 132 Street, Surrey. Ph: 604-590-0911 Emergency: 604-760-5743

Visitor parking is located underground and each owner is able to open the parking gates from their unit. If you are visiting a resident who is unable to meet you in the underground parking area to let you into the building (after parking), we suggest that you stop at the building entrance before parking, ring up to the occupant and arrange to obtain their key, which will enable you to access the building after parking underground. Alternatively, you can park and then go back out to the main door to get buzzed in.

You do not require a key to exit the underground area.

- **Sommerset Complaints** – Complaints were received in regards to the neighbouring building behind building D. If there is any other issues the property manager of the Sommerset building requires dates, times, approximate location and an explanation of the disturbance. Please send these complaint to [jesse@crpm.ca](mailto:jesse@crpm.ca) and a letter can be sent to their property manager and action can be taken.
- **Building E Front Tiles** – It was noted that the building E entrance tiles needed to be repaired due to a tripping hazard. As there are no more tiles of that type the tiles could not simply be repaired. The contractor was instructed to install a concrete boarder as a temporary solution and to avoid any tripping hazards. They left it relatively rough for grip when it rains. However, it needs to be smoothed out and painted for aesthetics purposes.
- **Large Item Pick up** – The City of Surrey has extended the large item pick up program to Southwynd. This means that each Owner is able to have 4 items a year picked up from the City.

1. Call the City of Surrey Waste Collection Hotline at 604-590-7289 (Option 3) to arrange your pick-up date.
2. On the day of your appointment (or the evening before), place the large items at the curb. Please ensure all items are at your curb by 7:30 am.

Each year, your item count starts from zero. This means you can't "carry forward" the unused quota from the past years. Accepted Items:



- Furniture
- Large appliances
- Mattresses
- Scrap metal (BBQ's)
- Small household goods (boxed & bundled)

Please ensure that all items placed at curb are scheduled for pick-up. Boxes/bundles must be of reasonable size. One box = one item.

## Not Accepted

We currently do not collect the following items for pickup:

- Microwaves
  - Car bodies or parts
  - Tree stumps
  - TVs or computers
  - Carpets
  - Lumber, demolition or home renovation materials
  - Hazardous or special waste
  - Propane tanks
  - Tires
- 
- **CRT** – It was noted that a unit in building D served the Strata Corporation a notice that they have filed an action against LMS1107 Southwynd with The Civil Resolution Tribunal (CRT) in regards to fines being assessed for being in contravention of the bylaws regarding window coverings. They are also looking at recovering the expenses of the CRT process and interest and other claimed damages totaling over \$5000.00. The Strata Corporation intends to defend this action.

There being no further business, the meeting was adjourned at 11:25 AM

Next Council Meeting is scheduled for Thursday, September 26th, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management  
Ross Ruddick, Strata Manager, CrossRoads Management

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Thank You,  
CrossRoads Management



**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, JULY 18, 2019**

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
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EMERGENCY CONTACT- 24/7

Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE:                      REGRETS:**

Gary Greer  
Hank Lageweg  
Maureen Silliker  
Lou Anne Waln  
Gary Myers  
Lori Welters  
Greg Egan

Jesse Train – CrossRoads Management

**(1)      CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2)      HEARING**

An owner addressed Council regarding work being done at their unit. Council requested the Strata Manager to get back to this Owner in writing.

An Owner requested that Council reimburse them for a plumbing invoice they incurred in an emergency. They also requested Council to share in the cost of their deductible. A response was sent in writing.

**(3)      ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on June 19, 2019.                      **CARRIED**

**(4)      BUSINESS ARISING FROM THE MINUTES**

a) **Water Treatment** – The Strata Manager has requested a response from the city on why they have not issued permits to One Clear Water. Once we receive the reason this will determine what type of letter is sent to the City.

- b) **Balconies** – It was **MOVED** and **SECONDED** to commence the work on Units 302B, 403D, 410E and 411E. There are two more units that require a larger scope of work and more quotes are being obtained. There are 3 other units that the contractors want to inspect. 203D, 402D and 309E. If you are one of these units and there is a better way of getting in contact, please call Jesse at Crossroads with this information or email [jesse@crpm.ca](mailto:jesse@crpm.ca). **CARRIED**
- c) **Patio/Pavers** – Work has started on a couple units. The contractor will be making his way to the following units. 108D, 101D, 105E, 109E, 108A, 104E, 103E, 101A, 101C, 102A, 105A and 103A.
- d) **Accessibility Report** – The grant application has been submitted. The last set of minutes said it was approved, however, that was just the application indicating that we are eligible for the grant. The Strata Manager is waiting for the response from the Rick Hansen Foundation.
- e) **Building Washing/Window Washing** – Building and window washing has been completed. We had mixed reviews, however, most of them were positive.
- f) **Depreciation Report** – The updating of the depreciation report is ongoing.
- g) **Email Distribution for Minutes** – Several owners have sent their request to obtain minutes electronically instead of a hardcopy and therefore saving the Strata Corporation money on printing. However, there is still approximately 90% of the complex that has not sent in their email information to be included on the list. If you are interested in having your minutes emailed to you, please contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca). If you do not wish to receive the minutes please send a request so you can be added to the list for non-distribution.
- h) **Clubhouse MUA Replacement** – It was **MOVED** and **SECONDED** to approve the quote from Ashton Mechanical to replace the Air Conditioning unit. **CARRIED**
- i) **Dryer Vent Cleaning** – All buildings were completed except building B. There was a couple of seagull nests, with babies on the day of and the contractors were not comfortable with carrying out the work while being dive bombed by the seagulls. Building B is being rescheduled once the babies are gone.

#### (5) SECRETARY'S REPORT

- An Owner requested to put a certain type of tile on their balcony instead of the liquid membrane. Council approved this, however, all extra costs will be the Owners

responsibility. The balcony is also now the responsibility of this Owner, should the tiles fail repair costs and issues will be the responsibility of the Owner.

- It was noted there was propane bottles being stored in the garbage room. These have now been removed.
- Correspondence received about a new sprinkler head causing a hazard. Florian made the adjustments to the sprinkler heads.
- An Owner reported the lines leading to their taps are noisy. The Strata Manager told this Owner to call a plumber and gave a recommended list.
- A request for new screens was presented. Screens are Owner responsibility.
- A report that an outdoor patio electrical outlet was not working. The Strata Manager indicated that the breaker to that could be switched off, if not call an electrician.
- An altered fence with a gate was requested to be repaired. This was altered by the Owner and responsibility is the Owners as well.
- A request was made to obtain fence paint. Florian will give this Owner paint.
- A request to clean and cover the patio vent. It is the responsibility of the Owner to do regular cleaning and maintenance on the limited common property.
- A complaint was received that another Owner was washing their balcony with soap and water without plugging their drains. This caused the Owner below to no longer be able to use their patio that afternoon.
- A report of someone smoking marijuana on their patio, a letter will be sent to this Owner.
- There have been reports of visiting dogs not being carried when on common property. If Owners have visiting pets they must be carried as per the bylaws. Also if you are to have pets visit over night you must first get permission from the Strata Council.

***(4) An owner, occupant, tenant, or visitor must ensure that all visiting animals are leashed or otherwise secured and must be carried when on the common property or on land that is a common asset. Except for pets that are visiting during the daytime, all other visits involving overnight stays must be requested in writing and must be approved by the Strata Council in advance. The Strata Council may, at their sole discretion, deny or limit the time period granted.***

***(5) An owner, tenant or occupant must not keep any pets on a strata lot.***

- A request for patio pavers to be re-levelled. This unit is on the list
- A thank you was sent to the Social Committee to continue the tradition of having the annual summer BBQ.
- A balcony inspection was completed on a unit. It was reported that the balcony was fine but there was an issue with the cold joint. Remdal has been contacted to come deal with this issue.
- An Owner sent a letter to express their extreme dissatisfaction with the window washing. Unfortunately when window washing is done the bottom floors do get a large amount of water on their patio. It is part of the job so nothing that can be done.

- A complaint was received about the cleanliness of another Owners patio. Council reviewed and believes the patio is in sufficient condition.
- A request was made to store their e-bikes on the column of their vacant parking stall. Council granted permission to do so.
- A report was sent that a fourth floor awning was damaged during the cleaning. Florian will be instructed to go have a look.
- A unit has reported broken seals in their windows. This will be added to the list.
- A report of sliding door rollers needing replacement was sent to Council. This will be added to the list.
- A report that the gutter on a unit's window is leaking. Kymar gutters will be called to have a look at this issue.
- A request to have the glass company come and look at a crooked patio door. This will be added to the glass company list.
- An Owner sent a request telling Council that they do not approve anyone touching their vehicle. Council is simply putting notices for visiting people to fill out and put on their dash. This visitor/owner refuses to do so.
- Correspondence was received about an altercation between two unit Owners and a member of Council.
- A report that the elevator was not padded for a move in. This was a miscommunication while Florian was away on Holidays.
- Correspondence was received about the actions of a Council member and a request that this Council member refrain from any communications from this particular unit.
- A hearing request was received, however, the Owners requesting were not able to make the scheduled meeting date. An alternate date was requested, Council sent multiple other dates they could attend.
- An Owner had a complaint about late night noise. A letter was sent to the Owner causing the disturbance.
- A request was sent to enlarge a balcony drain hole. Council will look at obtaining quotes.
- Some further requests about window issues. This unit will be added to the list.
- Ants were reported, the pest control company will be called out.

## (6) FINANCIAL REPORT

The Financial Statements ending June, 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of June, 2019. **CARRIED**

## (7) COMMITTEE REPORTS

### 7.1 ROOFING – No Report

**7.2 BUILDING & WORKS** – Maintenance work is on-going, balconies, pavers, building washing and curb painting.

**7.3 SAFETY AND SECURITY** – No report.

**7.4 WORKSHOP SAFETY – WORKSHOP PROPOSAL:**

In an effort to improve the use and functionality it has been decided to build new “Tool Storage” cabinets in the workshop. This will accomplish a few things that are much needed.

- First, there have been a lot of existing storage cabinets in the workshop used mainly for household storage. This was not the purpose of the tool cabinets. They are for tools and parts etc. (if you have a cabinet in the workshop that was used as extra storage space it must be removed) All other cabinets will be replaced by the new ones.
- Over the last few years we have had a lot of units resold and quite a few new residents have inquired about having a place to keep their tools etc. within the workshop for home projects and repairs.

We have included a drawing of the workshop showing the proposed location of the new cabinets. Dimensions of these new cabinets will be 32” wide 24” deep and approx. 7’ tall. There will be a nominal rental charge of \$5.00 per month for every new cabinet. This will cover the cost of building them etc. The size of each cabinet is quite generous and you might want to consider sharing a unit with a neighbour. As you can see in the drawing there is space for only 20 units. We hope that only those with a serious interest in the workshop will apply to rent (and or share) a storage unit. Those of you who have an existing cabinet in the shop and wish to continue will have first refusal on renting a new cabinet. Strata will then designate a cabinet on a first come first serve basis.

We are proposing buildings in two phases. Cabinets #1 through #9 will be built first. (Walls “A and B”) People who have existing cabinet in this location will need to have their cabinet temporarily relocated to wall “C” until their new cabinet is complete.

The workshop proposal plans are attached to these minutes.

If you have any questions or concerns about this upgrade to the workshop please contact.

Thank-you  
Strata Council

**7.5 LANDSCAPING** – An Owner had planted a large number of flowers in front of Building C without approval from the Council. Council reminds Owners that unless approved by Council, no Owner is to plant or alter common property gardens.

**7.6 CORPORATE SERVICES** – No report

**7.7 BYLAWS** – It was noted by an owner that one unit was in contravention of the bylaws by replacing the original vertical window coverings with sheer drapes. Upon investigation, the Council determined that the complaint was valid and directed the Strata Manager to send a bylaw violation letter to the owners. That letter provided the owners an opportunity to respond and they did so via email. The Strata Council reviewed the response and rejected the owner’s arguments about the window covering. The Strata Council then voted, via email and/or voice communication to impose a fine in the amount of \$200.00 for this violation. They further directed the Strata Manager to apply this fine for every seven days that the unit remains in contravention.

#### **7.8 SOCIAL COMMITTEE REPORT:**

July 18, 2019

The BBQ plans are coming together with ticket sales ending yesterday.

Complimentary tickets were given out, with an invitation, to the remaining original Owners. There will be a follow up on those who signed up but did not buy tickets.

As discussed, the BBQ is being rented and will be picked up by Gary Myers on the morning of the event.

A suggestion was made that, due to the lack of air conditioning for this event, we might consider providing bottled water on ice. If this is agreed upon we need some large coolers. There will be a sign up sheet in each building asking for help with set up and tear down. The set up will be done on Friday, July 26<sup>th</sup> at 10:30AM.

Gary G and Gary M have agreed to be the cooks with Greg offering his services, as well.

Gary Greer will be starting the event off by telling some of the history of Southwynd

#### **(8) NEW BUSINESS**

- **WINDOWS, Rollers** – The Window budget has been exhausted and actually over spent. There are a lot of window repairs taking place throughout the complex. Now that there is no more left in the budget, unless it is an emergency there will be no more window work done. Council requests if there are any rollers that need to be done, Owner’s contact Peak Glass themselves and save the invoice to submit for reimbursement in the next fiscal year.
- **Curb Painting** – It was **MOVED** and **SECONDED** to have the curbs painted. **CARRIED**
- **Clubhouse Stair Tile** – there is a broken tile on the clubhouse stairs by the ping pong table. Matching the tile will be difficult. The Strata Manager is going to see if the tile contractors have any leads on the outdated tile.
- **Building A Burner** – Owners experienced no hot water in building A due to the burner needing replacement. The Burner has since been replaced.

- **Ant treatments** – A notice has been posted for ant treatments. If you are experiencing ant issues please place your name on the list.
- **Visitor Parking Notices** – Attached to these minutes is a parking pass/notice that you can give to your visitors. You may want to have them laminated to multiple use or give to your guests that frequently visit. This helps Council identify a visiting vehicle in case of emergency.

There being no further business, the meeting was adjourned at 11:45 AM

Next Council Meeting is scheduled for Thursday, August 15th, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT  
24 HOUR SERVICE  
(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.*

### **IMPORTANT NOTES FOR OWNERS**

If you change your vehicle or license plate, for security purposes, please give the new info (make/model/colour/license plate number) to Strata by putting a note in the mailbox just inside the front door of the Clubhouse. Thank you.



The Strata Managers recommend that owners retain important documents such as Council and AGM minutes, depreciation reports and bylaws electronically on your home computer. When you eventually sell your unit, your realtor will be requesting these documents to show to prospective purchasers and it is easier if you provide them on a USB stick rather than stacks of paper. To obtain all of these documents you can go to the new Southwynd website.



### **SOUTHWYND WEBSITE INFORMATION**

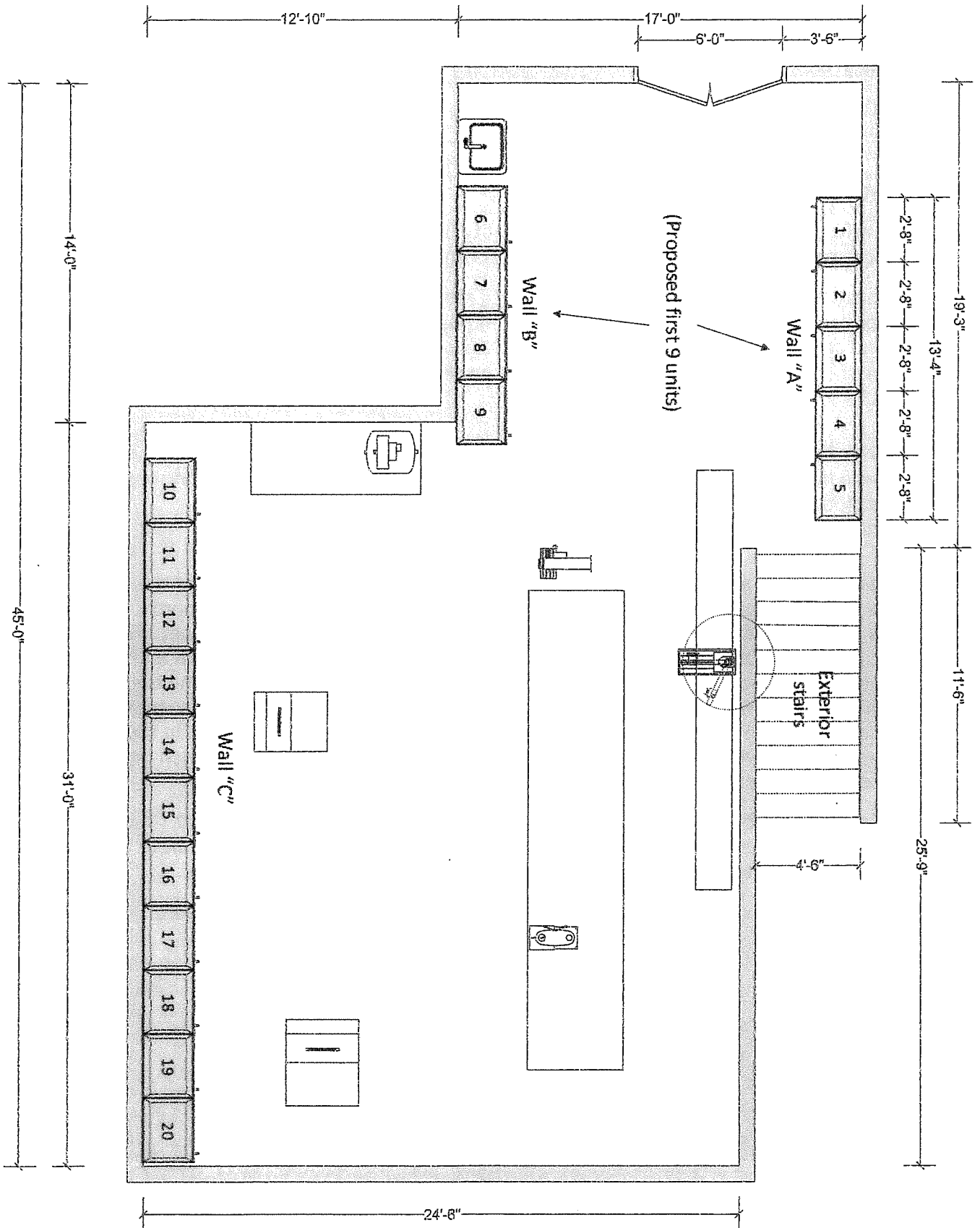
Southwynd has obtained a new website with My Building Online. In order to access the website Owners must go to <https://southwynd.mybuildingonline.com> and register using the resident code LNAY8Y.

If you experience any issues logging into the website, contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [Ross@crpm.ca](mailto:Ross@crpm.ca).

On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management

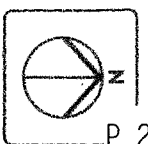




Job No.	
Drawn By	JS
Date	10/12/10
Scale	1/4" = 1'
Description	Workshop Existing (as of 1/1/08)
Project	10/10

Revisions	Date	Description

Project Name  
 Southwynd Workshop  
 Martin Drive  
 Surrey, BC



**Overnight visitors** MUST complete this form and display it on the dash of your vehicle. Unauthorized cars will be towed at the owner's expense.

Thank you. Southwynd Strata Council Date: .....

Unit that you are visiting: ..... Building: .....

-----

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Thank you. Southwynd Strata Council Date: .....

Unit that you are visiting: ..... Building: .....

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
council@southwynd.ca

**STRATA COUNCIL**  
2019/2020

**PRESIDENT**  
Gary Greer - #107C

**VICE-PRESIDENT**  
Hank Lageweg – #107D

**TREASURER/SECRETARY**  
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**SOCIAL LIAISON/CORP. SERVICES**  
Lou Anne Waln - #209E

**BUILDING AND WORKS/  
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Gary Myers-#205C

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Greg Egan-#408A

**AT LARGE**  
Maureen Silliker#303D

**STRATA MANAGERS**  
Ross Ruddick (ross@crpm.ca)  
Jesse Train (jesse@crpm.ca)

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**  
1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
Fax: (778) 578-4447  
EMERGENCY CONTACT- 24/7

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<b>ATTENDANCE:</b>	<b>REGRETS:</b>
Gary Greer	Greg Egan
Hank Lageweg	Lori Welters
Maureen Silliker	
Lou Anne Waln	
Gary Myers	

Ross Ruddick – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) OWNER PRESENTATION**

An owner addressed Council regarding the re-surfacing of their balcony deck. They wanted to use a different material than specified by the Strata’s contractor and indicated a willingness to pay the difference in cost. After the owner presentation, the Council did agree to that proposal provided the owner provide a sample for Council to approve prior to installation.

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on May 16, 2019. **CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

a) **Water Treatment** – One Clear Water has requested that the Strata Council send a letter to the Mayor and the City to request approval for the work. The Council would prefer that the Strata Manager reach out to the Surrey Engineering Department to obtain further information.

- b) **Balconies** – The majority of the work has been completed by the contractors.
- c) **Patio/Pavers** – We anticipate that the contractor will commence work on the approved units in late July or early August.
- d) **Accessibility Report** – Approval for the grant was received. The Strata Council is looking into replacing the common property door knobs with lever style door handles.
- e) **Building Washing/Window Washing** – The building and window washing is scheduled for the week of June 24, 2019. Notices have already been posted to notify owners of the work.
- f) **Depreciation Report** – The updating of the depreciation report is ongoing.
- g) **Email Distribution for Minutes** – Several owners have sent their request to obtain minutes electronically instead of a hardcopy and therefore saving the Strata Corporation money on printing. However, there is still approximately 90% of the complex that has not sent in their email information to be included on the list. If you are interested in having your minutes emailed to you, please contact the Strata Managers at [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).
- h) **Clubhouse MUA Replacement** – Quotes were reviewed for replacing the rooftop unit on the clubhouse because after further investigation, the unit could not be repaired. The Strata Manager will have a company visit and assess if a crane can be safely stationed on the roadway above the parkade.
- i) **Dryer Vent Cleaning** – Dryer vent cleaning is going to start on Monday June 24, 2019. Notices have been posted for owners.

#### (5) SECRETARY'S REPORT

- An owner requested that stored materials be removed from visitor parking stalls near building C. The Caretaker will relocate these items to free up the stalls.
- It was noted to the Strata Manager that an owner would no longer need to rent a parking stall. The Owner will be reimbursed for the remainder of the term they have paid for.
- Correspondence indicated that there is trash left by the garbage containers inside the parkade, which was thrown inside by the caretaker when he was taking the containers outside. The new contractor does not provide this service, therefore the caretaker will be asked to continue with this task. Several lights in the parkade were noted to be burnt out. The caretaker will rectify this when he returns from holidays.

- Another owner reported that they have water entering the unit from above. A water test will be performed.
- One owner noted some concerns about balcony repair progress. The Strata Manager and the contractor have dealt with the issue.
- An owner requested that the balcony drain of the unit above be made larger. A contractor will look at this.
- An owner reported that their patio sliding door rollers have not been replaced after an initial request placed in December of 2018. Requests made in the fall are never addressed until the next fiscal year. This is scheduled to be done shortly.
- A concern was received regarding the landscaping in front of one of the buildings compared to other buildings. Council notes that Deca Landscaping is working on all areas around the property and they will attend to that area.
- An owner suggested that each building have a representative join a gardening committee. Council does not think this will be necessary as the landscapers are doing a good job at the moment.
- A complaint was received regarding a unit above dumping water and sludge onto their patio. Owners are reminded that the balcony drains are for rainwater only and not to be used to drain any other liquids. In this particular case, after investigation, it was determined that the water is simply rainwater but is coming from the 4<sup>th</sup> floor.
- Council reviewed a concern about the carpet in the exercise/ping pong areas of the clubhouse. The Strata Manager will arrange for a carpet repair company to address this along with an area in front of the elevator in building D.
- An owner noted some un-used exercise equipment that presents a possible trip hazard and the Strata Manager will have it disposed of.
- Council received a note regarding the hedge along the public walkway. It is not pruned to a uniform height and will not be as it acts as a physical (and thorny) barrier.

## (6) FINANCIAL REPORT

The Financial Statements ending May 31, 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of May 31, 2019. **CARRIED**

## (7) COMMITTEE REPORTS

**7.1 ROOFING** – No Report

**7.2 BUILDING & WORKS** – Balcony work is nearing completion. Rollers, pavers and railway ties are being scheduled.

**7.3 SAFETY AND SECURITY** – No report.

**7.4 WORKSHOP SAFETY** – A volunteer group has been working with Gary Myers to develop a plan to construct some small storage lockers.

**7.5 LANDSCAPING** – Deca continues to work throughout the complex.

**7.6 CORPORATE SERVICES** – No report

**7.7 BYLAWS** – The new bylaws have been filed with Land Titles.

**7.8 SOCIAL COMMITTEE REPORT:**

**ANNUAL SUMMER BBQ - A 25TH ANNIVERSARY CELEBRATION**

Saturday, July 27<sup>th</sup> - Happy hour starting 4:00 PM

We will be giving a brief rundown of history and are happy to have feedback from original owners. Any information can be sent to council before July 13th.

Original owners will be given a complimentary ticket for the BBQ.

A tent has been purchased for the bbq area and the BBQ will be rented from Confetti Rentals.

Sign up sheets will be in each building starting June 27th with tickets sales running the first two weeks of July.

**(8) NEW BUSINESS**

- **Drain Back-up/blockage** – An owner had requested re-imbusement of an insurance deductible and the cost of a plumber. Council has declined the request because the Strata Corporation's insurance does not cover owner contents and the owner called the plumber on their own.

There being no further business, the meeting was adjourned at 10:36 AM

Next Council Meeting is scheduled for Thursday, July 18th, 2019 at 9:00 AM in the clubhouse.

Ross Ruddick, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT  
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On the website, Owners will be able to access the latest set of minutes, rules and bylaws. The updated depreciation report, once received, will also be posted to the website. Council members will also be listed on the website for reference.

Thank You,  
CrossRoads Management





**SOUTHWYND – LMS 1107**

**COUNCIL MEETING MINUTES**

**THURSDAY, MAY 16, 2019**

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**

[www.southwynd.ca](http://www.southwynd.ca)

**CONTACT COUNCIL**

[council@southwynd.ca](mailto:council@southwynd.ca)

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**RESIDENT MANAGER**

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**ATTENDANCE:**

**REGRETS:**

Gary Greer  
Hank Lageweg  
Maureen Silliker  
Greg Egan  
Lou Anne Waln  
Gary Myers  
Lori Welters

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) HEARINGS**

An Owner came to the meeting suggesting that the Management Company has been taking out the wrong fees from their account. The Strata Manager requested to see their records which indicate this amount owing. Also indicated that they requested an Audit and the contract produced to them for the resident manager did not have signatures. Council discussed and the Strata Manager will send their response in a letter.

A second hearing took place to voice their opinion on the renovations taking place in building D. The Council directed the Strata Manager to get in contact with the unit doing the renovations.

A third hearing took place with an Owner voicing their opinion on the balcony drain holes being too small and that they should be made larger. Council will address throughout the year.

Council would like to remind Owners that a hearing before Council should be scheduled in advance so that the meeting can be planned appropriately. Owners who

request to stand before Council without acknowledgment prior to the meeting can be turned down.

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on April 4<sup>th</sup>, 2019.

**CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

- a) **Water Treatment** – One Clear Water is in the process of getting the proper permits released by the City of Surrey. They have indicated this could take a couple of months.
- b) **Balconies** – The three balconies of 407D, 406D and 402B are completed and Coastal Restorations and the consultation of i3 Building Science did a wonderful job in carrying out the work.

The Strata Manager has compiled a long list of balconies that either the particular unit reported water ingress or the unit below had reported stained ceiling during rainfalls. Seal-Tech waterproofing has been onsite doing water tests on all the balconies and is composing a report for the Council to review and choose the next balconies to be done based on priority. The units inspected are: 407C, 310E, 202D, 410E, 203D, 403D, 302B, 309E, 407A, 411E.

There are still two balconies that are waiting for deficiencies to be taken care of from the work completed last summer. The Strata Manager has put increased pressure onto i3 Building Science to get these balconies done as soon as possible. The two units have had to deal with the inconvenience for far too long.

- c) **Awnings** – So far a total of 5 awnings were significantly damaged beyond repair from the windstorm back in December. The claims adjuster has approved the quote from Century Awning. The Strata Manager will inform the company to go ahead with the replacement of the canopies.
- d) **Patios/pavers** – The Strata Manager has received multiple letters requesting for either patio paver re-levelling or wood tie replacements. A list has been composed and sent onto the contractor. Currently on the list is 102A, 105A, 108A, 101C, 101D, 108D, 104E, 105E and 109E.
- e) **Civil Resolution Tribunal Update** – The CRT claim regarding window coverings is completed and the result is in favour of the Strata Corporation. If you would like to read the results of the case please follow the link:  
<https://decisions.civilresolutionbc.ca/crt/sd/en/item/405953/index.do>
- f) **Accessibility Study** – The Strata Manager is still waiting to receive confirmation from the Rick

Hansen Foundation that Southwynd is eligible to receive a grant to go towards upgrading the accessibility around Southwynd.

- g) **Building Washing/Window Washing** – Council reviewed 3 quotes for having this work completed. It was **MOVED** and **SECONDED** to approve Bogey’s Building Maintenance do the work. Council requested to add the fabric canopies to be washed as well. Notices will be posted when the work is scheduled. **CARRIED**
- h) **Tidy Trailer** – Council believes the trailer was abused this year by Owner’s contractors as there was evidence of large amounts of building debris, used toilets, blinds cabinets etc. It was **MOVED** and **SECONDED** that Council will no longer schedule this service. **CARRIED**
- i) **Depreciation Report** – It was **MOVED** and **SECONDED** to approve the quote from McArthur Vantell to prepare the depreciation report for Southwynd. **CARRIED**
- j) **Email Distribution List for Minutes** – Owners are reminded if you would like to receive minutes through email to please send a confirmation to [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca) to get added to the list.
- k) **Clubhouse Make Up Air Unit** – Council reviewed multiple quotes and on the opinion of one of the contractors a compressor replacement was recommended before replacing the entire unit. This can extend the life of the unit 5-10 years with proper maintenance. Council **MOVED** and **SECONDED** this option before going ahead with the full replacement. **CARRIED**

#### (5) SECRETARY’S REPORT

- An Owner sent a request to have additional piping added to the end of a scupper hole drain pipe. The engineer working on the project indicated that this would not be necessary as the scupper hole is only in use when the patio regular drain is plugged and the accumulation of water rises high enough to the scupper drain. The engineer’s opinion is even if the scupper hole is in use they do not believe that the amount of water from the top balcony is going to cause water ingress into the lower balcony.
- There are a large amount of Owners requesting door roller replacement or service. Owners who have submitted this request in writing have been added to the list with Peak Glass.
- Multiple Owners have requested work done to their patio pavers or wood ties. This was mentioned earlier in the minutes.
- There was some misunderstanding between the caretaker and an Owner about purchasing a FOB. This has been resolved.

- An Owner requested to have TELUS fibre installed in their unit. However it seems the connection for the fibre was removed from the previous home Owners renovation. Unfortunately for the Owner it is their responsibility to have this work done.
- An Owner was concerned of water ingress to their unit. A restoration company was sent to test and found that the moisture was from an old leak and reported that renovations to their unit could resume.
- It was reported that workers from a renovation in building D were propping the fire exit door open throughout the day. Council did instruct these workers that this was not allowed, however, compliance was still not carried out by the workers. Council would like to remind Owners that they are responsible for their workers and fines may be applied to their unit for their actions.
- Work was done to two balconies where tiles are still needed to be installed. The Strata Manager has requested the company that did the original work to prep the surface so that tiles can be laid properly.
- It was reported visitors are parking in another unit's parking stall. The Strata Manager has informed this Owner to report this to the caretaker if it happens again. Council suggested to paint over the visitor sign again or to install a sign that it is not a visitor stall.
- An Owner requested to enclose their patio. The Strata Manager indicated what would be needed to do so and the Owner withdrew their request.
- A new Owner requested to put a locker in the workshop so they could store their tools for woodworking projects. Council is going to contact the workshop committee to see what can be done. Council will get in contact with all the Owners that currently have lockers and ask to have them opened to see what is being stored. Again these lockers in the workshop should only be used by Owners who actually use the workshop and not for storage of personal belongings. Southwynd has 176 units and not much space in the workshop. Please be courteous to your fellow Owners who would like to take advantage of having such a nice workshop.
- A request was made to install a drain pipe extension.
- An Owner was concerned about work done by the glass company and wanted to make sure their warranty was still valid. The Strata Manager confirmed that it was the glass company who did the work and yes the warranty is still valid.
- A request was made to pay for a portion of new blinds in a unit. The contractor was not obligated to expense this item since it was not in the scope of work. Council will, because the repairs to the upper unit were directly related to water ingress in the unit below, share in a portion of the cost with the owner. This will not always be the case.
- A request was made to have a failed window seal replaced at the same time the glass company was in to replace a broken window. Council indicated that because the renovation had been taking so long that they would approve the sealed unit to be installed after this Owners renovation was completed.

**(6) FINANCIAL REPORT**

The Financial Statements ending March and April 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of March and April 2019. **CARRIED**

There are multiple units in arrears for parking fees and Move in fees. There are a couple Owners in arrears for Strata Fees. Letters will be sent to these Owners.

An Owner was charged back the damages to the gate after hitting it with their vehicle. They believed not all the damage should be charged back to them. However, the gate contractor indicated that the impact caused more resulting damage to require new components which was the reason for the large bill. Council **MOVED** and **SECONDED** to keep the full charge back to this Owner. **CARRIED**

**(7) COMMITTEE REPORTS**

**7.1 ROOFING** – No Report

**7.2 BUILDING & WORKS** – Council will be looking into coring out larger drain holes on the balconies.

A plumber has reported that Owners with new washing machines have to avoid using too much soap as this can cause backups into the lower units. They should also check the soap container to make sure it is the correct soap for their type of machine.

Council has requested to have the plumbers come back to do all the verticals missed due to vehicles not being moved and to identify any lines that have no access from the parking garage to be done at the same time.

**7.3 SAFETY AND SECURITY** – Council would like to remind Owners that when using the vehicle gates the full 'open to close cycle' is 10 seconds and the gate stays open for about 4 seconds before it starts to close again. If you believe that this is not long enough for you to get down and through the gate before it starts to close, please purchase a clicker from the Strata Corporation for \$50.00. This way you can make sure the gate stays open longer for you to enter the garage.

**7.4 WORKSHOP SAFETY** – Lockers will be reviewed again by Council to try and make accommodation for Owners that actually want to use the workshop.

**7.5 LANDSCAPING** – Tree trimming and improvements are ongoing.

**7.6 CORPORATE SERVICES** – No Report

**7.7 BYLAWS** – The bylaws passed at the October 30<sup>th</sup> SGM have been filed with Land Titles.

### **7.8 SOCIAL COMMITTEE REPORT:**

Southwynd Social Committee May 16 2019

Maureen Silliker is stepping down as Co-ordinator of the Social Committee. Lou Anne Waln will now fill that position. We thank Lou Anne for taking on this role and Maureen for all of her great work in the past.

The social committee selected July 27th for the Annual BBQ picnic. Sign up sheets and info will be posted on bulletin boards. Tickets will be available in the Clubhouse beginning July. Dates for ticket sales will be posted on the bulletin boards.

The focus will be Southwynd's 25th Anniversary Acknowledgement and recognition of the past 25 years will be the theme. The committee would like to gather memorabilia of pictures, letters, notices etc. that would be of interest to residents.

A table will be set up to commemorate the past. Please give your submissions to a council member.

BINGO has ended for the season and will commence in September. Thank you to Leny Laven & Ethel Roed for their dedication to that club. Mah-Jong, Cribbage & Canasta will continue through the summer.

### **(8) NEW BUSINESS**

- a) **Southwynd Website** – There currently is no Southwynd website as we are transitioning to a new company called my building online. Information on the new website will be forwarded onto Owners once set up.
- b) **Bike Racks** – The Bike racks have been installed. Thank you to Greg Smith for doing the installation. Owners can now lock their bikes to these racks. Owners do so at their own risk and it is encouraged that these racks are to be used by active bike users. Council is requesting your bike is tagged with a name and unit number.
- c) **Notices** – Important Strata notices will now be posted in the Lobbies and elevators only. Please do not remove signs unless the date/event has passed. Please do not write on signs. If you have an issue with a notice, please contact Crossroads Management.
- d) **Fence Painting and replacement** – Council reviewed quotes for both painting and replacement of the fences. Painting was incredibly expensive due to the type of fence, and although replacement was a more reasonable figure for what would be done, it is still a very large expenditure and not necessary at this time. Owners who wish to do paint touch ups are to contact the caretaker to get paint.
- e) **Dryer Vent Cleaning** – It was **MOVED** and **SECONDED** to approve the quote from National Air to have the dryer vent cleaning done. Notices will be posted once scheduled. **CARRIED**

- f) **Window Handles and Glass Sliding Door Handles** – The supply of door and window handles has arrived. Please contact Florian for requests. Owners who have already put a request in, please do so again if you have yet to receive them. Council would like to remind Owners that these replacements are only if the handles are broken and no longer functional as these handles are not cheap.
  
- g) **Communication with Council** – A reminder to Owners not to stop Council members and make requests or report issues. As they are already in the middle of a task, it is too hard to remember all of the requests once they get back home to write them down. For sure, some will get forgotten. Please put requests in writing for review at the Council meetings.

There being no further business, the meeting was adjourned at 11:20 AM

Next Council Meeting is scheduled for Thursday, June 13th, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.*

**Balance Sheet (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**March 2019**

Page 1  
4/15/2019  
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**AS OF THE 12TH MONTH ENDING MARCH 31, 2019**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
Crossroads Management Ltd.  
#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8

**ASSETS**

1010-0000 Petty Cash	400.00
1013-0000 Bank Shares	5.00
1020-0000 Bank - Westminster - Chequing	55,744.63
1025-0000 Bank - Westminster - Contingency	378,519.89
1040-0000 Bank - Social Committee	1,766.80
1220-0000 Caretaker Suite	299,000.00
1300-0000 Accounts Receivable	1,400.00

**TOTAL ASSETS**

736,836.32

**LIABILITIES**

2010-0000 Accounts Payable	15,874.10
2012-2500 Accrued Expenses	20,772.80
2017-0000 Social Committee Fund	1,766.80
2170-0000 Vacation Payable	634.81
2250-0000 Pre-Paid Fees	2,345.28

**TOTAL LIABILITIES**

41,393.79

**OWNERS' EQUITY**

**RESERVES**

3300-0000 Contingency Fund	219,606.79
3300-0055 Roofing Project	114,540.00
3300-0056 Roofing Project Expenses	-114,540.00
3300-0154 Balcony Repairs Fund	207,779.11
3300-0155 Balcony Repairs Expenses	-123,012.51
3300-0179 Security Camera System Fund	10,000.00
3300-0180 Security Camera System Expenses	-10,000.00
3300-0243 Roadway Pavers Fund	18,000.00
3300-0244 Roadway Pavers Expenses	-3,853.50
3300-0245 Water Treatment Fund	60,000.00
3300-0247 Crack Injection Repair Fund	15,000.00
3300-0248 Crack Injection Repair Expenses	-15,000.00

**TOTAL RESERVES**

378,519.89

3499-0000 Owners' Equity/Caretaker Suite	299,000.00
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3500-0000 Net Income - Prior Years	3,281.04
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3510-0000 Net Income - Current Year	14,641.60
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**TOTAL OWNERS' EQUITY**

695,442.53

**TOTAL LIABILITIES AND EQUITY**

736,836.32

Date: APR 15/19  
Accountant: [Signature]  
Property Manager: [Signature]



**Budget Comparison (Accrual)**  
**SOUTHWYND - 03 - (lms1107)**  
**March 2019**

**AS OF THE 12TH MONTH ENDING MARCH 31, 2019**

Prepared For:  
Strata Plan LMS1107  
1705 - 1785 Martin Drive  
Surrey, BC V4A 9T5

Prepared By:  
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#1001 - 7445 132nd Street  
Surrey, BC V3W 1J8

	MTD Actual	MTD Budget	\$ Var.	% Var.	YTD Actual	YTD Budget	\$ Var.	% Var.	Annual
<b>INCOME</b>									
4010-0000 Strata Fees	67,397.49	67,397.50	-0.01	0.00	808,769.88	808,770.00	-0.12	0.00	808,770.00
4021-0000 Miscellaneous	0.00	0.00	0.00	0	50.00	0.00	50.00	0	0.00
4022-0000 Move in/out	-450.00	0.00	-450.00	0	0.00	0.00	0.00	0	0.00
<b>TOTAL</b>	<b>66,947.49</b>	<b>67,397.50</b>	<b>-450.01</b>	<b>-0.67</b>	<b>808,819.88</b>	<b>808,770.00</b>	<b>49.88</b>	<b>0.01</b>	<b>808,770.00</b>
<b>OTHER</b>									
4045-0000 Rental - Caretaker Suite	750.00	750.00	0.00	0.00	9,000.00	9,000.00	0.00	0.00	9,000.00
4051-0000 Move In / Out	600.00	87.50	512.50	585.71	2,550.00	1,050.00	1,500.00	142.86	1,050.00
4056-0000 Storage	0.00	58.37	-58.37	-100.0	547.80	700.00	-152.20	-21.74	700.00
4057-0000 Parking	25.00	208.37	-183.37	-88.00	7,075.00	2,500.00	4,575.00	183.00	2,500.00
4065-0000 Interest Income	181.34	66.63	114.71	172.16	1,701.00	800.00	901.00	112.63	800.00
4066-0000 Remote Control Sale	100.00	0.00	100.00	0	900.00	0.00	900.00	0	0.00
<b>TOTAL OTHER</b>	<b>1,656.34</b>	<b>1,170.87</b>	<b>485.47</b>	<b>41.46</b>	<b>21,773.80</b>	<b>14,050.00</b>	<b>7,723.80</b>	<b>54.97</b>	<b>14,050.00</b>
<b>TOTAL INCOME</b>	<b>68,603.83</b>	<b>68,568.37</b>	<b>35.46</b>	<b>0.05</b>	<b>830,593.68</b>	<b>822,820.00</b>	<b>7,773.68</b>	<b>0.94</b>	<b>822,820.00</b>
<b>COMMON EXPENSES</b>									
<b>LANDSCAPING &amp; GROUNDS</b>									
6415-0000 Landscape Contract	4,342.72	4,342.75	0.03	0.00	52,112.64	52,113.00	0.36	0.00	52,113.00
6435-0000 Plant Replacement & Im	0.00	575.00	575.00	100.00	7,513.81	6,900.00	-613.81	-8.90	6,900.00
6440-0000 Irrigation System	0.00	833.37	833.37	100.00	5,700.98	10,000.00	4,299.02	42.99	10,000.00
<b>TOTAL LANDS. &amp; GROUNDS</b>	<b>4,342.72</b>	<b>5,751.12</b>	<b>1,408.40</b>	<b>24.49</b>	<b>65,327.43</b>	<b>69,013.00</b>	<b>3,685.57</b>	<b>5.34</b>	<b>69,013.00</b>
<b>REPAIR &amp; MAINTENANCE- GENER</b>									
6510-0000 Repair & Maintenance	14,259.90	2,500.00	-11,759.90	-470.4	55,922.02	30,000.00	-25,922.02	-86.41	30,000.00
6510-0100 Door Rollers and Windo	500.00	1,666.63	1,166.63	70.00	22,003.96	20,000.00	-2,003.96	-10.02	20,000.00
6510-0200 R & M - Roofs	5,200.00	750.00	-4,450.00	-593.3	11,952.03	9,000.00	-2,952.03	-32.80	9,000.00
6510-0300 R & M - Plumbing and H	4,191.50	1,666.63	-2,524.87	-151.5	17,112.34	20,000.00	2,887.66	14.44	20,000.00
6510-0400 Patio and Balconies	3,613.05	2,916.63	-696.42	-23.88	46,454.50	35,000.00	-11,454.50	-32.73	35,000.00
6510-0500 Gates & Entry Doors	0.00	166.63	166.63	100.00	2,822.32	2,000.00	-822.32	-41.12	2,000.00
6510-0600 R & M - Painting and Ca	0.00	166.63	166.63	100.00	3,288.68	2,000.00	-1,288.68	-64.43	2,000.00
6510-4001 Elevator	1,077.30	1,250.00	172.70	13.82	14,360.93	15,000.00	639.07	4.26	15,000.00
6521-0000 Fire System Service	10,634.50	1,666.63	-8,967.87	-538.0	22,452.25	20,000.00	-2,452.25	-12.26	20,000.00
6521-2100 Exercise Equipment & R	0.00	250.00	250.00	100.00	166.88	3,000.00	2,833.12	94.44	3,000.00
6535-0000 Enterphone and Security	1,056.35	625.00	-431.35	-69.02	9,504.55	7,500.00	-2,004.55	-26.73	7,500.00
6563-0000 Window Cleaning	0.00	500.00	500.00	100.00	4,830.00	6,000.00	1,170.00	19.50	6,000.00
6566-0000 Light Bulbs	0.00	166.63	166.63	100.00	835.97	2,000.00	1,164.03	58.20	2,000.00
6569-0000 Supplies	16.79	41.63	24.84	59.67	208.11	500.00	291.89	58.38	500.00
<b>TOTAL REPAIR &amp; MAINT.</b>	<b>40,549.39</b>	<b>14,333.04</b>	<b>-26,216.35</b>	<b>-182.9</b>	<b>211,914.54</b>	<b>172,000.00</b>	<b>-39,914.54</b>	<b>-23.21</b>	<b>172,000.00</b>
<b>UTILITIES</b>									
6576-0000 Electricity - Common	11,888.03	5,333.37	-6,554.66	-122.9	70,647.47	64,000.00	-6,647.47	-10.39	64,000.00
6578-0000 Water & Sewer	0.00	4,916.63	4,916.63	100.00	54,797.43	59,000.00	4,202.57	7.12	59,000.00
6578-2000 Garbage & Recycling	805.34	875.00	69.66	7.96	11,802.68	10,500.00	-1,302.68	-12.41	10,500.00
6581-0000 Gas	9,199.29	7,916.63	-1,282.66	-16.20	71,124.12	95,000.00	23,875.88	25.13	95,000.00
6595-0000 Telephone Caretaker	64.96	70.87	5.91	8.34	779.52	850.00	70.48	8.29	850.00
<b>TOTAL UTILITIES</b>	<b>21,957.62</b>	<b>19,112.50</b>	<b>-2,845.12</b>	<b>-14.89</b>	<b>209,151.22</b>	<b>229,350.00</b>	<b>20,198.78</b>	<b>8.81</b>	<b>229,350.00</b>
<b>SALARIES &amp; BENEFITS</b>									
6820-0000 Caretaker Salary and Be	4,333.34	4,437.50	104.16	2.35	49,127.34	53,250.00	4,122.66	7.74	53,250.00
6870-0000 Janitorial Contract	2,291.10	2,291.63	0.53	0.02	28,012.95	27,500.00	-512.95	-1.87	27,500.00
6870-2000 Extra Cleaning	0.00	83.37	83.37	100.00	0.00	1,000.00	1,000.00	100.00	1,000.00
6875-0000 Payroll Costs	717.05	800.00	82.95	10.37	10,531.25	9,600.00	-931.25	-9.70	9,600.00
6895-0000 Strata Fees Caretaker S	321.78	312.12	-9.66	-3.09	3,861.36	3,745.00	-116.36	-3.11	3,745.00
6896-0000 Property Tax Caretaker S	0.00	29.13	29.13	100.00	348.00	350.00	2.00	0.57	350.00
<b>TOTAL SALARIES &amp; PAYROLL COS</b>	<b>7,663.27</b>	<b>7,953.75</b>	<b>290.48</b>	<b>3.65</b>	<b>91,880.90</b>	<b>95,445.00</b>	<b>3,564.10</b>	<b>3.73</b>	<b>95,445.00</b>
<b>ADMINISTRATION</b>									
6975-0000 Council Expenses - Admi	0.00	83.37	83.37	100.00	700.60	1,000.00	299.40	29.94	1,000.00



**Policy No. CLMS1107****Summary of Coverage**

Named Insured:	The Owners of Strata Plan LMS 1107 Southwynd
Additional Insured(s):	Crossroads Management Ltd.
Mailing Address:	c/o Crossroads Management Ltd., 1001 - 7445 132nd Street, Surrey, BC V3W 1J8
Location Address(es):	1705 - 1785 Martin Drive, Surrey, BC V4A 9T5
Policy Period:	<b>April 1, 2019 to April 1, 2020</b> 12:01 a.m. Standard Time
Loss Payable to:	The Insured or Order in Accordance with the Strata Property Act of British Columbia
Insurers:	As Per List of Participating Insurers Attached.

Insuring Agreements	Deductibles	Limit
<b>PROPERTY COVERAGES</b>		
All Property, All Risks, Extended Replacement Cost 130%	\$5,000	\$69,412,200
Additional Living Expenses	Included	\$1,000,000
Water Damage	\$10,000	Included
Backup of Sewers, Sumps, Septic Tanks or Drains	\$10,000	Included
Earthquake Damage	10 %	Included
Flood Damage	\$10,000	Included
Key and Lock Replacement	Nil	\$25,000
<b>BLANKET EXTERIOR GLASS INSURANCE</b>		
Residential	\$ 100	Blanket
Commercial	\$ 250	Blanket
<b>COMMERCIAL GENERAL LIABILITY</b>		
Each Occurrence Limit	\$ 500	\$10,000,000
Coverage A - Bodily Injury & Property Damage Liability - <i>Per Occurrence</i>	\$ 500	\$10,000,000
Products & Completed Operations - <i>Aggregate</i>		\$10,000,000
Coverage B - Personal Injury Liability - <i>Per Occurrence</i>	\$ 500	\$10,000,000
Non-Owned Automobile - SPF #6 - <i>Per Occurrence</i>		\$10,000,000
<b>STRATA DIRECTORS &amp; OFFICERS LIABILITY</b>		
Primary Policy Excess - Master Policy # 530500785	Nil	\$20,000,000
Cyber Security and Privacy Liability		\$250,000
<b>ENVIRONMENTAL LIABILITY POLICY / POLLUTION LEGAL LIABILITY</b>		
Limit of Liability - Each Incident, Coverages A-G	\$10,000 Retention	\$1,000,000
Limit of Liability - Each Incident, Coverage H	5 Day Waiting Period	\$250,000
Aggregate Limit		\$1,000,000
<b>VOLUNTEER ACCIDENT INSURANCE COVERAGE STR (08/17)</b>		
Personal Accident Limit - Maximum Benefit - Lesser of \$350,000 or 7.5x Annual Salary		\$350,000
Weekly Accident Indemnity - Lesser of \$750 or 75% of Gross Weekly Earnings (52 weeks)	8 day Waiting Period	
Accident Expenses - various up to \$15,000 (see policy wording) Dental Expense - \$5,000		
Program Aggregate Limit		\$10,000,000
<b>COMPREHENSIVE DISHONESTY, DISAPPEARANCE AND DESTRUCTION</b>		
Employee Dishonesty	Nil	\$1,000,000
Broad Form Money & Securities	Nil	\$60,000
Program Aggregate Limit		\$10,000,000
<b>EQUIPMENT BREAKDOWN</b>		
I Standard Comprehensive Plus, Replacement Cost	\$1,000	\$69,412,200
II Consequential Damage, 90% Co-Insurance	\$1,000	\$25,000
III Extra Expense	24 Hour Waiting Period	\$250,000
IV Ordinary Payroll - 90 Days	24 Hour Waiting Period	\$100,000
<b>PRIVACY BREACH SERVICES</b>		
	Nil	\$25,000
<b>TERRORISM</b>		
	\$ 500	\$500,000

This is a generalized summary of coverage for quick reference. In all cases the terms and conditions of the policy in effect are the determining documents

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
council@southwynd.ca

**STRATA COUNCIL**  
2018/2019

**PRESIDENT**  
Gary Greer - #107C

**VICE-PRESIDENT**  
Hank Lageweg – #107D

**TREASURER/SECRETARY**  
Lori Welters #201A

**SOCIAL LIAISON/CORP. SERVICES**  
Lou Ann Waln - #209E

**BUILDING AND WORKS/  
LANDSCAPING**  
Gary Myers-#205C

**SECURITY AND SAFETY**  
Greg Egan-#408A

**AT LARGE**  
Maureen Silliker#303D

**STRATA MANAGERS**  
Ross Ruddick (ross@crpm.ca)  
Jesse Train (jesse@crpm.ca)

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**  
1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
Fax: (778) 578-4447  
EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE: REGRETS:**

- Gary Greer
- Hank Lageweg
- Maureen Silliker
- Greg Egan
- Lou Ann Waln
- Gary Myers
- Lori Welters

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ELECTION OF OFFICERS**

The Strata Manager reviewed the council positions and responsibilities prior to calling for the council members to select the Executive and Committee positions for 2018/2019.

A new position has been identified. The new position is called finance.

President	Gary Greer	107C
Vice President	Hank Legeweg	205C
Treasurer/Privacy Officer/ Secretary	Lori Welters	201A
Social Liaison/Corp Services	Lou Ann Waln	209E
Building and Works/ Landscaping	Gary Myers	205C
Security and Safety	Greg Egan	408A
At Large	Maureen Silliker	303D

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on February 14<sup>th</sup>, 2019.  
**CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

- a) **Water Treatment** – The Strata Manager has signed the documents for the water treatment installation to commence. One Clear Water will schedule with Ashton Mechanical to have the plumbing installed.
- b) **Balconies** – The three balconies of 407D, 406D and 402B are almost complete. A couple balconies have been identified as problematic. The Strata Manager has provided seal-tech water proofing a list of balconies for them to pin point the location of leaks so that necessary repairs can be made. It was reported that the new windows for these balconies did not have a channel for a screen door. The contractors overlooked this and are going to install a phantom style screen door for these Owners. This is being done by the contractors and no additional charge to the Strata. Council reminds Owners that screen doors or window screens are Owner responsibility.

There are still two balconies that are waiting for deficiencies to be taken care of from the work completed last summer. The contractor made an attempt at fixing the work and it was not approved by the Engineers. The Engineers have contacted Cambie and will give them a criteria to follow when attempting at fixing the top coat of the balcony again.

- c) **Awnings** – So far a total of 5 awnings were significantly damaged beyond repair from the windstorm back in December. The Strata Manager stated that it would be wise to open a claim to have these awning repaired as each one costs roughly \$2500. The deductible for the windstorm claim would be \$1000. This would save the Strata roughly \$11,500. The Strata Manager will get in contact with HUB to open a claim.
- d) **CRT Update** – The CRT claim regarding window coverings will have a decision made by April 16<sup>th</sup> 2019.
- e) **Accessibility Study** – Council requested to view the Accessibility study recommendations. The Strata Manager is looking into how a grant can be applied to help fund these recommended improvements.

**(5) SECRETARY'S REPORT**

- An Owner reported that sliding door having a significant draft. The Strata Manager will have Peak glass come assess the window.
- An Owner reported a sliding screen door being stuck. The Strata Manager replied to the Owner indicating that screen doors are an Owner responsibility.
- An Owner reported bird dropping on their windows and wondered when the windows would be clean. The Strata Manager replied to the Owner indicated that it is to be done in the late spring in conjunction with the building washing. It is far too expensive to have the windows washed every time a bird poops on them.
- An Owner informed the Council that their home insurance has covered the replacement of their flooring from balcony leaks.
- It was reported that a new Owner installed gold coloured window coverings. It was discovered that these are the original window coverings installed when the Owner purchased the unit. They are white on the outside and comply with the bylaws. The new Owner indicated that they will be getting new blinds which will be vertical and white on the outside.
- An Owner wrote Council wondering what is happening with repairs in their unit from a leak. The glass company has been approved to change the sealed units, the balcony has been waterproofed and the drywall and flooring repairs will be taken care of.
- A question was raised regarding the tarps covering some balconies,. One of these Owners requested to have the tarp removed.
- A request was made to acquire new push out window handles. The Strata Manager will request to order more from Peak Glass.
- It was reported that the emergency responders had to buzz in order to gain access to the building. This Owner was worried that is a significant delay in getting into the building in case of an emergency. The Strata Manager informed them that we have requested to the emergency responders to have a key or a lock box but the emergency responders will not take on that responsibility.
- An Owner request to install a lifeline lock box on their front door. Council approved this request.
- Another request for a push door handle, a large order of these handles has been made. The Strata Manager has also inquired about sliding door handles.
- A request was made for fence repairs and painting. Council is looking into quotes to have the fences painted this year. Council will also do a walk around to inspect all the fences. Paint is available for Owners to paint their fence if they do not want to wait for Council.
- An Owner sent an email indicating that Southwynd is rundown. Council thanks this Owner for their observations and will take their recommendations into consideration.
- An Owner requested to have 2 out of country children stay with them from middle of July to the end of August. Council approves this request as long as they are always under supervision.

- A request from a unit's power of attorney to keep the past Owners vehicle in the parking garage was made. Council approves this request as long as the vehicle has storage insurance.
- An Owner is concerned that another Owner dog sits many times a week. The Council instructed the Strata Manager to send a letter to this unit asking them of their situation. The Strata Manager stated that dog sitting is against the bylaws and if this is the case the Owner will be request to cease this activity. Occasional dog visits are permitted but if they are residing in the unit everyday of the week for a long period of time, this would not be considered a visiting dog.
- An Owner reported their kitchen window does not open. The Strata Manager will inform peak glass to come look at it.
- A broken seal was reported on a glass sliding door. Peak glass will be called out.
- A report of gurgling from an Owner's kitchen sink. The Strata Manager will inform the plumber to check inspect as the pipes were just flushed.
- An Owner reported fencing issues. The Council will be doing a walk around to have the structural issues addressed.
- A request was made to have their patio pavers re-done. The Strata Manager will have the contractor come out and quote on the patios that need attention this year.
- A request to have the balcony drain pipe extended. Council will address this.
- An Owner requested to meet with Council. The Strata Manager will send a letter indicating that they can come and meet with Council at the next scheduled Council meeting.
- An Owner reported the railway ties around their patio are rotted and need to be replaced. The Strata Manager will send the contractor to quote on the work.
- It was noted that a black jeep is constantly parked in visitor parking. Council reminds Owners that visitor parking is for visitors only unless allocated by Council for use in certain circumstances. A letter will be sent to this Owner about this and a suggestion made that a rental stall be obtained for this vehicle to be parked at.

## (6) **FINANCIAL REPORT**

The Financial Statements ending January and February 2019 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of January and February 2019. **CARRIED**

There is one unit in arrears for the Strata Deductible that was charged back to the unit. The Management firm will be keeping in communication with them.

All Strata Fees are up to date. Thank you, Owners.

## (7) COMMITTEE REPORTS

**7.1 ROOFING** – Wiley roofing is scheduled to come find out why the corner of the clubhouse allows water ingress when the drain blocks with leaves. Council believes that even if the drain is plugged the building should not allow water to seep in.

**7.2 BUILDING &WORKS** – No report

**7.3 SAFETY AND SECURITY** – Council would like to remind Owners that when using the vehicle gates the full open to close cycle is 10 seconds and the gate stays open for about 4 seconds before it starts to close again. If you believe that this is not long enough for you to get down and through the gate before it starts to close, please purchase a clicker from the Strata Corporation for \$50.00 this way you can make sure the gate stays open longer for you to enter the garage.

**7.4 WORKSHOP SAFETY** – No report

**7.5 LANDSCAPING** – It was reported that a tree's roots may be wrapped around the sewage pipes. Council requested to see drawings to determine if this could be a problem.

**7.6 CORPORATE SERVICES** – No Report

**7.7 BYLAWS** – Council discussed a couple of possible bylaw resolutions to be added to the 2019 AGM but only one will be brought forward.

**7.8 SOCIAL COMMITTEE REPORT:** The Social Committee is looking for new recruits to help with Southwynd's social activities. Please consider coming to bolster our ranks!

**A planning meeting will be convened April 17<sup>th</sup> 2019 at 11 AM Wednesday in the Clubhouse.**

## (8) NEW BUSINESS

- a) **More Recycling totes for building E** – This item was brought up at the AGM. Council reported that since the new garbage hauler has started the bins are not put in the proper spots creating confusion for sorting the recycling. Emterra has moved to single stream recycling so the recycling no longer needs to be sorted. The Strata Manager also stated that glass is also accepted in the single stream recycling. Council then reported the reason for an extra bin was because only certain bins overflowed. With all the recycling being mixed this should no longer be a problem. New signs will be posted at all the recycling locations.
- b) **Email Distribution list** – The Ownership was interested in receiving minutes via email rather than getting paper copies. The Strata Manager has a very small amount of Owners that have given consent to be part of an email distribution list and has not started



compiling the list as of yet. Please send an email giving consent to be on the email distribution list to [jesse@crpm.ca](mailto:jesse@crpm.ca), [bogdan@crpm.ca](mailto:bogdan@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca)

- c) **Bylaws** – If you would like the most recent set of bylaws please send a request to Council. The bylaws can also be found on the website. If you wish to get an electronic copy please email the [jesse@crpm.ca](mailto:jesse@crpm.ca), [bogdan@crpm.ca](mailto:bogdan@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca).
- d) **Touch up paint and wallpaper repairs** – Florian is in the process of touching up the hallway paint and repairing the wallpaper.
- e) **Bike Racks** – The Strata Manager has ordered two bike racks which will hold up to 18 bikes. These bike racks are intended for Owners that regularly use their bikes and not intended for storage. Council would like to remind Owners that you are using these bike racks at your own risk.
- f) **Depreciation Report** – The Strata Manager will be obtaining 2 more quotes for the depreciation report.
- g) **Building Washing and Window cleaning** – Council reviewed a quote to have the building and window cleaning done. Council requested the Strata Manager to obtain 2 more quotes.
- h) **Heating/Ac Unit** – three quotes will be obtained for the heating/AC unit for the clubhouse.
- i) **Fire Hydrant Tear Down** – City fire completed the fire hydrant tear down and found that everything passed on inspection.
- j) **Building D water leak** – A unit’s contractor accidentally drilled into a supply line pipe when installing new cabinets. Florian was able to shut the water down to the building quickly to avoid a large amount of water damage. Any bills for this water damage will be charged back to the unit.
- k) **Renovation Rules** – Council noted that there is constant renovations going on in every building and some of these renovations go on for far too long. It was **MOVED** and **SECONDED** to add a sub section to the alteration agreements indicating that alterations are to last no longer than 3 months. Owners will be able to ask for an extension. This is to help prevent Owners from carrying out long drawn out alterations. **CARRIED**
- l) **Parking Allocation** – Two Owners agreed to switch parking stalls. Council received written correspondence and signatures by both the Owners. Stall # 108 is now allocated to 404E and stall # 114 is now allocated to 410E.

- m) **Tidy Trailer** – A tidy trailer will be dropped off on Monday, May 6<sup>th</sup>. This is for Owners and Strata to get rid of any unwanted items.
  
- n) **Notices** – **Important Strata notices will now be posted in the Lobbies and elevators only. Please do not remove signs unless the date/event has passed. Please do not write on signs. If you have an issue with a notice, please contact Crossroads Management.**

There being no further business, the meeting was adjourned at 11:20 AM

Next Council Meeting is scheduled for Thursday, May 16th, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

***EMERGENCY CONTACT  
24 HOUR SERVICE  
(778) 578-4445***

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.***

**ANNUAL GENERAL MEETING MINUTES****TUESDAY, MARCH 26, 2019****SOUTHWYND – LMS 1107****LOCATION:**

6:30 PM – Clubhouse  
1705-1785 Martin Drive  
Surrey, B.C.

**SOUTHWYND WEB SITE**

[www.southwynd.ca](http://www.southwynd.ca)

**CONTACT COUNCIL**

[council@southwynd.ca](mailto:council@southwynd.ca)

**STRATA COUNCIL**

2018/2019

**PRESIDENT**

Gary Greer - #107C

**VICE-PRESIDENT/BUILDING AND WORKS**

Gary Myers-#105C

**SOCIAL/CORPORATE SERVICES**

Maureen Silliker -#303D

**TREASURER**

Lori Welters-#201A

**FINANCE/LANDSCAPING**

Hank Lageweg – #107D

**SECURITY AND SAFETY**

Greg Egan-#408A

**Building and Works**

Gary Myers - #105C

**STRATA MANAGERS**

Ross Ruddick

Jesse Train

**RESIDENT MANAGER**

Florian Mitoi

(604)760-5743

**CROSSROADS MANAGEMENT LTD.**

1011, 7445 – 132<sup>ND</sup> STREET

SURREY, B.C. V3W 1J8

Phone: (778) 578-4445

Fax: (778) 578-4447

**EMERGENCY CONTACT**

24 HOUR SERVICE

Call (778) 578-4445

**Go to Local 223, and  
then press "7"**

**ATTENDANCE:**

81 owners registered in person and 24 represented by proxy for a total of 105.

**(1) CALL TO ORDER**

Gary Greer, President, called the meeting to order at 6:30 PM.

**(2) CALLING THE ROLL/CERTIFICATION OF PROXIES**

Prior to the start of this evening's meeting, the roll was called by the Strata Manager, in accordance with the requirements of the Strata Property Act, and certified all proxies. Also required by the Act is that a quorum of one-third of the Owners in good standing be present in person or by proxy, in order for the meeting to proceed. There were 175 Owners eligible. Therefore, a quorum of more than 59 Owners were required to be present and, based on the registration, the meeting could proceed with the business at hand. There were 81 Owners represented in person and 24 via proxy for a total of 105 Owners.

The Strata Council would like to thank the following owners for volunteering to do the sign-in/registration for this AGM: Don and Val Mackay, Chris Sayers, Geri Ormiston, Bob Shumka, Barbara Martin, Leny Lavin, Corrie Bynsdorp, Marlene Tremblay and Connie Hobman. Their contribution is much appreciated as it provides for a speedy registration of the owners.

**(3) PROOF OF NOTICE/WAIVER OF NOTICE**

The Strata Manager advised the Owners that it is required by the Strata Property Act that appropriate notice be given to all Owners either by mail or hand-delivered to their last-known address. In the case of Southwynd, notices were hand delivered on or before March 7, 2019 and the balance mailed

to all registered owners on March 7, 2019 which was at least 20 days prior to the meeting.

It was **MOVED** – 302B **SECONDED** - 105E

**CARRIED**

**(4) APPROVE THE AGENDA**

It was **MOVED** – 201A and **SECONDED** – 404A to approve the agenda circulated for this Annual General Meeting.

**CARRIED**

**(5) ADOPTION OF THE AGM MINUTES OF MAR. 27, 2018**

It was **MOVED** – 308A and **SECONDED** – 204C to adopt the minutes of the March 27, 2018 ANNUAL GENERAL MEETING as circulated.

**CARRIED**

**(6) ADOPTION OF SGM MINUTES OF OCTOBER 30, 2018**

It was **MOVED** – 109E and **SECONDED** – 408A to adopt the minutes of the March 28, 2018 SGM as circulated.

**CARRIED**

**(7) UNFINISHED BUSINESS**

At last year's AGM an owner raised concerns about the impending legislative changes in Canada's marijuana laws. This was addressed at the October SGM with the passing of a new bylaw prohibiting the smoking of marijuana anywhere at Southwynd.

An owner asked the council and the strata manager to keep current with the technology changes regarding charging stations and electric vehicles. The strata managers do attend seminars and are in touch with companies who offer charging stations but the Strata Council is not ready to take any action at this point.

**(8) PRESIDENT'S REPORT**

Gary Greer, the Strata Council president, started by noting the tremendous contribution of Mary Dypchey, a long time Council member who recently passed away. Gary noted that he would have more to say about Mary later in the meeting. Gary introduced the current Council consisting of Gary Myers, Lori Welters, Greg Egan, Maureen Silliker and Hank Lageweg and thanked them for all their many volunteer hours and work that was accomplished this year. Gary thanked the strata managers Ross Ruddick and Jesse Train for their guidance and hard work through the year and Florian, the resident manager for the many dollars that he has saved the complex. Gary also noted that Maureen Silliker had done an excellent job with the Social

Committee with great owner participation in many successful events. He noted that we have a valued group of owners who help distribute minutes, run the library and much more. He also commended our active groups engaged in the Social Club, pool and snooker, crib, bingo, bridge and Maj Jong. A thank you goes out to the many volunteers such as those that pull out and put away chairs, Move-In/Move-Out monitors, and big thank you to all the people who came out to shovel snow this winter. Gary discussed some continuing but not fully completed projects such as paver re-levelling, balcony repairs and water treatment. He noted that Hank and Ross took extra time ensuring that the agreement for the water treatment was modified to the Council's satisfaction. He added that the new cameras are in operation but that they are designed for security rather than by-law enforcement.

**(9) REPORT ON INSURANCE**

The strata manager provided a report on the insurance coverage for the strata corporation and noted that the previous year's insurance declaration sheet was contained in the AGM package. The new declaration sheet is attached to these minutes. Ross Ruddick informed the Owners of details of the Strata Corporation's insurance policy. The new policy will be entered into on April 1, 2019 for 12 months. Details of the current policy are as follows:

Property value -	\$ 69,412,200	<u>Deductibles:</u>	
		Water -	\$10,000
Liability coverage -	\$10,000,000	Flood -	\$10,000
Directors and Officers -	\$2,000,000	Glass -	250
		Earthquake –	10%

The strata corporation is fully insured against all perils as required by the Strata Property Act and the declaration sheet shows the various deductibles. The strata manager emphasized the importance of all owners also having their own content policy to cover any "betterments" as well as to have coverage should a strata insurance deductible be passed on to them. Ross Ruddick also noted that, in larger incidents and claims it may be necessary for the owners and the contents to vacate the suite for a prolonged period. Each owner should ensure that their content policy has coverage for both "content manipulation" and "additional living expense". The strata manager invited any owner to review their policy with him at any time. The strata manager is generally in attendance at Southwynd on Thursday mornings and he would be happy to review individual insurance policies between 8:45 and 9:00 AM. Please contact Ross Ruddick or Jesse Train if you wish to do this and they will coordinate a suitable time.

**MOVED – 404A**

**SECONDED – 201A**

**CARRIED**

**(10) APPROVAL OF THE 2019/2020 OPERATING BUDGET - (50%+1)**

The Strata Manager then reviewed the proposed 2019/2020 budget. It was **MOVED** – 102E and **SECONDED** – 404A to approve the budget as presented.

After some discussion it was **MOVED** – 404A and **SECONDED** – 306A to amend the proposed budget by reducing the R/M salary line by \$4000.00. After discussion on the amendment the question was called and by a requested secret ballot, there were 24 in favour and 76 opposed and the amendment was:

**DEFEATED**

Another amendment, to increase the contribution to the CRF from \$120,000.00 to \$140,000.00 was **MOVED** – 404A and **SECONDED** – 106E. After discussion, the question was called. There was a request for a secret ballot but this was denied by the President. By a show of voting cards the amendment was:

**DEFEATED**

Discussion then returned to the original budget proposal and, by a show of cards it was: **APPROVED**

The year-end financial statements will accompany the April or May Council meeting minutes.

There will be no Fee Schedule attached to these minutes as it was included in the AGM package that was distributed to Owners prior to the meeting.

The payment of your monthly Strata fees can be made in the following ways:

Automatic withdrawal from an Owner's account by completing a Personally Approved Payment agreement and forwarding a "Void" cheque for that account.

**If an Owner is already on this system, no further action is required.**

Post-dated cheques, whereby an Owner supplies Crossroads with 12, post-dated cheques dated the first of each month, commencing April 1, 2019, payable to **Strata Plan LMS 1107 – Unit #\_\_\_\_\_**. Cheques may be left in mailbox in the clubhouse for pick-up.

Please note that our fiscal year runs from April 1 to March 31 each year. Crossroads Management did not have sufficient time to put the strata fee increase through for the April 1<sup>st</sup> automatic withdrawal so the May 1<sup>st</sup> withdrawal will be at the new fee level + the difference in the April maintenance fee. The June 1<sup>st</sup> fee withdrawal will just be at the new approved level...as will the rest of the fiscal year.

**(11) ELECTION OF STRATA COUNCIL-RATIFY THREE MEMBERS ELECTED IN 2018**

Council members Gary Myers, Hank Lageweg and Greg Egan were elected to two-year terms in 2018 but, in order to serve their second year, need a ratification vote of the owners to complete their second year. It was **MOVED** - 102B and **SECONDED** – 308A to ratify their second year term.  
**CARRIED**

**(12) ELECTION OF STRATA COUNCIL-ELECT FOUR MEMBERS FOR TWO YEARS**

Current council members Gary Greer, Maureen Silliker, and Lori Welters indicated that they are willing to stand for re-election. Advance biographies were received from them along with a biography from Lou Anne Waln and these were published in the AGM notice. The Strata Manager invited additional nominations from the floor but, none being received after three calls, he declared nominations closed.

In order to be elected to council a candidate must receive 50% or more of the votes cast as a minimum majority. As there were no additional candidates, the vote was done by show of cards. Candidates elected were Gary Greer, Maureen Silliker, Lori Welters and Lou Anne Waln. **CARRIED**

**(13) RULE RATIFICATION**

There were no rules passed by Council over the past year to be ratified.

**(14) CONSIDERATION of 3 / 4 VOTE "A" (Special Resolution "A")**

**Therefore be it resolved** as a  $\frac{3}{4}$  vote of the Owners, LMS – Southwynd that the Strata Council be authorized to spend up to \$13,000.00 to have an updated depreciation report prepared this year as per the provisions of the Strata Property Act and Regulations.

**Moved** – 408A

**Seconded** – 202D

**CARRIED**

**(15) CONSIDERATION of 3 / 4 VOTE "B" (Special Resolution "B")**

**Therefore be it resolved** as a  $\frac{3}{4}$  vote of the Owners, LMS – Southwynd that the updating of the depreciation report is permitted to be delayed by up to eighteen months after March 26, 2019 as per the provisions of the Strata Property Act and Regulations.

With the approval of Special Resolution "A" this resolution was:

**WITHDRAWN**

**(16) CONSIDERATION of 3 / 4 VOTE "C" (Special Resolution "C")**

**Therefore be it resolved** by a  $\frac{3}{4}$  vote of the owners of LMS 1107 to authorize the expenditure, from the Contingency Reserve Fund, an amount up to \$85,000.00 to proceed with these repairs on selected unit balconies in 2019.

**Moved – 102E    Seconded- 201A**

**CARRIED**

**(17) CONSIDERATION of 3 / 4 VOTE "D" (Special Resolution "D")**

**Therefore be it resolved** by a  $\frac{3}{4}$  vote of the owners of LMS 1107 to authorize the expenditure, from the Contingency Reserve Fund, an amount up to \$7,000.00 to have targeted building washing done in 2019.

**Moved – 111E    Seconded- 201A**

**CARRIED**

During the discussion, it was noted by Jesse Train that other quotes, yet to be approved by Council, had come in to expand the scope of work to be the entire buildings. Owners will still be responsible to clean accessible areas.

**(18) CONSIDERATION of 3 / 4 VOTE "E" (Special Resolution "E")**

**Therefore be it resolved** by a  $\frac{3}{4}$  vote of the owners of LMS 1107 to authorize the expenditure, from the Contingency Reserve Fund, an amount up to \$15,000.00 to proceed with the replacement of the heating/air conditioning unit in the clubhouse in 2019.

**Moved – 208B    Seconded – 106E**

**CARRIED**

**(19) CONSIDERATION of 3 / 4 VOTE "F" (Special Resolution "F")**

**Therefore be it resolved** by a  $\frac{3}{4}$  vote of the owners of LMS 1107 that the bylaw 32 that currently reads:



### Order of Business

32. The order of business at an Annual or Special General Meeting is as follows:

- (a) register proxies and corporate representatives and issue voting cards,
- (b) determine that there is a quorum,
- (c) elect a person to chair the meeting, if necessary,
- (d) present to the meeting proof of notice of meeting,
- (e) approve the agenda,
- (f) approve minutes, as circulated, of the last Annual or Special General Meeting held within the current year,
- (g) deal with unfinished business,
- (h) receive reports of Council activities and decisions since the previous Annual General Meeting, including reports of committees, if the meeting is an Annual General Meeting,
- (i) ratify any new rules made by Council under section 125 of the Act at the Annual General Meeting following,
- (j) report on insurance coverage in accordance with section 154 of the Act, if the meeting is an Annual General Meeting,
- (k) approve the budget for the coming year in accordance with section 103 of the Act, if the meeting is an Annual General Meeting,
- (l) elect Council members if the meeting is an Annual General Meeting,
- (m) deal with new business, including matters about which notice has been given under section 45 of the Act,
- (n) terminate the meeting.

Be amended to now read:

### Order of Business

32. The order of business at an Annual or Special General Meeting is as follows:

- (a) register proxies and corporate representatives and issue voting cards,
- (b) determine that there is a quorum,
- (c) elect a person to chair the meeting, if necessary,
- (d) present to the meeting proof of notice of meeting,
- (e) approve the agenda **if the meeting is an Annual General Meeting**
- (f) approve minutes, as circulated, of the last Annual or Special General Meeting held within the current year **if the meeting is an Annual General Meeting**
- (g) deal with unfinished business **if the meeting is an Annual General Meeting**
- (h) receive reports of Council activities and decisions since the previous Annual General Meeting, including reports of committees, if the meeting is an Annual General Meeting,
- (i) ratify any new rules made by Council under section 125 of the Act at the Annual General Meeting following,

- (j) report on insurance coverage in accordance with section 154 of the Act, if the meeting is an Annual General Meeting,
- (k) approve the budget for the coming year in accordance with section 103 of the Act, if the meeting is an Annual General Meeting,
- (l) elect Council members if the meeting is an Annual General Meeting,
- (m) deal with new business, including matters about which notice has been given under section 45 of the Act **if the meeting is an Annual General Meeting**
- (n) terminate the meeting.

**Moved - 308A    Seconded – 201A**

**CARRIED**

**(20)    CONSIDERATION of 3 / 4 VOTE “G” (Special Resolution “G”)**

**Be it resolved** by a  $\frac{3}{4}$  vote of the owners of LMS 1107 to consolidate any changes approved at this AGM into the current bylaws as one complete set and to file this new set with Land Titles and, in so doing, to rescind all previous sets of bylaws on file.

**Moved - 207E    Seconded – 111E**

**CARRIED**

**(21)    VOLUNTEER AWARD**

The Harry Graff/Harold MacLean Volunteer Service Award was presented by Council President, Gary Greer, to Roman and Sherri, the son and daughter-in-law of Mary Dypchey.

Mary Dypchey was the ultimate volunteer and truly is the definition of this award.

Mary and her husband Bill moved into Southwynd in 1995 and immediately made a positive impact on the administration of the strata.

They established the twenty-year plan well in advance of government legislation making depreciation reports mandatory. Mary used her considerable accounting skills to manage the budget for the strata corporation. We are one of the very few stratas in BC that have never had to use a levy to raise money for projects because of her contribution to proper planning of our budget. She also had the vision, knowing her health was declining, to encourage Lori to come on to Council and to mentor her to succeed her in the role of Treasurer.

Mary was a fixture in our strata and acted as the go-to person for most of our owners. If someone had a problem or a question, they called Mary and she found an answer.

She kept track of parking stalls and spare keys for owners and never hesitated to assist an owner. Mary was also our resident historian and could always be called upon to provide background information for any building improvements or new equipment.

Mary served on Council for almost as long as the buildings have been standing...first as President and then, until her passing, as our Treasurer.

She will be missed.

The owners responded with a standing ovation in respect of Mary Dypchey.



# Mary DYPCHEY

July 23, 1932 - December 02, 2018

DYPCHEY, Mary

Born on July 23, 1932 in Flat Lake, Alberta on her grandparents' family farm to Michal and Sofia Berezowski. She passed away peacefully in the early morning of December 2, 2018. Mary was predeceased by husband of 54 years Bill Dypchey (2006) and brother Al Berezowski (2010). Survived by 2 brothers, 3 sisters; daughter and son; 6 grandchildren; 9 great-grandchildren; 3 great-great grandchildren; and many more relatives and friends. In memory of Mary a memorial feature will be placed in the Southwynd Condo garden. Donations towards the memorial feature are being accepted in lieu of flowers. Contributions can be made by e-transfer to [rdypchey@shaw.ca](mailto:rdypchey@shaw.ca). Condolences may be offered at [www.dignitymemorial.ca](http://www.dignitymemorial.ca)

## (22) DISCUSSION/NEW BUSINESS

- An owner requested that Council consider adding one more recycling tote for Building E.
- A number of owners indicated that they would welcome receiving Council minutes via E-Mail. Asked about the need to provide minutes to their realtors when they sell, the Strata Manager noted that the realtor would welcome those minutes in PDF form on a USB stick. We are attempting to populate an email distribution list so that we can reduce the amount of printing costs.
- An owner asked about obtaining the bylaws. The bylaws are on the Southwynd website and are also provided to every new owner. With the passage of the bylaw amendment, there will be a new set filed with the Land Titles Office and the newly elected Council will discuss whether to expense printing a full set for every owner or to simply make them available in PDF form. Once the registered bylaws are received back from Land Titles, they will be posted to the website.
- It was suggested by an owner that Council look at the lobby of Building E (and their suite door) for possible touch up painting.

- An owner asked when they could expect replies to correspondence sent to Council. The Strata Manager noted that Council will sometimes have them respond to correspondence by a mention in the minutes and, at other times, with a direct reply either via email or by letter.
- An owner noted that their fence is in need of painting and wondered when it will be done. There is no planned spending for a comprehensive fence painting and each request will be looked at on an individual basis. Although the Strata Corporation is responsible for most of the existing privacy fences (but not owner installed gates or additions), it is up to Council as to timing. We do have paint available for owners wishing to proceed on their own. The Council is actively looking at vinyl fencing but there are no current products that are the exact equivalent of our current lattice style.
- An owner complained about another owner planting items on common property. While Council has not been informed of any such recent activities, it is not permitted to do so without Council permission.
- The Strata Manager asked owners to advise him or Jesse should they notice any damage to awnings as a result of the windstorm. Depending on the extent of the damages, we may open an insurance claim. This would only apply to ripped awnings...not routine wear and tear.

**(23) TERMINATION OF MEETING**

Upon a motion from Unit 404A, the meeting was terminated at 8:23 PM.

The newly elected Council will hold their first meeting on Thursday, April 4, 2019 at 9:00 AM in the Clubhouse. At that time, they will be determining the various Executive and Committee positions.

Ross Ruddick  
 Jesse Train  
 Strata Managers  
 CrossRoads Management

Owners are encouraged to save the printed copies of the minutes. Generally most purchasers request up to two years worth of minutes when considering a purchase and, by retaining the minutes, this will save you the cost of photocopying that would be charged by the management company. Owners are also reminded that the Southwynd website does contain minutes and bylaws for your reference.

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
council@southwynd.ca

**STRATA COUNCIL**  
2018/2019

**PRESIDENT**  
Gary Greer - #107C

**VICE-PRESIDENT/BUILDING AND WORKS/  
LANDSCAPING**  
Gary Myers-#205C

**TREASURER**  
Lori Welters #201A

**SOCIAL LIAISON/CORP. SERVICES**  
Maureen Silliker#303D

**FINANCE/AT LARGE**  
Hank Lageweg – #107D

**SECURITY AND SAFETY**  
Greg Egan-#408A

**STRATA MANAGERS**  
Ross Ruddick (ross@crpm.ca)  
Jesse Train (jesse@crpm.ca)

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

**CROSSROADS MANAGEMENT LTD.**  
1001 - 7445 – 132<sup>ND</sup> STREET  
SURREY, B.C. V3W 1J8  
Phone: (778) 578-4445  
Fax: (778) 578-4447  
EMERGENCY CONTACT- 24/7

*Owners are advised that they should retain their printed copies of the minutes for future use. Should an owner decide to sell, most prospective buyers will usually request two years worth of minutes and, if you do not have them, there is a charge of .25 per page from CrossRoads for this service. Retaining the minutes will help you and/or the buyer avoid this charge.*

**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

**ATTENDANCE: REGRETS:**

Gary Greer  
Hank Lageweg  
Maureen Silliker  
Greg Egan  
Gary Myers  
Lori Welters

Lou Anne Waln – Observer

Ross Ruddick – CrossRoads Management  
Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on January 17, 2019. **CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

a) **Water Treatment** – The Strata Manager has gone over the contract that One Clear Water provided and requested changes to the contract. Once Clear Water has sent the revised contract the Strata Manager will sign and get the program in motion.

b) **Balconies** – The three balconies of 407D, 406D and 402B are underway. A couple balconies have been identified as problematic. The Strata Manager contacted Seal Tech to assess these balconies and necessary repairs were made to the balconies. There have been a few

more balconies identified and the Strata Manager will have these added to the list for inspection.

There are still two balconies that are waiting for deficiencies to be taken care of from the work completed last summer. The contractors have indicated that the work can commence when weather permits.

- c) **Awnings** – A couple of deficiencies were discovered on the repairs to the awnings. The contractor indicated he would be out to make the necessary repairs. The two awnings that completely blew off in the December wind storm have been ordered.
- d) **CRT Update** – One of the CRT disputes has been settled in favour of the Strata Corporation. If you wish to read on the results please visit the CRT website at: <https://civilresolutionbc.ca/> and search “LMS 1107”. The other CRT dispute is still under the investigation process.
- e) **Carpet Cleaning** – Carpet Cleaning is scheduled for some time in March. Notices will be posted which will have contact information if individual Owners wish to have their carpets cleaned while Alpha is on site. This would be at the individual Owners expense.
- f) **Insurance Claim** – The damage remediation is on-going from the water escape in building D.
- g) **Horizontal and Verticals** – Westech Plumbing and Heating will be on site Thursday, February 28th from 8:00AM to 4:00PM to clean the horizontal and vertical drains for each building.

Owners will need to remove their vehicles from the following parking spots:

8, 5, 2, 14, 16, 17, 27, 35, 55, 56, 78, 87, 120, 121, 122, 146, 147, 149, 150, 151, 154, 155, 157, 158, 160, 161, 162, 163, 164, 167, 185, 188, 189, 226, 227, 230, 231, 239, 238, 252, 253, 256, 257, 258, 278, 279, 296, 297.

The Strata Corporation and the contractors will not be responsible for any damage to vehicles that are not moved from these parking spots. Please arrange to have the vehicle moved for the time duration above. If needed you are obligated to use visitor parking on this day. Please contact Lori Welters if you need help in finding alternate parking for this event.

## **(5) SECRETARY’S REPORT**

- An Owner reported a leak in the clubhouse due to a plugged drain. The resident manager unplugged the drain. The Strata Manager will get in contact with the roofer to inspect the roof.

- There were multiple reports of no hot water in building A and D. Information on this issue under new business.
- An Owner was curious that they got a call from BC hydro indicated that they would turn off their power for about 30 seconds to do a check on their particular meter. This was Hydro doing a test on a new smart meter that was installed as a pilot for this unit. It was not a scam.
- Correspondence was received regarding window coverings not conforming to the bylaws. The Strata Manager had Council look into the complaint and was reported the blinds are on the grandfathered list in the particular area of the suit that has been approved.
- A suite door was not locking properly and the resident was able to make adjustments.
- A few units reported that they need new rollers for their patio doors. These units have been added to the list for Peak Glass.
- There were multiple Owners who asked for the original contract for the resident caretaker. The Strata Manager sent the contract to these Owners.
- An Owner requested their fence be looked at as it has dry rot and peeling paint. The fences will be assessed this summer.
- A request was made to have the building washed. This is being proposed at the AGM.
- An Owner indicated that they spoke with a Clear Water Technician and admitted that all the pipes need to be replaced before injecting the water treatment. This statement is false.
- An Owner indicated that they have a persistent cooking smell in their suite. Council investigated and found no such offensive smells. Living in a Condo it is normal to sometimes smell, hear and see your neighbours. This Owner also indicated that they have had second hand smoke smell. A letter has been sent to the Owner smoking and they apologized for any nuisance to their neighbours.
- An Owner reported water ingress into their unit. The Strata Manager will contact this Owner to see where this ingress is occurring.



- An Owner was wondering if they should open an insurance claim for the damage to their flooring from the leaky balcony. The Strata Manager responded to this unit indicating that they should contact their insurance as their flooring is a betterment and the Strata would only be obligated to put back in builders grade carpet, which is much cheaper, than the upgraded flooring they have in their unit.

## (6) **FINANCIAL REPORT**

The Financial Statements ending December 31, 2018 were reviewed it was **MOVED** and **SECONDED** to approve the financial statements of December 31,2018. **CARRIED**

There is one unit in arrears for the Strata Deductible that was charged back to the unit. The Management firm will be keeping in communication with them.

All Strata Fees are up to date. Thank you, Owners.

## (7) **COMMITTEE REPORTS**

**7.1 ROOFING** – No Report

**7.2 BUILDING &WORKS** – No report

**7.3 SAFETY AND SECURITY** – Council would like to remind Owners that when using the vehicle gates the full open to close cycle is 10 seconds and the gate stays open for about 4 seconds before it starts to close again. If you believe that this is not long enough for you to get down and through the gate before it starts to close, please purchase a clicker from the Strata Corporation for \$50.00 this way you can make sure the gate stays open longer for you to enter the garage.

It was reported that some building material was stolen, however, there is no evidence of where and who stole the materials.

**7.4 WORKSHOP SAFETY** – No report

**7.5 LANDSCAPING** – Deca has been doing a good job. There were reports of debris that the City of Surrey is responsible to clean up.

**7.6 CORPORATE SERVICES** – No Report

**7.7 BYLAWS** – Council discussed a couple of possible bylaw resolutions to be added to the 2019 AGM but only one will be brought forward.

**7.8 SOCIAL COMMITTEE REPORT:** No Report

**(8) NEW BUSINESS**

- a) **AGM Resolutions/Information Meeting** – It was **MOVED** and **SECONDED** to bring the proposed budget and the following resolutions to the AGM (pending the results of the information meeting held on February 21, 2019): \$15,000 for the clubhouse air conditioning and heating unit, \$85,000 for further balcony repairs, \$13,000 to re-new the depreciation report, \$7000 for spot washing of the buildings, \$9000 to remove and re-caulk all the clubhouse dome glass and a bylaw resolution to amend the order of business at an SGM. **CARRIED**
- b) **Accessibility Report** – The accessibility study has been completed and a report will be presented to Council for further review. There is a large list that can help improve the accessibility at Southwynd and Council will select a number of items to get quotes on. Southwynd will then apply for grants to help fund the upgrades up to \$20,000.
- c) **Parkade Leaks** – A quote was reviewed to have a number of parkade cracks injected to stop them from leaking. It was **MOVED** and **SECONDED** to approve the quote from Huinink Ventures. **CARRIED**
- d) **Keep Balconies Clear** – With the cold weather and snow upon us it is Owners responsibility to make sure their drains are clear and the snow is removed off your balconies. Any water ingress damage that occurs from a drain being frozen and snow not removed will be the full responsibly of the Owner. If you are not able to do it yourself, please contact a friend, neighbor or relative. Also you can contact a companies such as:
- **Run Star Home Services – 604-367-6951**
  - **Service Master – 604-330-1542**
- e) **Building A, B and D hot water issues** – Reports of frequent hot water shortages in these buildings were investigated by the plumbing company that services our Bosch demand hot water system. In each of the buildings it was noted that the gas pressure was insufficient and adjustments were made and, for the most part, this corrected the problem....but not entirely. In Building D we still had two units who were not receiving hot water while other owners were fine. The system is such that it is either hot water for all or for none so further investigation was required. This investigation discovered a supply line issue that only impacted three units that are on the same shared line and this was corrected. This left building A where reports of inadequate hot water still continued. The plumber discovered a failed diaphragm in one of the boilers (the previous week’s inspection found it to be fine) and the diaphragm has now been replaced. This, so far, seems to have rectified the problem. The Council has received advice on how to increase the volume of hot water available should these recent steps still not deliver a constant and reliable flow

of hot water. Please ensure that you contact Florian and CrossRoads if there is insufficient hot water. Do also consider doing laundry mid-day when demand for hot water for showers is lower. This also should be considered around the dinner hour when people are using dishwashers.

- f) **Buddy Form** – We have included another buddy form for Owners to fill out if you have not done so already.
- g) **Snow Removal** – Council would like to thank all the volunteers who helped remove the snow on the gate ramps, walkways and entrances. As there was a lot of snow, the contractors were not able to get out to Southwynd right away. This is a huge help as these contractors do have many other buildings to service and patients of having the snow removed is greatly appreciated.
- h) **Cribbage Club** – The Cribbage Club is seeking new members to join. Owners who have never played are also encouraged to join and learn the game. If you are interested, contact Lynn Brauer at 604-535-0226.

There being no further business, the meeting was adjourned at 11:20 AM

Next Council Meeting is scheduled for Thursday, March 21, 2019 at 9:00 AM in the clubhouse.

AGM is scheduled for Tuesday, March 26, 2019 at 6:30 PM in the clubhouse.

Ross Ruddick, Strata Manager, CrossRoads Management  
Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

***Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.***

**LOCATION:**

9:00 AM – Clubhouse  
1705-1785 Martin Drive, Surrey, B.C.

**SOUTHWYND WEB SITE**  
www.southwynd.ca

**CONTACT COUNCIL**  
council@southwynd.ca

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Gary Myers-#205C

**TREASURER**  
Lori Welters #201A

**SOCIAL LIAISON/CORP. SERVICES**  
Maureen Silliker#303D

**FINANCE/AT LARGE**  
Hank Lageweg – #107D

**SECURITY AND SAFETY**  
Greg Egan-#408A

**STRATA MANAGERS**  
Ross Ruddick (ross@crpm.ca)  
Jesse Train (jesse@crpm.ca)

**RESIDENT MANAGER**  
Florian Mitoi  
(604)760-5743

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**\*\*\*MOTIONS MADE BY COUNCIL MEMBERS ARE CARRIED UNANIMOUSLY UNLESS NOTED\*\*\***

<b>ATTENDANCE:</b>	<b>REGRETS:</b>
Gary Greer	Gary Myers
Hank Lageweg	Lori Welters
Maureen Silliker	
Greg Egan	

Jesse Train – CrossRoads Management

**(1) CALL TO ORDER**

The meeting was called to order at 9:00 AM by the President, Gary Greer, with a quorum being present.

**(2) POTENTIAL NEW COUNCIL MEMBER MEETING**

Lou Anne met with Council at the beginning of the meeting to introduce herself as a potential replacement Council Member. After introducing her background and experience, she was then asked to leave for the remainder of the meeting. There will be a couple more owners that have shown interest in becoming a Council Member and will be asked to come to a future Council meeting to introduce themselves.

**(3) ADOPTION OF PREVIOUS MINUTES**

It was **MOVED/SECONDED** to adopt the minutes of the meeting held on December 20, 2018. **CARRIED**

**(4) BUSINESS ARISING FROM THE MINUTES**

a) **Water Treatment** – It was **MOVED** and **SECONDED** to lease the Clearwater equipment as opposed to paying the full amount outright. A Council member had some questions on the contract. The Strata Manager will reach out to Clearwater for answers to these questions. A before and after record of pinhole

leaks will be kept in order to gauge the effectiveness of the installation.

**CARRIED**

- b) Balconies** – The Strata Manager has signed the detailed CCNC contract with the company that will perform the balcony remediation. The measurements for the windows will commence on January 24<sup>th</sup>, 2019. There have been reports of other balconies leaking. These balconies have been added to the list for Seal-Tech to assess and see if the balcony can be repaired as opposed to being replaced.
- c) Awnings** – Council wanted to hear how the patch jobs by Century Signs and Awnings went before approving a quote to replace two awnings that were torn off during the windstorm.
- d) CRT Update** – One CRT is nearing the end of the process and the results are scheduled to be released on February 24, 2019. The other CRT claim is now in the dispute response stage where all evidence will be given to the CRT for processing.
- e) Light Post/Bollard** – The electrician is waiting on the light post from his supplier to install.
- f) Carpet Cleaning** – After another quote was presented to Council for carpet cleaning, it was **MOVED** and **SECONDED** to proceed with the first company – Alpha Carpet and Duct Cleaning.  
**CARRIED**
- g) Insurance Claim** – The damage remediation is on-going from the water escape in building D.
- h) Horizontal and Verticals** – The Strata Council requested the Strata Manager to get a date of when the horizontal and vertical stacks are being cleaned by WesTech.

#### **(5) SECRETARY'S REPORT**

- An owner asked why there was no hot water in building A. The resident Caretaker resolved the issue.
- An owner sent correspondence in regard to a crack on the concrete slab under the floor of a unit owner that was impacted by the water damage claim. An engineer investigated the crack and wrote a report indicating that it is caused by natural settling and is not structurally damaging.
- An owner was asking when the pile of broken cement bricks outside the electrical room of building D will be removed. Although caused by the electrician replacing the transformer, the Caretaker will be moving the bricks away.

- An owner sent correspondence regarding their 2019 property assessment and disagreed with the assessed value. The owner noted that it was too high for what they believe the unit to be worth. Council thanks the owner for the correspondence and encourages the owner to contact the BC Assessment office to file a dispute on the assessed value.
- An owner asked for the contact details of the original supplier of the vertical blinds at Southwynd. The Strata Manager noted that he did not have that information.
- It was reported that there is water ingress originating from a balcony. This unit has been added to the list of balconies that need repair.
- A different owner reported that they are experiencing leaks from the glass canopy located above the kitchen balcony. Peak Glass was sent to investigate and quote on a replacement.
- It was noted that the sliding door track in the living room of a unit fills up with water. Peak Glass was sent to investigate
- An owner sent correspondence in regard to one of their bedroom window units does not appear to have a drain hole and as a result, water builds up and does not drain. Peak Glass was also asked to investigate this issue.
- An owner indicated an outstanding ceiling repair that needs attention. Ric Fountain has been sent to this unit.
- Another Owner requested new rollers for their balcony door. Peak Glass has added this unit to their list.
- An Owner requested to extend their fence surrounding their patio. Council requested to be shown a sketch or drawing on what they propose to do.

## **(6) FINANCIAL REPORT**

The Financial Statements ending December 31, 2018 were tabled for review as the treasurer was not present at the meeting.

There is one unit in arrears for the Strata Deductible that was charged back to the unit. The Management firm will be keeping in communication with them.

All Strata Fees are up to date. Thank you, Owners.

**(7) COMMITTEE REPORTS**

**7.1 ROOFING** – No Report

**7.2 BUILDING &WORKS** – No report

**7.3 SAFETY AND SECURITY** – It was noted that a Purolator delivery truck that was parked in the loading zone in front of building A had packages stolen. Council asks that if there are any owners that has seen the incident to report it to the RCMP.

**7.4 WORKSHOP SAFETY** – No report

**7.5 LANDSCAPING** – Deca has been doing a good job. There was reports of debris that the City of Surrey is responsible to clean up.

**7.6 CORPORATE SERVICES** – No Report

**7.7 BYLAWS** – Council discussed a couple possible bylaw resolutions to be added to the 2019 AGM.

**7.8 SOCIAL COMMITTEE REPORT:** Claudette Crowley will be stepping down as chairperson of the Social Committee. We thank Claudette for her volunteer work with many social events. She was committed, dedicated & willing to work for the community. Thanks Claudette.

**(8) NEW BUSINESS**

- a) **Property Assessment** – It was brought up by an owner that their property assessment is too high. Owners that disagree with the assessment must contact the number listed on the form to dispute the value.
- b) **Treadmill Service** – The treadmill in the Clubhouse has been serviced. However, it was reported that the treadmill was only working for 5 minutes at a time. Flaman fitness will be called back to see what may have gone wrong.
- c) **Budget** – A first draft budget was reviewed by Council. Adjustments to the budget will be made and presented at the Owners meeting of February 21<sup>st</sup>.
- d) **AGM Resolutions/Information Meeting** – Spending and bylaw resolutions were discussed by Council. These resolutions will be brought forward to the Owner at the information meeting.

If you are interested in running for Council please email [jesse@crpm.ca](mailto:jesse@crpm.ca) or [ross@crpm.ca](mailto:ross@crpm.ca) with a bio of who you are and any information that you would like the Owners to know about you so it can be included in the AGM package.

- e) **Parking Garage** – It was unfortunate that an Owner had accidentally ran into the parking garage gate #2. It was very fortunate to have Florian available to address the issues as he was able to get the gate back in operation with relative ease and no expense to the Strata.
- f) **Cribbage Club** – The Cribbage Club is seeking new members to join. Owners who have never played are also encouraged to join and learn the game. If you are interested, contact Lynn Brauer at 604-535-0226.

There being no further business, the meeting was adjourned at 12:25 PM

Next Council Meeting is scheduled for Thursday, February 14, 2019 at 9:00 AM in the clubhouse.

Information Meeting is scheduled for Thursday, February 21, 2019 at 9:00 AM in the clubhouse.

Jesse Train, Strata Manager, CrossRoads Management

**EMERGENCY CONTACT**  
**24 HOUR SERVICE**  
**(778) 578-4445**

*Calling afterhours for an emergency you will be asked to press "1". This takes you to our afterhours 24/7 call centre who will then contact the Strata Manager (or their back-up) at home or on their cell phone.*