

**MINUTES  
STRATA COUNCIL MEETING  
THE RESIDENTIAL OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL – RESIDENTIAL SECTION**

***Held on January 9, 2019  
Within the Meeting Room, Grand Central 3, Coquitlam, BC***

<b>COUNCIL IN ATTENDANCE:</b>	John Siddons	President
	Robert Ling	Vice President ( <i>by phone</i> )
	David Pais	Treasurer
	Francisca De Buen	Privacy Officer
	Hai Zhou	Member
	Goodarz Nategh	Member
<b>STRATA MANAGER:</b>	Marilyn Robidoux	FirstService Residential
	Valerie Lindstrom	First Service residential

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The meeting was called to order at 6.15 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held November 28, 2018 as circulated.

6 IN FAVOUR          0 OPPOSED          0 ABSTAINED          **CARRIED.**

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Council thanks all Owners who have made their monthly strata fee payments in full and on time each month. **CARRIED.**

**NOTE:** Council reviewed the outstanding fines, interest and special levies and chargebacks. Council requested that the Strata Manager review the statement preparing lien documents.

2. ***Report on Unapproved Expenditures:*** There are no unapproved expenditures to report. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** It was moved and seconded to approve the financial statements for November 28, 2018. **CARRIED.**

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

7 IN FAVOUR          0 OPPOSED          0 ABSTAINED          **CARRIED.**

4. ***2019-2020 Draft Budget:*** The Strata Manager presented a draft budget for the strata council to begin, preparing a new budget in advance of the AGM to held on March 28<sup>th</sup> 2019.

### **REPORT ON LITIGATION**

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

- ***CRT Claim – Commercial vs. BCS 3495 Residential (John Siddons)***

### **BUSINESS ARISING**

1. ***Cost Sharing Agreement:*** Mr Mendes in response to a request for a quotation to expand the draft cost sharing document and draft resolutions has presented a per hourly rate. Council will submit some requests to be forwarded to Mr. Mendes at the end of the month. Council discussed the matter and agreed to go forward with a draft agreement, but not the resolutions until such time all parties can agree to the document.
2. ***Condensation and Moisture:*** It has been reported to the Council that some units have a moisture and condensation problem that that has been mistakenly been identified as a membrane leak. The Strata Manager will send a document prepared by an engineering firm to all Owners in both English and Chinese to inform Owners on how to reduce the moisture in their units.
3. ***Gate Installation:*** Overhead door will complete the installation of the gate to the upper ramp in G3 in the next few days.
4. ***Membrane Repair:*** Council discussed the start of the membrane repairs to the podium of G3 parkade. Council approved Applied Coating to begin work as soon as possible. The Contractor will work with the engineering firm and the Strata Manager to work out the logistics in completing the work with the least amount of disruption to the Owners.

### **CORRESPONDENCE**

1. ***Bylaw Violation Report:*** Council received several complaints from one unit that there was excessive noise emanating from a unit adjacent to their own. Council reviewed the complaint and a bylaw infraction letter for noise will be sent to the Owners.

### **IMPORTANT REMINDERS**

#### **(SMOKING):**

Please be advised that recently we are in receipt of complaints with regards to smoking on the 5<sup>th</sup> floor of 2968 Glen Drive (Grand Central 2). Although smoking is allowed within the suites, we kindly request that you ventilate accordingly to avoid seepage of smoke and smell into adjacent suites and common hallways.

Lastly, under **no circumstance** is smoking allowed on Common and/or Limited Common Property.

Please note that as this is deemed a nuisance, it may be subject to a fine of \$200.00 per occurrence.

#### **(VEHICLE AND STORAGE LICENSE):**

**Please be advised that some vehicles/motorcycles in the parkade are without insurance.**

**Please immediately post storage insurance in the window of your vehicle (where applicable) – you may black out personal information.**

**Valid insurance decals to be displayed at all times.**

If you have any questions, please contact onsite Building Managers between 9:00 a.m. – 5:00 p.m. by email at [bmanagerc@gmail.com](mailto:bmanagerc@gmail.com) or by phone:

- Allan 778.952.8090
- Robert 778.952.8010

Please note that failure to comply may result in fines, \$200.00 per occurrence.

**Thank you in advance for your co-operation.**

**NEW BUSINESS**

1. **Meeting Room Furniture:** With the completion of the Meeting Room upgrade the Strata Council purchased two folding tables and chairs.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 7.40 p.m.

**Next Meeting:** Wednesday, February 6, 2019, 6.00 p.m. at GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Marilyn Robidoux  
Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/cn

**Email:** Marilyn.Robidoux@fsresidential.com

**Direct Line:** 604.648.6319

**General:** 604.683.8900 (24 hours emergencies)

**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

[www.fsresidential.com](http://www.fsresidential.com)

**Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.**

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**MINUTES  
RESIDENTIAL EXECUTIVE MEETING  
THE RESIDENTIAL OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL – RESIDENTIAL SECTION**

*Held on February 6, 2019  
Within the Meeting Room, Grand Central 3, Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	John Siddons	President
	Robert Ling	Vice President ( <i>by phone</i> )
	David Pais	Treasurer
	Francisca De Buen	Member
	Hai Zhou	Member
	Goodarz Nategh	Member
<b>REGRETS:</b>	Tiam Alivand	Member
<b>STRATA MANAGER:</b>	Marilyn Robidoux	FirstService Residential

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The meeting was called to order at 6:00 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was agreed to table the minutes of January 9, 2019.

**FINANCIAL REPORT**

1. **2019-2020 Draft Budget:** The Residential Executive had reviewed and worked on a budget at the previous Residential Executive meeting. The Executive agreed at the meeting to hold this special meeting to use the actual year end numbers to finalize the budget. After reviewing the budget line by line with the actual numbers. It was moved and seconded to approve the final draft for presentation to the owners at the AGM.

Approved 6      Opposed 0      Abstain 0      **CARRIED.**

**REPORT ON LITIGATION**

**CRT OPEN CLAIMS:**

- BCS 3495 Commercial vs. BCS 3495 Strata (John Siddons)

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 7.15 p.m.

**Next Meeting:**           SGM: Monday, March 18, 2019, 7:00 pm in the cage.  
                                  AGM: Thursday, March 28, 2019, 7.00 p.m. at Douglas College.

**FirstService Residential BC Ltd.**



Marilyn Robidoux  
Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

**General:** 604.683.8900 (24 hours emergencies)  
**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

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**MINUTES  
RESIDENTIAL EXECUTIVE MEETING  
THE RESIDENTIAL OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL – RESIDENTIAL SECTION**

**Special Meeting for Finalization of Budget and AGM Notice**

*Held on February 21, 2019  
Within the Meeting Room, Grand Central 3, Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	John Siddons	President
	Robert Ling	Vice President ( <i>by phone</i> )
	David Pais	Treasurer
	Goodarz Nategh	Member
<b>STRATA MANAGER:</b>	Marilyn Robidoux	FirstService Residential
	Xantha Radley	FirstService Residential

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The meeting was called to order at 6.15 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to table the Minutes of the Residential Executive Meeting held February 6, 2019. **CARRIED**

**FINANCIAL REPORT**

1. **2019-2020 Draft Budget:** The Strata Manager presented a draft budget for the Residential Executive to continue preparing a new budget in advance of the AGM to be held on March 28<sup>th</sup>, 2019. The Executive discussed at length line by line of the budget.

This meeting had been called so the Executive could review the final year end numbers before suggesting a budget for the Owners. It was moved and seconded to approve the final draft.

Approved 4      Opposed 0      Abstain 0      **CARRIED.**

2. **AGM Notice:** The Residential Executive agreed that there would be no additional Resolutions presented at the AGM.

**REPORT ON LITIGATION**

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

- **CRT Claim – Commercial vs. BCS 3495 Residential (John Siddons)**

**IMPORTANT REMINDERS**

**(SMOKING):**

Please be advised that recently we are in receipt of complaints with regards to smoking on the 5<sup>th</sup> floor of 2968 Glen Drive (Grand Central 2). Although smoking is allowed within the suites, we kindly request that you ventilate accordingly to avoid seepage of smoke and smell into adjacent suites and common hallways.

Lastly, under **no circumstance** is smoking allowed on Common and/or Limited Common Property.

Please note that as this is deemed a nuisance, it may be subject to a fine of \$200.00 per occurrence.

**(VEHICLE AND STORAGE LICENSE):**

**Please be advised that some vehicles/motorcycles in the parkade are without insurance.**

**Please immediately post storage insurance in the window of your vehicle (where applicable) – you may black out personal information.**

**Valid insurance decals to be displayed at all times.**

If you have any questions, please contact onsite Building Managers between 9:00 a.m. – 5:00 p.m. by email at [bmanagerc@gmail.com](mailto:bmanagerc@gmail.com) or by phone:

- Allan 778.952.8090
- Robert 778.952.8010

Please note that failure to comply may result in fines, \$200.00 per occurrence.

**Thank you in advance for your co-operation.**

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 7.15 p.m.

**Next Meeting:**           **Special General Meeting:** Monday, March 18, 2019 in the cage.

**Annual General Meeting:** Thursday, March 28, 2019 at Douglas College.

**FirstService Residential BC Ltd.**



Marilyn Robidoux  
Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

**General:**           604.683.8900 (24 hours emergencies)

**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on Thursday, May 30, 2019  
in Meeting Room, Grand Central 3  
Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jenny Ye Jason Greene Guiying Feng Alexander Barnetson Hai Zhou Camella Wong	President Vice-President Treasurer
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential
<b>REGIONAL DIRECTOR:</b>	Valerie Lindstrom	FirstService Residential

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The meeting was called to order at 6:40 p.m.

**NEW STRATA MANAGER**

It was noted that Mikhail Ratchkovski has been assigned as a new Strata Manager.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

The minutes of May 16, 2019 were tabled.

The Council also noted that after September 1, 2019 all minutes will be distributed by email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata Bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** It was noted that the Council approved an interfund loan of 52,000 from the Contingency Reserve Fund (CRF) for the payment of Gas invoices. The funds expected to be returned back to the CRF by the end of the fiscal year. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** the financial statements for January, February, March and April 2019 were tabled.



Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

### **REPORT ON LITIGATION**

The Council appointed Alexander Barnetson and Jason Greene as the CRF and HRT claims representatives.

#### ***CRT OPEN CLAIMS:***

- Cage Installation
- Strata Procedures
- Water Appropriation
- BCS3495 Commercial vs. BCS3495 Strata (John Siddons)

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge there is no litigation to report.

### **BUSINESS ARISING**

1. ***Cost Sharing:*** The Council discussed cost sharing agreement and this issue was tabled pending review of the available options by all parties. This matter will be further discussed at the next meeting.
2. ***Elevator Reports:*** Elevator Servicing contractors advised:
  - (a) ***Thyssen Krupp*** – GC1 – all good, no issues reported.
  - (b) ***Otis*** – GC2 – Shives were replaced to reduce the noise.
  - (c) ***Otis*** – GC3 – Motor rebuilt, pending replacement shives to reduce noise.

It was also noted that Otis recommended installation of additional layer of drywall in the elevator shaft to further minimize the noise transfer. The recommendation was tabled and will be further discussed with the contractor.

3. ***Pool Change Room:*** It was noted that all repairs have been completed.
4. ***Gym Equipment:*** Issue was tabled pending proposals for consideration.
5. ***FOBs:*** The Council discussed an option of upgrading the FOBs equipment for improved operability between all common property areas. Noting that this capital item will require significant funding, the issue was tabled and will be discussed at the time of the next budget workshop in preparation for the next fiscal year expenses.

### **CORRESPONDENCE**

1. There was no correspondence discussed.

**NEW BUSINESS**

1. **Hydro Flushing:** It was noted that as part of the drainage improvement and to avoid water backing up from the drains a hydro flushing project is under way. The work requires access to the plumbing from the underground parkade in the storage lockers. The Council would like to thank all resident who were providing access to their lockers to make sure this important project is done on time and under budget.
2. **Hot Tub Chlorinator:** The Council tabled a proposal from the Imperial Paddock for installation of an automatic chlorine dispenser and decided to register the building staff for a pool course that will allow the staff better understanding of the safety, security and identification of potential issues with the pool and hot tub.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 8.10 p.m.

**Next Meeting:** Tuesday, June 25, 2019, 6:00 p.m. at GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/jh

**Email:** Mikhail.Ratchkovski@fsresidential.com

**General:** 604.683.8900 (24 hours emergencies)

**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

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After the registration the Owners will be able access The Grand Central BCS3495 Website Portal: <https://bcs3495r.connectresident.com/>

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on Tuesday, June 25, 2019  
in the Meeting Room, Grand Central 3  
Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jason Greene Elson Qin Alexander Barnettson Hai Zhou Camella Wong	Vice-President Treasurer
<b>REGRETS:</b>	Jenny Ye	President
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 9:25 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held May 30, 2019, as circulated.

The Council also noted that after September 1, 2019, all minutes will be distributed by email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed, and the amounts noted. Owners are reminded that Strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata Bylaws. The Council thanks all Owners who have made their monthly Strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** The financial statements for January, February, March, and April 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

## **REPORT ON LITIGATION**

The Council appointed Alexander Barnetson and Jason Greene as the CRF and HRT claims representatives.

### ***CRT OPEN CLAIMS:***

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

## **BUSINESS ARISING**

1. ***Cost Sharing Agreement:*** The issue was tabled, noting that a meeting was held on June 17<sup>th</sup> with the representative of the commercial section to go over the draft of the proposed cost-sharing expenses. Additional meetings will be held to finalize the initial draft for further review by a lawyer. This matter will be further discussed at the next meeting.
2. ***Elevator Reports:*** Elevator servicing contractors advised
  - (a) ***Thyssen Krupp*** – GC1 – all good, no issues reported.
  - (b) ***Otis*** – GC2 – Council reviewed and approved payment of invoice FV17479001 for \$10,242.75 related to the emergency door repairs. It was noted that the insurance deductible is \$10,000 and no insurance will be filed for this loss.
  - (c) ***Otis*** – GC3 – Motor rebuilt, pending replacement shives to reduce noise.

It was also noted that Otis recommended the installation of an additional layer of drywall in the elevator shaft to further minimize the noise transfer. The recommendation was tabled and will be further discussed with the contractor.

3. ***Gym Equipment:*** The issue was tabled pending proposals for consideration.
4. ***FOBs:*** The Council noted that the current entry system is based on several different types of fobs creating difficulties for general access to the property and servicing of the existing systems. Considering the substantial cost for the replacement of the key fob system, the issue was tabled and will be discussed in future meetings with the intent to propose a funding option for this capital project at the next Annual General Meeting.
5. ***Hydro Flushing:*** The Council noted that hydro flushing of the common property drains has been completed. The frequency of the future services will be discussed at the time of the next budget workshop in preparation for the next fiscal year expenses. The Council would like to thank all residents who were providing access to their lockers to make sure this important project was completed on time and under budget.

6. **Hot Tub Chlorinator:** The Council reviewed and approved a proposal for the replacement of the chlorinator at a cost of \$1,485 plus the GST.

#### **NEW BUSINESS**

1. **605-2975 Water from a Balcony:** The Council reviewed a concern about water being allowed to run off the balcony, noting that a letter has been sent to the Owner requesting immediate attention to this issue. Everyone is reminded not to allow water to run off balconies and not to throw any items from the balconies. This is not only a Bylaw infraction it may lead to undue damage to the common and private property and harm residents.
2. **506-2975 Water Leak/Condensation:** The Council reviewed a concern from an Owner about a potential water leak in the unit. The new resident of the unit will be monitoring the issue and will inform if there is an actual leak or if the issue was related to condensation.
3. **Landscaping Contract Renewal:** The Council discussed the upcoming renewal of the landscaping contract and the issue was tabled pending receipt of alternative proposals from different landscaping vendors.
4. **503-2978 Glen Dr. Smoking on a Balcony:** The Council noted that a letter has been sent to the Owner following up on the complaint of the residents smoking on the balcony. This matter and response from the Owner will be discussed at the next meeting. Everyone is reminded that smoking on the balconies is prohibited under the Strata Bylaw and \$200 fines may be issued for this infraction.
5. **905-2968 Glen Dr. Smoking Odour:** The Council reviewed a concern about marijuana smoke odour causing a nuisance to surrounding units. A letter will be sent to the Owner asking to take necessary steps to ensure proper ventilation.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 10:15 p.m.

**Next Meeting:** Tuesday, July 30, 2019, 7:00 p.m. at GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/yl

**Email:** Mikhail.Ratchkovski@fsresidential.com  
**General:** 604.683.8900 (24 hours emergencies)  
**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)  
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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on Tuesday, July 30, 2019  
Within the Meeting Room, Grand Central 3*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jenny Ye Jason Greene Elson Qin Alexander Barnettson Camella Wong	President Vice-President Treasurer
<b>REGRETS:</b>	Hai Zhou	
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 7:35 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held June 25, 2019, as circulated.

The Council also noted that after September 1, 2019, all minutes will be distributed via email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed and the amounts noted.

Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.

2. ***Report on Unapproved Expenditures:*** There are no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.

3. ***Monthly Statements:*** The financial statements for May 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on "Forms and Documents", then "Financial Document", and then selecting the desired file.

**REPORT ON LITIGATION**

Alexander Barnettson and Jason Greene are the CRF and HRT claims Representatives.

***CRT OPEN CLAIMS:***

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. ***Elevator Reports:*** The Contractors for elevator servicing were advised on the following:
  - (a) ***Thyssen Krupp – GC1:*** All good, no issues reported.
  - (b) ***Otis – GC2 and GC3:*** Pending proposal for a 5-year term contract renewal.
2. ***Gym Equipment:*** This item was tabled pending proposals for consideration.
3. ***Hot Tub Chlorinator:*** The Council reviewed and approved a proposal for the replacement of the chlorinator for \$1,485 plus the GST.
4. ***Unit 503-2978 – Smoking on a Balcony:*** The Council noted that a letter has been sent to the Owner following up on the complaint of the residents smoking on the balcony. This matter and response from the Owner were discussed and the Council decided that a warning at this time was adequate. ***Everyone is reminded that smoking on the balconies is prohibited under the Strata bylaw and \$200 fines may be issued for this infraction.***

### **NEW BUSINESS**

1. ***Unit 905-2968 – Water from a Balcony:*** The Council reviewed a concern regarding water being allowed to run off the balcony, noting that a letter has been sent to the Owner requesting immediate attention to this issue. ***Everyone is reminded not to allow water to run off balconies and not to throw any items from the balconies. This is not only a bylaw infraction, it may lead to undue damage to the common and private property and harm residents.***
2. ***Unit 709-2975 – Smoking on the Balcony:*** The Council noted that a letter has been sent to the Owner following up on the complaint of the residents smoking on the balcony. This matter and response from the Owner will be further discussed at the next Council Meeting when a decision will be made on the alleged bylaw offence. ***Everyone is reminded that smoking on the balconies is prohibited under the Strata bylaw and \$200 fines may be issued for this infraction.***
3. ***Unit 2104-2975 – Noise Complaint:*** The Council noted that a letter has been sent to the Owner following up on the complaint regarding a noisy party. This matter and response from the Owner will be further discussed at the next Council Meeting when a decision will be made on the alleged bylaw offence. ***Everyone is reminded to be respectful of the hours of the day when music is played and noise transferring between the units. Under the Strata bylaw, \$200 fines may be issued for this infraction.***
4. ***Unit 2604-2968 – Noise Complaint:*** The Council noted that a letter has been sent to the Owner following up on the complaints regarding noise disturbances within the unit. This matter and response from the Owner were discussed and the Council decided to issue a \$200 fine for the bylaw infraction.



5. **Unit 905-2968 – Smoking:** The Council noted that a letter of response has been received from the Owner and the issue was tabled.
6. **Carpet Cleaning:** The Council ratified a decision to hire Dazzle for carpet cleaning of the hallways for \$5,891.
7. **Dryer Vents Cleaning:** The annual cleaning of the dryer vents is scheduled for October.
8. **Garage Gate Spring Replacement:** The Council tabled a proposal from Door Master for the replacement of the failed spring noting that an alternative vendor is expected to provide a separate recommendation and this matter will be discussed at a later time.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 8.15 p.m.

**Note:** As part of continuation of Strata Council meeting, Residential Section voted not to include cleaning contract and proposed hiring of two employees to replace contractors, as part of the staffing proposal discussion and decision.

**Next Meeting:** TBD

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/sm

**Email:** Mikhail.Ratchkovski@fsresidential.com  
**Direct Line:** 604.601.6406  
**General:** 604.683.8900 (24 hours emergencies)  
**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)  
[www.fsresidential.com](http://www.fsresidential.com)

**Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.**

### **FSRConnect™ REGISTRATION**

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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

***Held on Tuesday, September 24, 2019  
in the Meeting Room, Grand Central 3  
Coquitlam, BC***

<b>EXECUTIVE IN ATTENDANCE:</b>	Jenny Ye Elson Qin Alexander Barnettson Camella Wong Hai Zhou	President Treasurer
<b>GUESTS:</b>	Jason Greene	Facility Manager
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 7:35 p.m.

**COUNCIL MEMBER RESIGNATION**

Jason Greene resigned from the Strata Council.

**COUNCIL HEARING**

An Owner from 2105-2968 Glen Drive, spoke in front of the Council requesting installation of additional security cameras in the cross over floors. The Council decided to review this capital item for consideration of expenses in the next fiscal year.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held July 30, 2019, as circulated.

The Council noted that all minutes are now distributed by email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** The financial statements for June and July 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

### **REPORT ON LITIGATION**

Alexander Barnetson is the CRF and HRT claims representatives.

#### ***CRT OPEN CLAIMS:***

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. ***Elevator Reports:*** Elevator Servicing contractors advised:
  - (a) ***Thyssen Krupp:*** GC1 – all good, no issues reported.
  - (b) ***Otis:*** GC2 and GC3 – pending updated proposal for the replacement of the motor in GC#3.
2. ***Gym Equipment:*** This issue was tabled pending proposals for consideration.
3. ***Unit 709-2975 – Smoking on the Balcony:*** The Council noted that a letter has been sent to the Owner following up on the complaint of the residents smoking on the balcony. This matter and response from the Owner were discussed and the Council decided that a warning at this time was adequate.

**Everyone is reminded that smoking on the balconies is prohibited under the Strata Bylaw and \$200 fines may be issued for this infraction.**

4. ***Unit 2104-2975 – Noise Complaint:*** The Council noted that a letter has been sent to the Owner following up on the complaint about a noisy party. This matter and response from the Owner were discussed and the Council decided that a warning at this time was adequate.

**Everyone is reminded to be respectful of the hours of the day when the music is played and the general noise transferring between the units. Under the Strata Bylaw, \$200 fines may be issued for this infraction.**

### **NEW BUSINESS**

1. ***Janitorial Contract:*** The Council tabled several janitorial proposals and considered a potential reduction of the service hours in order to reduce the operational costs. After an extensive discussion, the Council noted that a simple reduction of hours will most likely also affect the quality of services and instead of a third-party contractor. The Council will consider hiring janitorial staff for the Strata that would be reporting directly to the Facility Manager who in turn will be able to determine the best use of the staff on the property.

Motion to approve hiring janitorial staff was supported 3-2, subject to all appropriate updated financial analysis, detailed job description and posting have been finalized.

2. **Unit 1507-2978 – Water from a Balcony:** The Council reviewed a concern about water being allowed to run off the balcony, noting that a letter has been sent to the Owner requesting immediate attention to this issue. This matter and response from the Owner were discussed and the Council decided that a warning at this time was adequate.

<p><b>Everyone is reminded not to allow water to run off balconies and not to throw any items from the balconies. This is not only a Bylaw infraction it may lead to undue damage to the common and private property and harm residents.</b></p>
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3. **Unit 2607-2975 – Garbage:** The Council noted that a letter has been sent to the Owner following up on the issue where the residents of the suite discarded private furniture into the common property garbage container. This matter and response from the Owner were discussed and the Council decided to issue a \$200 fine for this Bylaw infraction.
4. **Unit 1904-2978 – Garbage:** The Council noted that a letter has been sent to the Owner following up on the issue where the residents of the suite discarded boxes and wood into the organic bin in the Commercial loading bay. This matter and response from the Owner were discussed and the Council decided to issue a \$200 fine for this Bylaw infraction.
5. **Unit 709-2975 – Leak from AC:** The Council reviewed an expense incurred by the Strata related to the water leak from a private air conditioner (AC). It was noted that the invoice Phoenix Restoration for \$8,346.09 will be charged back to unit Owner.
6. **Unit 2801-2968 – Leak from Washing Machine:** The Council reviewed an expense incurred by the Strata related to the water leak from a private washing machine. It was noted that the invoice Phoenix Restoration is pending receipt and will be charged back to the unit Owner.
7. **Unit 3208-2968 – Leak from a Sink Overflow:** The Council reviewed an expense incurred by the Strata related to the water leak from a private sink overflow. It was noted that the invoice Phoenix Restoration is pending receipt and will be charged back to the unit Owner.
8. **Hallway Leak:** The Council noted that a minor plumbing leak in the ceiling of a hallway of the GC1 on the 32<sup>nd</sup> floor has been repaired by the plumbing contractor and all remaining repairs of common property will be done by the Strata.
9. **Unit 807-2978 – Noise Complaint:** The Council noted that a letter has been sent to the Owner following up on the complaints regarding noisy disturbances at the unit. This matter and response from the Owner will be discussed at the next Council Meeting.

#### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 8:45 p.m.

**Next Meeting:** Tuesday, October 22, 2019 at 7:00 p.m. within GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
*Strata Plan BCS 3495R*

MR/sm

**Email:** Mikhail.Ratchkovski@fsresidential.com  
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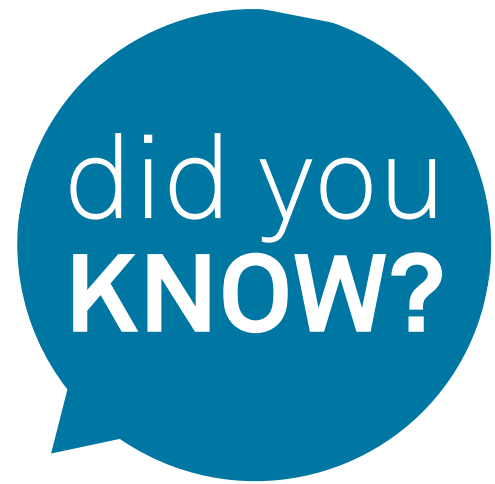
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**FS Insurance  
Brokers**



## Candle Fire Hazards

*Did you know* that home fires started by candles can cause property damage, displacement, bodily injury and loss of life. Most candle fires start in the bedroom, and occurring during the months of December and January—especially on Christmas Eve, Christmas Day, and New Year's Day. **On average, 25 home candle fires are reported daily across North America,** causing 115 deaths and \$418 million in property damage every year.

### Tips to prevent fires associated with candles:

- ▶ Trim the wick to ¼ inch each time before burning
- ▶ Keep candles at least foot away from flammable items
- ▶ Always burn candles in a well-ventilated room, but avoid drafts, vents or air currents to prevent rapid or uneven burning
- ▶ Do not leave burning candles unattended; blow out candles before leaving a room or going to sleep
- ▶ Do not place burning candles where they can easily be knocked over
- ▶ Never touch or move a burning candle; never move a votive or container candle when the wax is liquefied
- ▶ Use caution if burning candles during a power outage
- ▶ Always follow the manufacturer's recommendations on burn time and proper use



*DISCLAIMER: All information provided by FS Insurance Brokers is advisory in nature. Any such information may not identify or contemplate all unsafe conditions; others may exist. FS Insurance Brokers does not imply, guarantee or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations are in compliance with all federal, provincial, or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of FS Insurance Brokers' advice or recommendations shall be the sole responsibility of, and made by, the client or other recipient of the information.*

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on Tuesday, October 22, 2019  
Within the Meeting Room, Grand Central 3  
Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jenny Ye	President
	Elson Qin	Treasurer
	Alexander Barnetson	
	Camella Wong	
	Hai Zhou	
<b>GUESTS:</b>	Jason Greene	Facility Manager
	Shireen Nadim	Unit Owner
	Peyman Majidi	Unit Owner
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 7:00 p.m.

**COUNCIL HEARING**

1. Owners from 304 – 2978 Glen Drive, spoke in front of the Council with a concern of the damages caused by a leak from the unit above. The Owners advised that they were having difficulty communicating with the other party who appears to do not have private insurance and were not assisting with the repairs of the resulting damage. The Owners of 304 – 2978 Glen Drive requested the Strata to register a lien against the strata lot causing the leak and to pursue subrogation of the expense with the Strata's insurers. The Owners also requested the Council to ensure that all Owners of the Strata maintain their own private insurance.

*The Owners were excused from the meeting at 7:35 p.m.*

The Council noted that the incurred losses related to this water leak are private and must be resolved between the unit Owners and the Strata can not file a lien for such expense. Considering that the expenses of the resulting damages do not exceed the Strata's insurance deductible (for water damage) of \$100,000, the Strata is not in a position of filing an insurance claim and there will be no subrogation. The Council would like to encourage all Owners to ensure they have their own private insurance in place that would help them to offset expenses such as the issue presented in this case and while it is mandatory for the Strata to maintain a replacement insurance for the Strata, the private insurance of individual strata lots remains optional and is subject to individual Owners respective undertaking.

2. Owners from 3108 – 2968 Glen Drive, spoke in front of the Council outlining and issue with the water overflows and requesting reversal of the fines charged for unpaid strata fees and to install a canopy/awning above the patio to prevent water and items falling down from the upper floors.

*The Owners were excused from the meeting at 7:50 p.m.*

The Council decided to reverse the fines and interest charged to the unit. The canopy/awning installation can not be approved; however, this issue will be further researched for potential consideration and presentation of this item (significant change to common property) at the next General Meeting of the Strata.

### **APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held on September 24, 2019.

The Council noted that all minutes are now distributed by email only.

### **FINANCIAL REPORT**

1. **Review of Accounts Receivable:** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statements:** The financial statements for September 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on "Forms and Documents", then "Financial Document", and then selecting the desired file.

### **REPORT ON LITIGATION**

Alexander Barnetson and Jason Greene are the CRF and HRT claims representatives.

#### **CRT OPEN CLAIMS:**

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. **Elevator Reports:** Elevator Servicing contractors are advised of the following:
  - (a) **Thyssen Krupp:** GC1 – all good, no issues reported.
  - (b) **Otis:** GC2 and GC3 – Proposal for the replacement of the motor in GC#3 was approved and a maintenance contract for servicing of the elevators was renewed for a 5-year term.



2. **Gym Equipment:** The Council discussed the condition of the treadmills noting that all three treadmills are at the end of the serviceable lifespan and due for replacement. Based on the review of the proposals, a budget of approximately \$16,000 is required for this capital project and will be presented for approval by the Owners at the next Annual General Meeting. It was also noted that replacement parts for the current maintenance are on order and the work to the existing equipment will be done as soon as the parts have been procured.
3. **Janitorial Staff:** The Council noted that a janitorial staff will be hired by the Strata as part of the improved provision of services. A shortlist of the candidates will be researched by the Strata Manager and will be interviewed by the Facility Manager who will make a recommendation to the Council for the final decision on the staffing options.
4. **Unit 807-2978 Noise Complaint:** The Council noted that a letter has been sent to the Owner following up on the complaints concerning noisy disturbances at the unit. This matter and response from the Owner will be discussed at the next Council Meeting.
5. **Unit 2104-2975 Noise Complaint:** The Council noted that a letter has been sent to the Owner following up on the complaint regarding a noisy party. This matter and response from the Owner were discussed and the Council decided that a warning at this time was adequate.

**Everyone is reminded to be respectful of the hours of the day when the music is played and the general noise transferring between the units. Under the Strata Bylaw, \$200 fines may be issued for this infraction.**

### **NEW BUSINESS**

1. **Dryer Vents Cleaning:** The Council approved a proposal for the cleaning of the dryer vents at a cost of \$7,464 plus the GST. Notices with the details of the service will be distributed to the Owners once a date has been scheduled by the vendor from Air-Vac Services Canada Ltd.
2. **1104-2978 Water Overflow:** The Council noted that an expense incurred by the Strata related to the water leak from a sink overflow resulting damage to the units 1105 and 1004. It was noted that the invoice Phoenix Restoration is pending receipt and will be charged back to the unit 1105-2978 Glen Drive.
3. **905-2978 Water Overflow:** The Council noted that an expense incurred by the Strata related to the water leak from an overflow resulting damage to the unit 805. It was noted that the invoice Phoenix Restoration is pending receipt and will be charged back to the unit 905-2978 Glen Drive.
4. **GC2 Annual Fire Inspection:** The Council noted that as per the distributed notices the inspection took place on October 21 and 22, 2019. The inspection report will be forwarded to the Council upon availability and this issue will be further discussed at the next meeting.
5. **GC3 Fire Inspection Missed Units:** The Council noted that as per the distributed notices the inspection took place on October 18, 2019. The inspection report will be forwarded to the Council upon availability and this issue will be further discussed at the next meeting. The Council noted that the Owners must provide access to their units for

this important annual inspection of the in-suite fire safety equipment. A bylaw amendment will be proposed at the next Annual General Meeting that will stipulate the requirements and encourage Owners' participation.

6. **Mail Parcel Locker:** The Council discussed an option to install Canada Post mail parcel lockers in the lobbies of each tower. Considering no cost to the Strata, the Council decide to further research these options and install the lockers once the details have been finalized.
7. **Pool Cover:** The Council discussed replacement of the pool cover noting that a \$6,000 budget will be necessary for this project and the expense will be included in the next fiscal year budget. It was noted that the pool cover is expected to substantially reduce the costs associated with the heating of the pool. Meanwhile, to save the costs, the pool heating will be turned off for the season.
8. **Council Rules:** The Council reviewed current Council rules and will be potentially adding several changes that will be presented for ratification at the next Annual General Meeting.

#### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 8:50 p.m.

**Next Meeting:** Tuesday, November 26, 2019 at 7:00 p.m. within GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/sm

**Email:** Mikhail.Ratchkovski@fsresidential.com  
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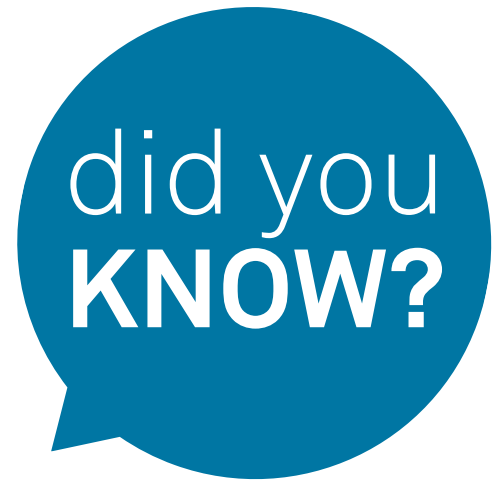
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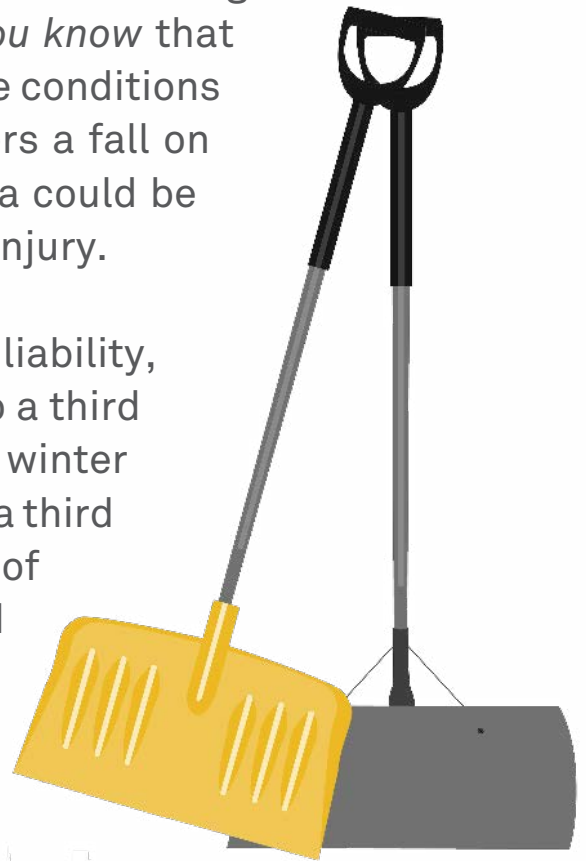
**FS Insurance  
Brokers**



## Snow Removal & Deicing

Snow and ice on the grounds of your building is a major hazard for slip and fall accidents, as parking lots and building entrances can become extremely slick. *Did you know* that it is the Strata's responsibility to maintain safe conditions on their property? If a resident or guest suffers a fall on untreated, unmaintained walkways, the Strata could be liable for lost wages, medical bills and bodily injury.

To keep your building protected and limit your liability, contract snow removal and deicing services to a third party who can maintain the grounds during the winter months. If this service is not contracted out to a third party, keep a log of dates, times and names of personnel who performed snow removal and deicing on the building grounds. In case of an insurance claim, the log can be used as evidence that your building was adhering to an appropriate standard of care to residents and guests.



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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on November 26, 2019  
in the Meeting Room, Grand Central 3  
Coquitlam, BC*

**EXECUTIVE IN ATTENDANCE:**      Jenny Ye                      President  
   Elson Qin                      Treasurer  
   Alexander Barnetson  
   Camella Wong  
   Hai Zhou

**GUESTS:**                              Jason Greene                  Facility Manager  
   Shireen Nadim                Unit Owner  
   Peyman Majidi                Unit Owner

**STRATA MANAGER:**                      Mikhail Ratchkovski      FirstService Residential

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The meeting was called to order at 8:35 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held on October 22, 2019.

The Council noted that all minutes are now distributed by email only.

**FINANCIAL REPORT**

1.     **Review of Accounts Receivable:** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2.     **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3.     **Monthly Statements:** the financial statements for October 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSR Connect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

**REPORT ON LITIGATION**

Alexander Barnetson and Jason Greene are the CRF and HRT claims representatives.

**CRT OPEN CLAIMS:**

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. ***Elevator Reports:*** Elevator Servicing contractors advised
  - (a) ***Thyssen Krupp*** – GC1 – all good, no issues reported.
  - (b) ***Otis*** – GC2 no issues, GC3 – pending motor replacement.
2. ***Janitorial Staff:*** The Council noted that a janitorial staff will be hired by the Strata as part of the improved provision of services. A shortlist of eight potential candidates will be interviewed by the Facility Manager who will make a recommendation to the Council for the final decision on the staffing options. The Council will make a decision on this hiring at a later time.
3. ***807-2978 Noise Complaint:*** The Council noted that a letter has been sent to the owner following up on the complaints about noisy disturbances at the unit, there have been no further complaints received and the Council decided that a warning only at this time is adequate.
4. ***Dryer Vents Cleaning:*** The Council noted that notices with the details of the service will be distributed to the owners after the date of services has been scheduled by the vendor from Air-Vac Services Canada Ltd.
5. ***Mail Parcel Locker:*** Canada Post mail parcel lockers in the lobbies of each tower expected to be installed by the Canada Post, subject to the schedule and installers availability.

### **NEW BUSINESS**

1. ***2206-2978 Smoking Fine Dispute:*** The Council reviewed a fine dispute from the tenant and decided that a warning was adequate and reversed the fine.
2. ***1603-2968 Elevator Repairs Invoice Chargeback:*** The Council reviewed an invoice from Otis in the amount of \$1,954.53 noting that incurred expense was due to the patrons of the unit 1603-2968 were jumping in the elevator that caused the malfunction it was decided to chargeback the expense to the unit owner.
3. ***2502-2978 Hot Water Leak:*** Phoenix Restoration attended to an emergency water leak that resulted from a failed common property hot water pipe. The Council noted that the Strata is providing water extraction and drying services in the unit and to the common property and for all of the repairs from the resulting damage the owners are encouraged to file insurance claims on their own insurance. Considering that since August of 2019 the water damage for the Strata's insurance deductible increased to \$100,000 It was noted that the anticipated expenses will be well below the deductible amount and the Strata will have no grounds to file a claim.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:25 p.m.

**Next Meeting:** Tuesday, January 28, 2020, 7:00 p.m. at GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
*Strata Plan BCS 3495R*

MR/eb

**Email:** Mikhail.Ratchkovski@fsresidential.com  
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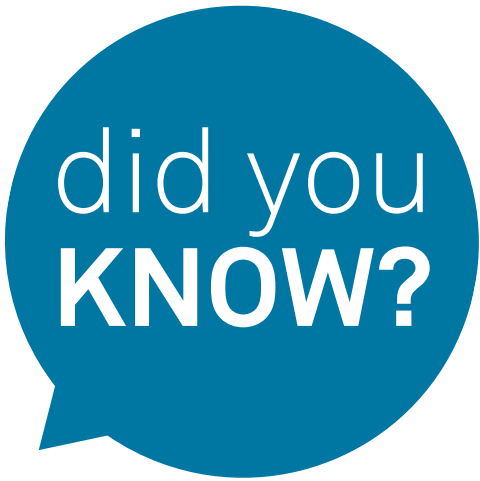
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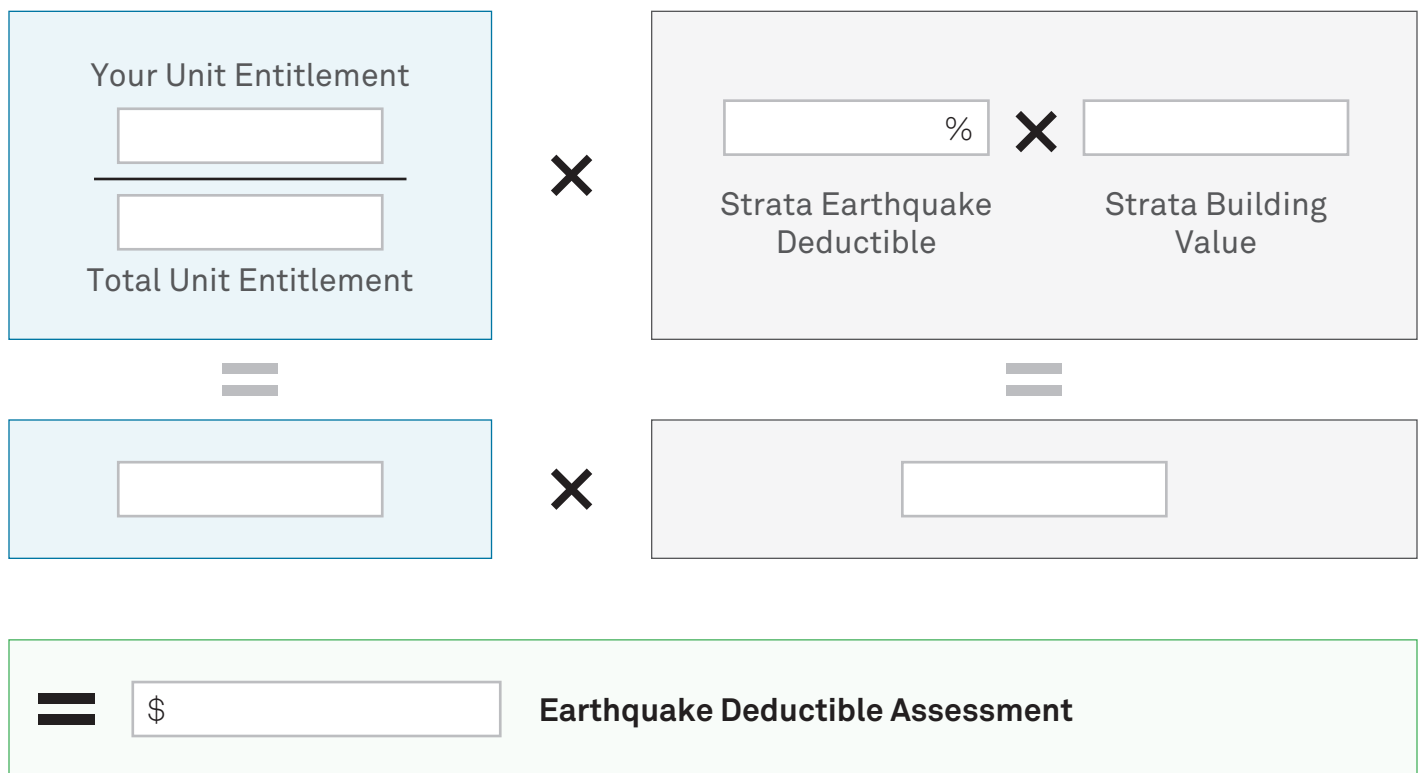
**FS Insurance  
Brokers**



## Strata Earthquake Deductibles

Did you know, even though your building has earthquake coverage, you still need earthquake insurance under your own personal policy? This will protect your unit and contents, *and* provide funds to cover your special assessment toward the building’s earthquake deductible.

### How much Earthquake Deductible Assessment do I need?



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**MINUTES**  
**RESIDENTIAL SECTION EXECUTIVE MEETING**  
**THE OWNERS STRATA PLAN BCS 3495R**  
**GRAND CENTRAL (RESIDENTIAL)**

*Held on January 28, 2020*  
*in the Meeting Room, Grand Central 3*  
*Coquitlam, BC*

**EXECUTIVE IN ATTENDANCE:** Jenny Ye                      President  
Elson Qin                              Treasurer  
Alexander Barnettson  
Camella Wong

**Regrets:** Hai Zhou

**GUESTS:** Jason Greene                      Facility Manager  
Shireen Nadim                      Unit Owner  
Peyman Majidi                      Unit Owner

**STRATA MANAGER:** Mikhail Ratchkovski    FirstService Residential

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The meeting was called to order at 7:00 p.m.

**COUNCIL HEARING**

905-2978 Charge Back Dispute. The Owner disputed that their unit was not the source of the water leak and noted that Phoenix Restoration at the time of inspection verbally informed them that the leak was coming from another unit on the 11<sup>th</sup> floor. The Council noted that to decide on this matter, Phoenix Restoration will be requested to provide detailed information in writing and this issue will be reviewed at the next meeting.

2803-2978 Noise Concerns. The Owner presented information about an ongoing noise coming from the unit requesting an explanation of the action that the Council will be undertaking to help with the issue. The Council noted that letters have been sent to the owner advising on the bylaw infraction and the unit was also charged back the expense for the damaged Christmas ornaments.

3205-2968 Water Leak. The owner presented information about a potential leak in the unit and the Council decided to hire i3 Engineer to undertake further investigation in the unit.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held on November 26, 2019.

The Council noted that all minutes are now distributed by email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks



all Owners who have made their monthly strata fee payments in full and on time each month.

2. **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statements:** the financial statements for November and December 2019 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

### **REPORT ON LITIGATION**

Alexander Barnetson and Jason Greene are the CRF and HRT claims representatives.

#### **CRT OPEN CLAIMS:**

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. **Elevator Reports:** Elevator Servicing contractors advised
  - (a) **Thyssen Krupp** – GC1 – all good, no issues reported.
  - (b) **Otis** – GC2 no issues, GC3 – pending motor replacement.
2. **Janitorial Staff:** The Council noted that the hiring of the janitorial staff has been postponed due to other priorities and this matter will be further discussed at future meetings.
3. **Dryer Vents Cleaning:** The Council noted that the annual cleaning of dryer vents is expected to be completed in the next few days as per posted notices from Air-Vac Services Canada Ltd.
4. **Mail Parcel Locker:** The Council noted that mail parcel lockers in the lobbies of each tower have been by the Canada Post.
5. **1603-2968 Charge Back:** The Council reviewed a letter from the owner asking to reverse a \$1,945.53 chargeback that was incurred by the Strata for the repairs of the elevator. The repairs were necessary after the residents of the unit jumping in the elevator resulting in the malfunction. The Council noted that this expense is a direct responsibility of the owner and the chargeback will not be reversed.

### **NEW BUSINESS**

1. **503-2978 Water Leak:** The Council noted that a water leak from 503 caused damage to the commercial unit (Pharmacy). Phoenix Restoration attended to the emergency and the resulting damages are expected to be well below the Strata's insurance deductible. Owners are encouraged to file their private insurance claims.

2. **903-2975 Water Leak:** The Council tabled a complaint about a water leak in the unit that caused mold in the ceiling.
3. **1701-2978 Water Leak:** It was noted that water from 1701 caused damage to unit 1601. Phoenix Restoration identified lack of caulking around the tub as the root cause of the issue, resulting damages are expected to be well below the Strata's insurance deductible. Owners are encouraged to file their private insurance claims. Invoice for the emergency-related expenses will be charged back to unit 1701 upon receipt from Phoenix Restoration.
4. **1706-2978 Fine Dispute:** The Council reviewed a request and the Strata Manager will follow up with the owner regarding the charges.
5. **2503-2978 Fine Dispute:** The Council reviewed a request and the Strata Manager will follow up with the owner regarding the charges.
6. **2103-2968 Dryer Vent Leak:** The Council noted that a vent repair will be done in the unit.
7. **2504-2978 Noise Complaint:** A letter was sent to the owner on January 14<sup>th</sup> informing on the alleged bylaw infraction. This matter will be further discussed at the next meeting.
8. **2604-2968 Noise Complaint:** A letter was sent to the owner on January 23<sup>rd</sup> informing on the alleged bylaw infraction. This matter will be further discussed at the next meeting.
9. **2803-2978 Noise Complaint:** The Council reviewed a letter that was sent to the owner on December 9<sup>th</sup> informing on the alleged bylaw infraction. Noting no response the Council decided to charge \$200 bylaw fine for this infraction.
10. **3208-2968 Kitchen Sink Overflow:** The Council noted that an invoice from Phoenix Restoration in the amount of \$12,021.45 for the emergency-related expenses will be charged back to 3208.
11. **3201-2978 Plumbing Leak:** The Council noted that a common property plumbing recirc line caused a leak and was repaired by the strata.
12. **3204-2978 Water Leak:** The Council noted that a common property plumbing recirc line caused a leak and was repaired by the strata.
13. **3205-2968 Condensation:** The Council noted i3 engineer will review the issue with a potential water leak in the unit.
14. **Treadmills Replacement:** The Council reviewed the issue with several failed treadmills and considered purchasing and leasing options. After the review of the options and proposals, it was decided to purchase two treadmills and expense the amount from GL5408 Capital Expense.

#### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:20 p.m.

**Next Meeting:** Tuesday, February 25, 2020, 7:00 p.m. at GC 3 – Meeting Room.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
*Strata Plan BCS 3495R*

MR/eb

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**Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.**

**FSRConnect™ REGISTRATION**

To benefit from **FSRConnect™** and help your Strata save money, please contact Connect Customer Care at [connect.bc@fsresidential.com](mailto:connect.bc@fsresidential.com) to further assist you in your registration process.

After the registration, the Owners will be able to access The Grand Central BCS3495 Website Portal: <https://bcs3495r.connectresident.com/>



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**KNOW?**

## Dishwashers

*Did you know* that a slow leak may go undetected for years, leading to huge water damage claims? Many leaks are visible, but a good majority are hidden and you should take appropriate action to properly inspect. Water pooling, mold, mildew, and damage to neighbouring units are common results of leaking dishwashers. Use the following tips to help prevent dishwasher related losses:

- Visually inspect the rubber gasket around the inside edge of the door and replace if cracked or worn
- Use steel-braided supply hoses and inspect them often for damage
- Consider installing a water leak detection system for hard-to-reach areas: pumps, valves, etc.
- Only use detergents specifically formulated for dishwashers; avoid detergents that create suds
- Keep the drain basket clean



**Always maintain insurance to protect yourself and your contents.**

*DISCLAIMER: All information provided by FS Insurance Brokers is advisory in nature. Any such information may not identify or contemplate all unsafe conditions; others may exist. FS Insurance Brokers does not imply, guarantee or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations are in compliance with all federal, provincial, or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of FS Insurance Brokers' advice or recommendations shall be the sole responsibility of, and made by, the client or other recipient of the information.*

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL)**

*Held on March 3, 2020  
in the Meeting Room, Grand Central 3  
Coquitlam, BC*

**EXECUTIVE IN ATTENDANCE:** Jenny Ye                      President  
Elson Qin                                      Treasurer  
Hai Zhou  
Camella Wong

**Regrets:** Alexander Barnetson

**GUESTS:** Jason Greene                      Facility Manager  
Shireen Nadim                              Unit Owner  
Peyman Majidi                              Unit Owner

**STRATA MANAGER:** Mikhail Ratchkovski    FirstService Residential

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The meeting was called to order at 8:25 p.m.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held on January 28, 2020.

The Council noted that all minutes are now distributed by email only.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** the financial statements for January 2020 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSR Connect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

## **REPORT ON LITIGATION**

Alexander Barnetson and Jason Greene are the CRF and HRT claims representatives.

### ***CRT OPEN CLAIMS:***

- Strata Procedures

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

## **BUSINESS ARISING**

1. ***Elevator Reports:*** Elevator Servicing contractors advised
  - (a) ***Thyssen Krupp*** – GC1 – all good, no issues reported.
  - (b) ***Otis*** – GC2 no issues, GC3 – pending motor replacement.
2. ***Dryer Vents Cleaning:*** The Council noted that the annual cleaning of dryer vents has been completed.
3. ***903-2975 Water Leak:*** The Council tabled a complaint about a water leak in the unit that caused mold in the ceiling, suspecting condensation this issue is under investigation.
4. ***905-2978 Charge Back Dispute:*** The Council discussed information presented by the Phoenix Restoration and by the owner of the unit and decided not to chargeback Phoenix's invoice #IN-20222 in the amount of \$3,800.44 to the owner. The invoice will be expensed from the operating account.
5. ***503-2978 Water Leak:*** The Council noted that a water leak from 503 caused damage to the commercial unit (Pharmacy). Phoenix Restoration attended to the emergency and the emergency invoice #IN-20483 in the amount of \$10,501.27 will be charged back to the owner of unit 503. It was also noted that the resulting damages were well below the Strata's insurance deductible and the affected unit owners were encouraged to file their private insurance claims.
6. ***2504-2978 Noise Complaint:*** The Council reviewed a complaint noting that a letter was sent to the owner on January 14th informing on the alleged bylaw infraction, after the review of the details the Council decided that a warning is adequate at this time an no fine was issued for the infraction.
7. ***2604-2968 Noise Complaint:*** The Council reviewed a complaint noting that a letter was sent to the owner on January 23rd informing on the alleged bylaw infraction, after the review of the details the Council decided that a warning is adequate at this time an no fine was issued for the infraction.
8. ***3205-2968 Condensation:*** The Council noted that the i3 engineer identified the issue in the unit was not related to condensation and is due to the common property building envelope failure. The Strata Section will be further dealing with the issues related to this common property project.

**NEW BUSINESS**

1. **1506-2978 Water Leak:** The Council discussed a water leak between the units that was originally identified as a washing machine malfunction. Further investigation identified a plumbing issue and all drying and plumbing repairs will be done from the common property budget. The owners of the affected units were encouraged to file their private insurance claims.
2. **Hot Water Recirculating Line:** The Council discussed the condition of the hot water recirculating line at the GC1 tower and will be considering a potential replacement of the equipment.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:15 p.m.

**Next Meeting:** To be determined.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/

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**FSRConnect™ REGISTRATION**

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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on August 14, 2020  
in the Meeting Room, Grand Central 3  
Coquitlam, BC*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jenny Ye	President
	Elson Qin	Treasurer
	Hai Zhou	Member
	Camella Wong	Member
<b>GUESTS:</b>	Peyman Majidi	Unit Owner
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 6:10 p.m.

**COUNCIL MEMBER RESIGNATION**

It was noted that Alex Barnetson resigned from the Strata Council.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held March 3, 2020. CARRIED

**FINANCIAL REPORT**

1. **Review of Accounts Receivable:** Arrears were reviewed, and the amounts noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statements:** The financial statements up to and including June 2020 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on "Forms and Documents", then "Financial Document", and then selecting the desired file.

4. **Budget 2020-2021:** The Council discussed and finalized anticipated expenses for the 2020-2021 fiscal year, and it will be presented for approval to the owns at the upcoming Annual General Meeting.

**REPORT ON LITIGATION**

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)



The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **BUSINESS ARISING**

1. **903-2975 Water Leak:** The Council noted that an issue related to a condensation has been resolved.
2. **Hot Water Re-Circulating Line:** The Council discussed an issue with the sporadic minor leaks from the hot water recirculating line, noting that it can be resolved by replacement of the ageing water line. A proposal from Brighter Mechanical proposed replacement was tabled, noting that it would require a budget of \$321,200. The alternative proposal for water treatment from Hytec Water Management was also tabled by the Council. The water treatment would require a one-time \$50,000 initial setup to install the equipment and will carry \$50,000 yearly maintenance charges for calcification of water and service of the equipment. The issue was tabled and will be further discussed by the Council in the future.
3. **Drains Cleaning Hydro Flushing:** The project has been completed; noting that the Facility Manager working closely with C&C mechanical identified an issue with some of the drain lines not being serviced in the past by the previous vendor. The new cleaning is expected to produce much longer-lasting results and potentially eliminate the yearly expense. The condition of the drains will continue to be monitored throughout the year.

### **NEW BUSINESS**

1. **304-2978 Canopy:** The owner requested the installation of a canopy above the unit to prevent items or water that are sometimes thrown from the balconies. The total proposed cost for a standalone canopy \$34,950. The Council noted that the installation of the canopy is cost-prohibitive and will be researching the installation of cameras that will be strategically positioned on the exterior of the property to identify units that permit items thrown from the balconies.
2. **906-2975 Elevator Damage:** Residents or visitors of the unit 906-2975 were jumping in the elevator resulting in the emergency extrication expense of \$1,414.43 and caused significant damage to the elevator in the amount of \$28,550 plus GST. The Council decided to charge back both expenses to the owner of unit 906-2975.
3. **Otis Loss of Keys:** The Council discussed the loss of keys by the elevator contractor Otis, who advised that the keys were stolen from one of their service vehicles, yet the vehicle was not on site at the time of the incident and the keys were not specifically identified as belonging to the Strata. Otis suggested that there is limited exposure to the strata with this loss. The Council did not agree with the contractor's view and, valuing the safety of the residents and integrity of the property, decided to rekey all doors that were compromised by the loss. Expenses in the amount of \$11,767.03 will be charged back to Otis.
4. **Treadmill Replacement:** The Council decided to replace the 3<sup>rd</sup> treadmill at the same cost of \$6,883.60 as the previous treadmills.
5. **Water Leak Overflow in 2606-2978:** Water overflow in the unit caused damage to common property and other units. Phoenix Restoration attended to the emergency water extraction and drying services. The Council decided that emergency water extraction and drying expense \$12,000 to be charged back to the owner of 2606-2978.

6. **Water Leak Tub Overflow 606-2968:** Tub water overflow in the unit caused damage to the common property and other units. Phoenix Restoration attended to the emergency water extraction and drying services and the estimated cost was below the Strata's insurance deductible. The Council decided that emergency water extraction and drying expense of \$12,000 and the cost of the common property repairs to be charged back to the owner of 606-2968.
7. **Water Leak Toilet Line 3002-2978:** Water leak from damaged water line inside the suite caused damage to the common property and other units. Phoenix Restoration attended to the emergency water extraction and drying services and the estimated cost was below the Strata's insurance deductible. The Council decided that emergency water extraction and drying expense and the cost of the common property repairs to be charged back to the owner of 3002-2978.
8. **Water Leak Fire Sprinkler 1005-2968:** Items on the stove in the unit caused a fire and activated a fire sprinkler causing water damage to common property and several units. Phoenix Restoration attended to the emergency water extraction and drying services and estimated the cost of repairs at \$140,000. An insurance claim has been filed with Capri CMW. The insurance appointed adjuster will be following up with the units and Phoenix restoration regarding the necessary remediation. Fire insurance deductible in the amount of \$50,000 will be charged back to the owner of unit 1005-2968.
9. **Landscaping Contract Renewal:** The Council noted there will be no increase to the landscaping costs as the contract with Para Space Landscaping was signed on the same terms for two years until August 31, 2021.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:15 p.m.

**Next Meeting:** Annual General Meeting. Due to the pandemic, the AGM will be held by a restricted proxy on Monday, September 28, 2020. An information Townhall meeting will be held electronically, on Tuesday, September 8, 2020, at 7:00 p.m.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/ya

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**Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.**

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on Wednesday, October 7, 2020  
Electronically Via WebEx*

**EXECUTIVE IN ATTENDANCE:**      Jacqueline Per              President  
   Arturo Munoz              Vice President  
   Alex Pizniur              Member  
   Andrew Natale              Member  
   Jenny Ye              Member  
   Peyman Majidi              Member

**GUESTS:**                              Laura Baracaldo, Shirin Nadim, Jason Greene

**STRATA MANAGER:**              Mikhail Ratchkovski      FirstService Residential

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The meeting was called to order at 8:52 p.m.

**COUNCIL MEMBER RESIGNATION**

It was noted the Martin Tabyanian resigned from the Strata Council. With the seat open, the Council decided to appoint Peyman Majidi as a new member.

**COUNCIL MEMBER APPOINTMENTS**

President – Jacqueline Per

Vice President – Arturo Munoz

Treasurer – Decision on the appointment was deferred until the next Council meeting

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held August 12, 2020. **CARRIED.** It was noted that the meeting of September 10, 2020 was not held due to not meeting the quorum requirements.

**FINANCIAL REPORT**

1.     **Review of Accounts Receivable:** Arrears were reviewed, and the amounts were noted. Owners are reminded that strata fees are due on the 1<sup>st</sup> of each month. Fines and interest are charged to all delinquent units as per the Strata bylaws. The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2.     **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.

3. **Monthly Statements:** The financial statements for August 2020 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. <https://bcs3495r.connectresident.com/> The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

### **REPORT ON LITIGATION**

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is a litigation to report.

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)

### **BUSINESS ARISING**

1. **Hot Water Re-Circulating Line:** The Council discussed an issue with the sporadic minor leaks from the hot water recirculating line noting that it can be resolved by replacement of the ageing water line. A proposal from Brighter Mechanical proposed replacement was tabled noting that it would require a budget of \$321,200. The alternative proposal for water treatment from Hytec Water Management was also tabled by the Council. The water treatment would require a one time \$50,000 initial setup to install the equipment and will carry \$50,000 yearly maintenance charges for calcification of water and service of the equipment. The issue was tabled and will be further discussed by the Council in the future. The Council decided to have a meeting with the contractor from Brighter Mechanical and discuss the proposed options in detail.
2. **906-2975 Elevator Damage:** Residents or visitors of the unit 906-2975 were jumping in the elevator resulting in the emergency extrication expense of \$1,414.43 and caused significant damage to the elevator in the amount of \$28,550 plus GST. The repairs to the elevator have been completed and the Council reviewed a letter from the insurance adjuster representing the owner of 906-2975 stating that they do not agree that the charge is warranted based on their interpretations of the Strata bylaws. The Council did not agree with the interpretation and decided that the chargeback of the expense is valid.
3. **Water Leak Fire Sprinkler 1005-2968:** The Council noted that on July 30, 2020, clothes left on the stove of the unit caught on fire and activated a fire sprinkler causing water leak and damaging several units. Phoenix Restoration attended to the emergency water extraction and drying and with the expected cost of repairs of \$140,000 an insurance claim with CapriCMW insurer has been filed by the Strata. The Council decided that the \$50,000 insurance deductible expense is to be billed to the unit 1005-2968.
4. **Water Leak Toilet Line 3002-2978:** The Council noted that on July 27, 2020, a damaged toilet water supply line in the suite caused a water leak and damaged other units. Phoenix Restoration attended, to the water extraction and drying, and the estimated cost of repairs is expected to be approximately \$30,000. It was noted that with the water damage deductible being \$100,000 there will be no insurance claim filed and the Council decided to charge back all expenses to unit 3002-2978.

**NEW BUSINESS**

1. ***Fine Dispute 1707-2968 Vehicle No Insurance:*** The Council reviewed a request from the owner to reverse a bylaw fine for a vehicle parked without insurance. After the review of all available information, noting that the insurance was obtained by the owner, the Council decided to reverse the fine.
2. ***Water Leak 3104-2978 and 3204-2978:*** The Council discussed a water leak between the units noting no damage to common property. The owners of both units have been informed to file their own respective insurance claims to deal with any repairs that may have been caused by the water. It was noted that the Strata can only deal with the damages to the common property and repairs to the private property and in-suite repairs must be pursued by the owners on their own accord and expense. The common property budget may not be used for repairs of private property.
3. ***Scanning Equipment and Ladder:*** The Council discussed expenses incurred when hiring contractors for the investigation of minor water leaks in the building and replacement of lights that require a long ladder for access. The Council decided to purchase a scanner and a long reach ladder that can be used by the Facility Manager who can do the necessary investigations and replace the lights on an as-needed basis. This equipment is expected to save funds to the strata that otherwise would be spent on third-party contractors.
4. ***Staff Hiring:*** The Council discussed a need to hire staff for the property and will be reviewing candidates for the positions.
5. ***Carpet Cleaning:*** The Council reviewed proposals for the annual carpet cleaning and approved a contract with Seymour Sky Contract at a cost of \$4,800 plus the GST. Notices will be distributed to the owners informing on the date of service once the contractor's schedule has been finalized.
6. ***Annual Fire Inspection:*** It was noted that as per the previously approved contract with Royal City Fire the annual inspection will be scheduled in the following weeks and notices will be distributed to all residents informing of the details. The owners are reminded that access to all units is required and is mandatory.
7. ***Gym and Pool:*** The Council noted that the Gym and Pool will remain closed due to the COVID-19 pandemic.
8. ***Painting and Repairs:*** The Council tabled a proposal from Pro Works Painting. The proposal is encompassing the most beneficial areas in all three towers that will address the deteriorated paint in the lobbies and other areas. This matter will be further discussed at the next meeting.
9. ***Hand Sanitizer Stations:*** The Council noted that hand sanitizer stations will be obtained to be placed in the lobbies of each tower and elevator notices will be posted reminding the residents about the safe occupancy and masks wearing in confined spaces.
10. ***Security Patrols:*** The Council discussed the need to improve building security and decided to evaluate a random after-hours patrol option. Proposals from security contractors will be obtained from contractors for consideration.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 11:15 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Wednesday, October 28, 2020, at 7:00 p.m.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/tl

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Sign up for the Resident Portal today to get access to the latest essential documents and information for your community. To register, search for your community website here: <http://www.fsresidential.com/connect/find-my-community> and click on the 'Register' button. Having trouble? For assistance call our Care Center which is open 24/7 365 days a year with translation services available in 31 different languages. The Care Centre team can be reached at 833-710-6869.

After the registration, the Owners will be able to access The Grand Central BCS3495 Website Portal: <https://bcs3495r.connectresident.com/>

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on Wednesday, October 28, 2020  
Electronically Via WebEx*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jacqueline Per Arturo Munoz Andrew Natale	President Vice President
<b>REGRETS:</b>	Peyman Majidi Alex Pizniur Jenny Ye	
<b>GUESTS:</b>	Mike Pearson	Brighter Mechanical
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 6:05 p.m.

**HOT WATER RECIRCULATING LINE REPLACEMENT**

Mike Pearson from Brighter Mechanical attended the meeting and presented to the Council information related to the potential replacement of the hot water recirculating line. After the presentation, Mike Pearson was excused from the meeting.

**COUNCIL MEMBER APPOINTMENTS**

Treasurer: Decision on the appointment was deferred until the next Council meeting.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meeting held October 7, 2020. **CARRIED.**

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** The Council thanks all Owners who have made their monthly Strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** The financial statements for September 2020 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSR Connect™**. <https://bcs3495r.connectresident.com/>. The financial statement can be viewed by logging into your account, clicking on "Forms and Documents", then "Financial Document", and then selecting the desired file.

## **REPORT ON LITIGATION**

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)

## **BUSINESS ARISING**

1. ***Hot Water Re-Circulating Line:*** Following up on the presentation from Brighter Mechanical the Council further discussed an issue with the sporadic minor leaks from the hot water recirculating line noting that it can be resolved by replacement of the ageing water line. Additional proposals will be obtained from different vendors for consideration and will be further reviewed at the next meeting.
2. ***Security Patrols:*** The Council reviewed several proposals for after hours security patrols and decided to award the contract to Palladin Security. The security patrols will take place three times per week between the hours of 11:00 p.m. and 5:00 p.m. and will be done at random times and dates.
3. ***Carpet Cleaning:*** The Council noted that the annual carpet cleaning by Seymour Sky Contract has been completed as per the previously approved proposal of \$4,800 plus the GST.
4. ***Annual Fire Inspection:*** It was noted that as per the previously approved contract with Royal City Fire the annual inspection has been scheduled for GC1 Nov 2-6; GC2 November 9-16; GC3 November 17-23. Notices have been distributed to all residents informing them on the details and reminding of the mandatory access to the units as a requirement. Results of the inspection will be discussed once the report from the contractor has been received.
5. ***Tools Purchase:*** The Council noted that a set of tools that were stolen during the break-in will be replaced and this issue will be further discussed with the Facility Manager.
6. ***Hand Sanitizer Stations:*** The Council noted that hand sanitizer stations will be obtained to be placed in the lobbies of each tower and elevator notices will be posted reminding the residents about the safe occupancy and masks wearing in confined spaces.
7. ***Painting and Repairs:*** The Council tabled a proposal from Pro Works Painting. The proposal is encompassing the most beneficial areas in all three towers that will address the deteriorated paint in the lobbies and other areas. This matter will be further discussed at the next meeting.

## **NEW BUSINESS**

1. ***Petty Cash:*** The Council decided to establish a Petty Cash account with a balance of \$2,000.00 that would be used by the Facility Manager.
2. ***Staff Hiring:*** The Council discussed a need to hire staff for the property and shortlisted a potential candidate. The Facility Manager will be requested to meet with the selected candidate to go over the general scope of work and comment on the prospective hire.



3. **Overtime Approval Process:** The Council discussed general working hours for the site staff and potential overtime that may arise from time to time to deal with the emergencies and other issues. The issue was tabled and will be further discussed at the next meeting.
4. **GC3 Elevator:** The Council discussed repairs needed to the elevator and the issue was tabled pending a report from the Facility Manager.
5. **Loading Bay Parking:** The Council discussed the use of the loading bay by the Facility Manager and the issue was tabled.
6. **Dryer Vents Cleaning:** The Council noted that annual cleaning of the dryer vents will take place in January. Notice informing the residents on the date of service will be distributed once the schedule has been finalized by the contractor.
7. **Scanning Equipment:** The Council discussed and approved a request from the Facility Manager to purchase a portable moisture scanner. The equipment is expected to help with the identification of the water leaks.
8. **Janitorial Services:** The Council discussed a concern related to the improvement of the janitorial services and different vendors will be researched for this service.
9. **Servicing Ventilation System:** The Council noted that the quarterly HVAC and Mechanical maintenance system inspection is expected to be completed shortly and at the time of the inspection all the main air filters will be replaced.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:30 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Wednesday, November 18, 2020, at 7:00 p.m.

### **FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/ef

**Email:** Mikhail.Ratchkovski@fsresidential.com  
**Direct Line:** 604.601.6406  
**General:** 604.683.8900 (24 hours emergencies)  
**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

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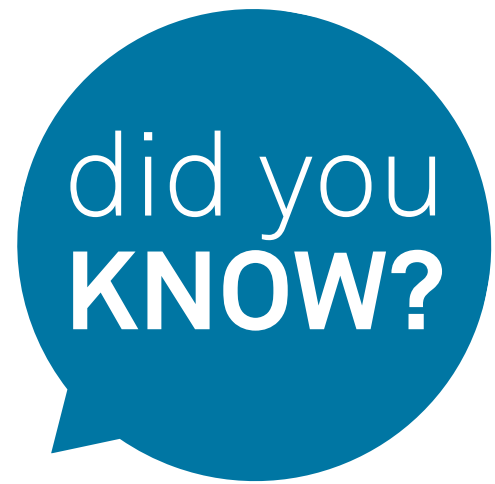
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After the registration, the Owners will be able to access The Grand Central BCS3495 Website Portal: <https://bcs3495r.connectresident.com/>



**FS Insurance  
Brokers**



## Electric Space Heaters

*Did you know* that electric space heaters are involved in thousands of residential fires each year? As such, nearly 32% of all home heating fires, and 79% of all fatal home heating fires, are caused by portable electric space heaters.\*

- Purchase a heater that automatically shuts off if tipped over
- Read all manufacturer's instruction for use and care
- Place the heater on a solid and level surface
- Regularly inspect for cracked or damaged plugs or connections
- Never use an extension cord or power strip; plug directly into an outlet
- Keep heaters at least three feet away from anything that is flammable
- Clean the heater to prevent dust build-up



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Source: National Fire Protection Agency\*

**MINUTES**  
**RESIDENTIAL SECTION EXECUTIVE MEETING**  
**THE OWNERS STRATA PLAN BCS 3495R**  
**GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on Wednesday, November 18, 2020*

*Electronically Via Zoom*

**EXECUTIVE IN ATTENDANCE:**      Jacqueline Per                      President  
   Andrew Natale                      Vice President  
   Arturo Lara                              Treasurer  
   Jenny Yee  
   Peyman Majidi

**STRATA MANAGER:**                      Mikhail Ratchkovski      FirstService Residential

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The meeting was called to order at 5:15 p.m.

**APPROVAL OF AGENDA**

It was moved seconded and carried to approve the agenda.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

Minutes of October 28, 2020 meeting were tabled.

**FINANCIAL REPORT**

1.     ***Review of Accounts Receivable:*** The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2.     ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3.     ***Monthly Statements:*** The financial statements for October 2020 were received.

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**REPORT ON LITIGATION**

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no litigation to report.

### **COUNCIL MEMBER RESIGNATION**

Alex Pizniur resigned from the Council.

### **COUNCIL MEMBER APPOINTMENTS**

Andrew Natale was appointed a Vice President.

Arturo Lara was appointed as a Treasurer.

### **BUSINESS ARISING**

1. ***Loading Bay Parking:*** The Council discussed the use of the loading bay and decided to allocate parking in the loading bay for use by the Facility Manager.
2. ***Hand Sanitizing and Signage:*** The Council approved the purchase of hand sanitizing and distancing signed for the property.
3. ***Hot Water Re-Circulating Line:*** Proposals from Cambridge Plumbing and C&C Mechanical have been requested and will be forwarded to the Council upon receipt.
4. ***Annual Fire Inspection:*** It was noted that as per the previously approved contract with Royal City Fire, the annual inspection has been scheduled for GC1 November 2-6; GC2 November 9-16; GC3 November 17-23. Notices have been distributed to all residents informing them on the details and reminding of the mandatory access to the units as a requirement. Results of the inspection will be discussed once the report from the contractor has been received.
5. ***Painting and Repairs:*** The Council discussed a proposal from Pro Works Painting for the comprehensive painting and repairs of the most affected areas in all three towers and it was moved, seconded and carried to approve the contract for \$51,269.03 for the necessary work.
6. ***Janitorial Services:*** The Council reviewed several proposals for the Janitorial Services, and it was decided to form a committee (Strata President and Vice President) that will review all updated proposals and make a final decision on the preferred janitorial vendor.
7. ***Tools Purchase:*** The Council noted that with a purchase of tools the Facility Manager will be requested to prepare an inventory of all purchased items for future reference.

### **NEW BUSINESS**

1. ***Garage Doors:*** The Council discussed the condition of the garage doors and reviewed a proposal from Sam's Garage Doors; it was then moved, seconded and carried to terminate the contract with Overhead Garage Door and engage Sam's Garage door with the replacement of two garage gates under a budget of \$24,000.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 7:10 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Monday, December 21, 2020, at 7 p.m.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager

*Per the Owners*

*Strata Plan BCS 3495R*

MR/ya

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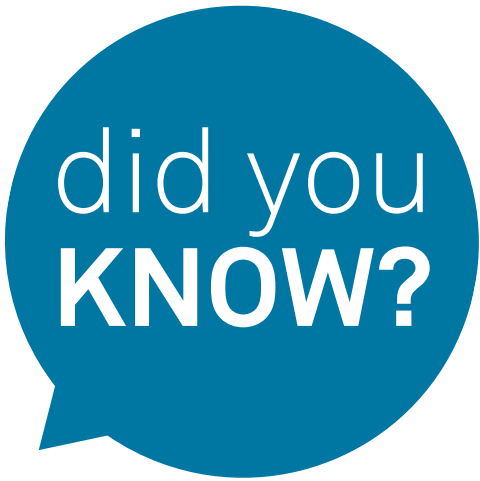
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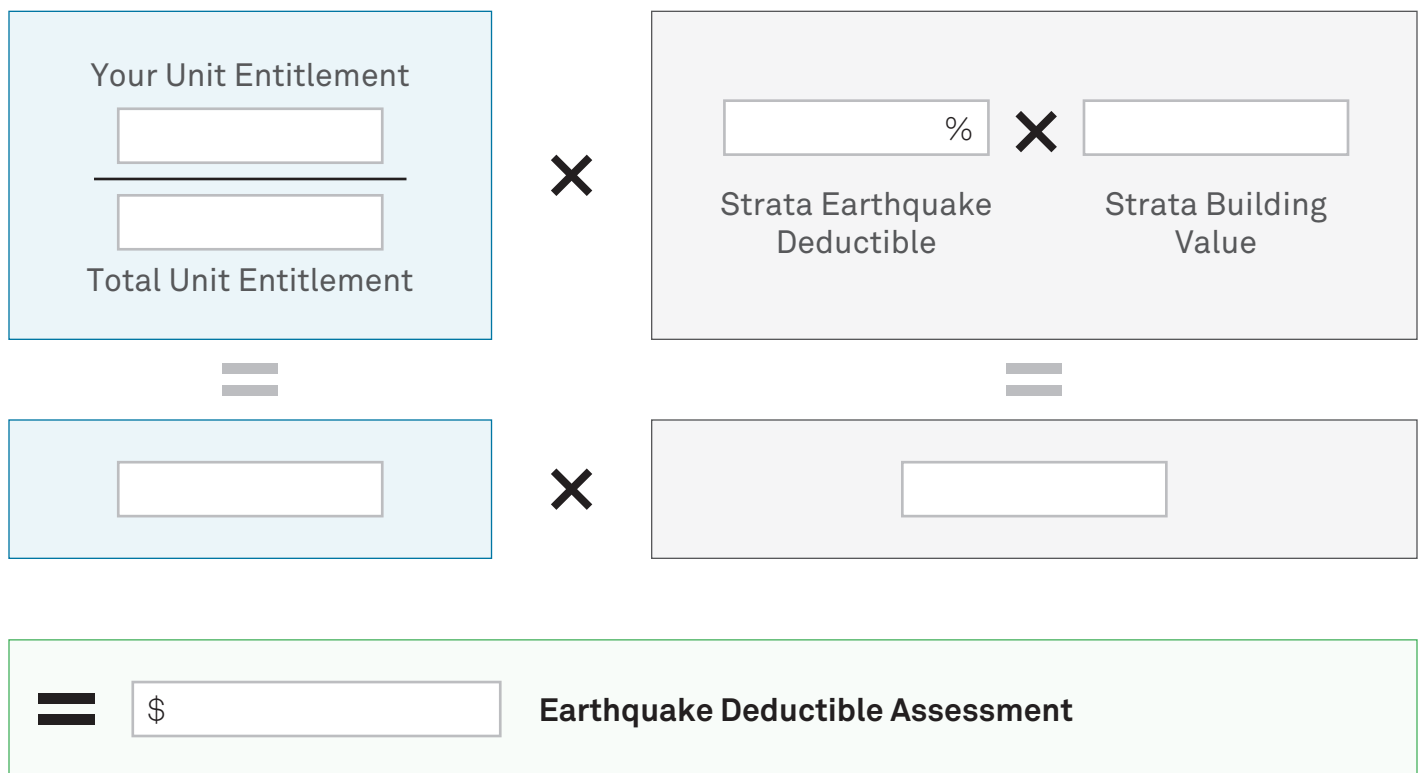
**FS Insurance  
Brokers**



## Strata Earthquake Deductibles

Did you know, even though your building has earthquake coverage, you still need earthquake insurance under your own personal policy? This will protect your unit and contents, *and* provide funds to cover your special assessment toward the building's earthquake deductible.

### How much Earthquake Deductible Assessment do I need?



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**MINUTES**  
**RESIDENTIAL SECTION EXECUTIVE MEETING**  
**THE OWNERS STRATA PLAN BCS 3495R**  
**GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on December 23, 2020*

*Electronically Via Zoom*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jacqueline Per	President
	Arturo Lara	Treasurer
	Jenny Yee	
Regrets	Peyman Majidi	
Guests	Five Star Building Services	
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 6:00 p.m.

**JANITORIAL AND BUILDING STAFF**

Five Star Building Services presented to the Strata Council an overview of the available janitorial and building staff services that can benefit the property. After the presentation, Five Star representatives were excused from the meeting and the Council noted that they will be researching proposals for the janitorial services and also will be considering hiring a building manager for the residential section of the Strata.

**APPROVAL OF AGENDA**

It was moved seconded and carried to approve the agenda.

**COUNCIL MEMBER RESIGNATION**

It was noted that Andrew Natale resigned from the Strata Council due to the sale of the unit.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

Minutes of October 28, 2020 and November 18, 2020 meetings were approved.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** The Strata Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** the financial statements for November 2020 were received.

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### **REPORT ON LITIGATION**

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no other litigation to report.

### **BUSINESS ARISING**

1. **Hot Water Re-Circulating Line:** The Strata Council was informed that proposals from Cambridge Plumbing and C&C Mechanical have been requested yet both vendors have not been able to prepare their proposals in time before the meeting, this matter was tabled and will be further discussed at the next meeting.
2. **Painting and Repairs:** The Strata Council noted that Pro Works Painting is tentatively prepared to commence the interior painting project on the 4<sup>th</sup> of January. The Strata Manager will be following up with the vendor and notices will be posted at the property as soon as the exact schedule has been finalized.
3. **Garage Door:** The Strata Council discussed the condition of the residential garage gates and the Strata Manager will obtain comprehensive review proposals for all four gates from different vendors. The vendors will also be requested to quote on the quarterly maintenance of the doors. This matter will be further discussed at the next meeting.
4. **Annual Fire Inspection:** It was noted that the annual fire inspection has been completed and Royal City Fire is expected to provide a proposal to resolve the deficiencies.
5. **Dryer Vents Cleaning:** The Strata Council noted that the annual cleaning of the dryer vents will commence on January 13<sup>th</sup>. Notices informing the Residents will be distributed informing on the cleaning.
6. **GC3 Elevator:** The elevator motor is still pending replacement. Otis advised that the new motor is being manufactured and will be installed as soon as the part is available.
7. **HVAC Quarterly Service:** The quarterly service has been completed. Report on findings was tabled and will be discussed at the next meeting.

### **NEW BUSINESS**

1. **Dryer Vents Leaks:** The Strata Council discussed issues with some units experiencing leaks from the dryer vents. The engineer from i3 Building Services inspected some of the units and determined that the ageing booster fans are the main source of the problem. Booster fans are private property and must be replaced by the Owners at their own expense and accord. In cases where the booster fans have been replaced by the Owners yet the leaks from the vents persist, the Strata will engage a contractor to seal the affected portions of the ducts from inside of the vents with several layers of liquid applied membrane. It was noted that the cost of this repair will be \$1,500 and will be done by the Strata as part of the common property repair.

2. **Pool Cover Replacement:** The Strata Council noted that the pool cover is beyond repair and approved \$4,767.64 for its replacement based on the proposal from Coverstar.

**TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 8:05 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Wednesday, January 13, 2021, at 5:00 p.m.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R  
MR/am

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**MINUTES**  
**RESIDENTIAL SECTION EXECUTIVE MEETING**  
**THE OWNERS STRATA PLAN BCS 3495R**  
**GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on January 13, 2021*

*Electronically Via Zoom*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jacqueline Per	President
	Arturo Lara	Treasurer
	Jenny Yee	
	Peyman Majidi	
<b>GUEST</b>	John Centola	President Strata Section
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 5:00 p.m.

**JANITORIAL AND BUILDING STAFF**

The Council President of the Strata section, John Centola, informed the Council of the residential section on the issues related to the Enterphone, Video Recording (DVR) system, and Keyless (FOBs) system programming. All present were informed that a software key (USB dongle) was missing and someone with the knowledge of the system was maliciously logging in through a local area network interfering with the FOBs programming, wiping out all DVR records, and generally affecting enterphone operations for all residents. Many hours were spent on site with the contractors from Cobra and Viscount who temporarily landed the needed software keys to the strata and the systems have been mostly restored and the rogue local area network has been removed. It was also noted that the common property master keys were not returned to the strata and all doors of the strata had to be re-keyed. The Council was also informed that the Building Manager's office will be moved back to the original location where it will be easier for the residents to meet with the site staff when needed. After the presentation, John Centola was excused from the meeting at 5:35 pm.

**APPROVAL OF AGENDA**

It was moved seconded and carried to approve the agenda.

**COUNCIL MEMBER RESIGNATION**

It was noted that Andrew Natale resigned from the Council due to the sale of the unit.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

Minutes of December 23, 2020 meetings were approved.

### **FINANCIAL REPORT**

1. **Review of Accounts Receivable:** The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. **Report on Unapproved Expenditures:** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statements:** the financial statements for December 2020 were received.

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### **REPORT ON LITIGATION**

- CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section)

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge, there is no other litigation to report.

### **BUSINESS ARISING**

1. **Hot Water Re-Circulating Line:** The Council was informed that proposals from Cambridge Plumbing and C&C Mechanical have been requested yet both vendors have not been able to prepare their proposals in time before the meeting. This matter was tabled and will be further discussed at the next meeting.
2. **Garage Door:** The Council discussed the condition of the residential garage gates noting that an updated proposal will be obtained from the vendor and a decision on gate replacement will be made at a later time.
3. **Painting and Repairs:** The Council noted that Pro Works Painting is tentatively prepared to commence the interior painting project on the 4<sup>th</sup> of January. The Strata Manager will be following up with the vendor and notices will be posted at the property as soon as the exact schedule has been finalized.
4. **Annual Fire Inspection:** The Council reviewed a report from Royal City Fire for the annual inspection noting that the general deficiencies noted in the report will be addressed as soon as possible. It was also noted that for all units that were unable to provide access to the original inspection and a separate date will be set with a condition that if once again no access is provided a locksmith will be called to open up the unit for this mandatory inspection of the fire safety equipment. Invoices related to the locksmith will be charged back to the respective units causing the expense.

5. **GC3 Elevator:** The elevator contract from Otis advised that the new motor is being manufactured and is planned to be installed on March 22.
6. **Dryer Vents Cleaning:** The Council noted that the annual cleaning of the dryer vents is in progress and all work is expected to be fully completed by January 23.
7. **Dryer Vents Leaks:** The Council discussed issues with some units experiencing leaks from the dryer vents. The engineer from i3 Building Services inspected some of the units and determined that the ageing booster fans are the main source of the problem. Booster fans are private property and must be replaced by the owners at their own expense and accord. In cases where the booster fans have been replaced by the owners yet the leaks from the vents persist, the Strata will engage a contractor to seal the affected portions of the ducts from inside of the vents with several layers of liquid applied membrane. It was noted that the cost of this repair will be \$1,500/suite and will be done by the Strata as part of the common property repair.
8. **HVAC Quarterly Service:** The quarterly service has been completed. Report on findings was tabled and will be discussed at the next meeting.

#### **NEW BUSINESS**

1. **Elevator Breakdown GC2:** The Council noted that it took an inappropriately long time for a contractor from Otis to attend the property and deal with elevator breakdown. The Strata Manager reviewed the emergency procedure with the building manager and with Otis to make sure such issues are always resolved as quickly as possible.

#### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 7:20 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Wednesday, February 10, 2021, at 5 p.m.

**FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/db

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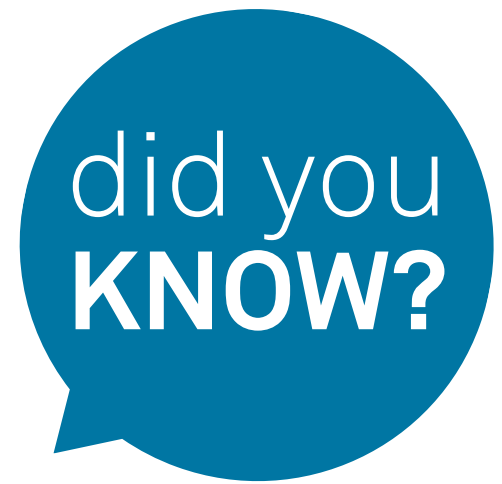
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**FS Insurance  
Brokers**



## Condo Owners' Coverage

Imagine returning home from the month-long vacation of your dreams to an onslaught of voice-mails and letters. You soon discover that a leak originated in your unit while you were away, and even though you'd thought about getting insurance, you never did. Now, you are legally (and personally) responsible for damages and repairs. The Strata Council is seeking payment of the building's insurance deductible and your neighbors are suing for damages. *Did you know* that Condo Owners' Coverage is available to help in situations exactly like this? Don't wait until it's too late!

### Condo Owners' Coverage provides protection for:

- Deductible Assessment Insurance
- Loss Assessment Coverage
- Additional living expenses
- Upgrades inside the unit
- Personal contents
- Personal liability
- Leak originating in your unit causing damage to:
  - Your unit
  - Neighboring units
  - Common property



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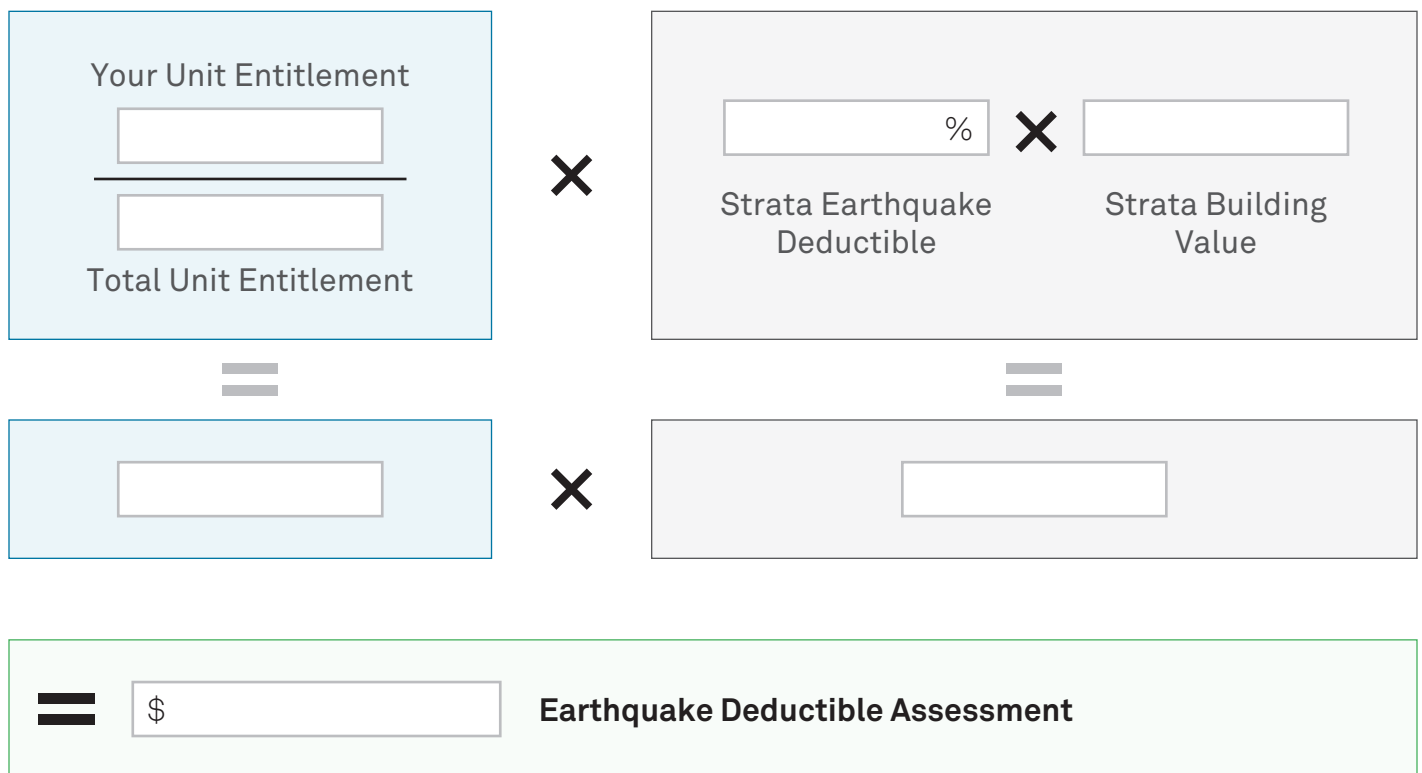
**FS Insurance  
Brokers**



## Strata Earthquake Deductibles

Did you know, even though your building has earthquake coverage, you still need earthquake insurance under your own personal policy? This will protect your unit and contents, *and* provide funds to cover your special assessment toward the building’s earthquake deductible.

### How much Earthquake Deductible Assessment do I need?



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**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495R  
GRAND CENTRAL (RESIDENTIAL SECTION)**

*Held on Wednesday, February 17, 2021*

*Electronically Via Zoom*

<b>EXECUTIVE IN ATTENDANCE:</b>	Jacqueline Per Arturo Lara Jenny Yee	President Treasurer Member
<b>REGRETS:</b>	Peyman Majidi	Member
<b>GUESTS:</b>	John Centola Nico Lormetti	President Strata Section Five Star Building Maintenance
<b>STRATA MANAGER:</b>	Mikhail Ratchkovski	FirstService Residential

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The meeting was called to order at 7:00 p.m.

**JANITORIAL AND BUILDING STAFF**

Nico Lormetti from Five Star Building Maintenance discussed with the Council janitorial options that will be required for the opening of the Gym. It was noted that Five Star begins janitorial services contract with the Strata on March 1<sup>st</sup> and the gym is expected to be open by the 15<sup>th</sup> allowing transition time for the new services to commence and to ensure that all sanitizing equipment is adequate and proper booking of the services is in place. After the discussion, Five Star was excused from the meeting.

The Council President of the Strata section, John Centola, joined all present and informed the Council of the residential section on the issues related to the fire equipment and facilities operations noting recommendations for the ongoing work that will need to be done to the mechanical equipment and pressure reducing valves repairs and replacement. After the presentation, John Centola was excused from the meeting.

**APPROVAL OF AGENDA**

It was moved seconded and carried to approve the agenda.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

Minutes of the January 13, 2021 meetings were approved.

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.

3. **Monthly Statements:** The financial statements for December 2020 were received.

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. <https://bcs3495r.connectresident.com/> The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

4. **Budget 2021-2022:** Preparation of budget for the next fiscal year was tabled and will be discussed at the separately held meeting.

### **REPORT ON LITIGATION**

The Strata Property Act requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

1. CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section).

### **BUSINESS ARISING**

1. **Hot Water Re-Circulating Line:** The Council noted that proposals from Brighter Mechanical and Cambridge Plumbing have been received and the Strata Manager will obtain a quote from an engineer to review the scope of presented work and recommendations. It was also noted that a proposal from C&C Mechanical has not been received and this issue will be further discussed at the next meeting.
2. **Garage Door:** The Council discussed the condition of the residential garage gates on P1 and P2 noting that both gates are in need of urgent replacement and ongoing malfunctions compromise building security. After the review of proposals from different vendors, noting the authority of section 98(3) of the SPA; to ensure safety or prevent significant loss or damage it was moved, seconded, and carried to approve the proposals from Sam's Garage Door in the amount of \$10,596 and replace both gates as soon as possible to expense funds for this project from the Contingency Reserve Fund.
3. **Cleaning Contract:** The Council noted the cleaning contract has been awarded to Five Star Building Maintenance who will also be providing a janitor/caretaker person that will be responsible for attending to the moving requests and other administrative tasks on the weekends that will allow cooperation with the Building Manager who will continue handling these items over the regular business weekdays. The Council noted that the expenses for the janitor/caretaker will be shared between both sections on a 70/30 basis and the exact allocation of expenses will be reviewed after few months to ensure correct allocation for the time spent for each section. Five Star will be requested to ensure proper key performance indicators are included in their reporting of the delivered services.
4. **Annual Fire Inspection:** It was noted that Royal City Fire will be on-site next week replacing emergency lighting and other equipment. Replacement of the smoke detectors will be scheduled for a later date. Notice will be distributed to the affected units in advance of the work taking place. It was also noted that for all units that were unable to provide access to the original inspection and a separate date will be set with a condition that, if once again no access is provided, a locksmith will be called to open up the unit for this mandatory inspection of the fire safety equipment. Invoices related to the locksmith will be charged back to the respective units causing the expense.

5. **GC3 Elevator:** The Council discussed continuing malfunction of elevator #2 at the GC3. It was noted that the original issues were caused by people jumping in the elevator and prying the doors open resulting in entrapments. While Otis attended to the repairs, it is not clear if the needed maintenance is adequate. Otis has been requested to explain the reasons and benefits of moving away from monthly to quarterly maintenance schedule changes. It was also noted that elevator #3 at GC#3 is still pending a new motor manufacturing and the planned installation date remains as March 22.
6. **HVAC Quarterly Service:** The quarterly service has been completed. The Council reviewed the report and based on the recommendation from the contractor, approved repairs and replacement of all affected pressure-reducing valves (PRVs) identified in the report. It was noted that the PRVs are responsible for the consistent water pressure in the plumbing system and will help with minimizing potential water leaks that may be caused by the high water pressure in the system. All other items listed in the report will be further discussed at the next meeting and will be included for funding in the next budget.
7. **Dryer Vents Leaks:** The Council discussed issues with some units experiencing leaks from the dryer vents. The engineer from i3 Building Services inspected some of the units and determined that the aging booster fans are the main source of the problem. Booster fans are private property and must be replaced by the Owners at their own expense and accord. In cases where the booster fans have been replaced by the Owners, yet the leaks from the vents persist, the Strata will engage a contractor to seal the affected portions of the ducts from inside of the vents with several layers of liquid applied membrane. It was noted that the cost of this repair will be \$1,500/suite and will be done by the Strata as part of the common property repair.
8. **Painting and Repairs:** The Council noted that Pro Works Painting completed the project and a final inspection of the work will be scheduled with the vendor and a painting inspector to go over potential deficiencies.

## **NEW BUSINESS**

1. **Emergencies Reporting:** The Council noted that all emergencies must be reported to the First Service Residential (FSR); has a 24/7 emergency phone 604-683-8900 number that is answered by personnel in the FSR Vancouver Office during business hours and in Vancouver Call Centre after hours. After hours mean 4:30 pm until 8:30 am and 24/7 Saturdays, Sundays, and Statutory Holidays. Emergencies mean issues such as domestic water flood issues, electrical & mechanical failures (elevators, parking gates, etc), or other issues related to property losses or compromised security that cannot wait until the regular hours for a resolution. For medical or police emergencies, 9-1-1 is still the number to call.
2. **Gym Reopening:** The Council discussed gym operation noting that it is currently planned to be opened on the 15<sup>th</sup> of March. A booking system in the FSRConnect will be used to allow interested residents to reserve the time. Additional information on this matter will be distributed once all details have been finalized.
3. **2109-2975 Charge Back Dispute:** The Council reviewed a dispute from the Owner for charges related to damage to common property, where the Owner refused to make the payment as there is no specific invoice from the vendor noting what repairs have been

completed. The Council noted that obtaining a specific invoice for the repairs from 2017 is not possible, yet the repairs have been completed and the expense incurred as per the letter that was sent to the Owner at the time in 2017. The Council decided that the Owner has to pay for this repair as it would be inappropriate to share this expense with the rest of the Owners at the property.

4. **1105-2968 Window Leak:** The Council discussed a complaint from the Owner about a window leak in the unit. An engineer from i3 Building Services completed their investigation and determined that there is no water leak coming from the exterior and the issue is related to condensation caused by lack of ventilation in the unit. Bathroom fans and stove fans must be used to rid of excess moisture in the units and blinds and curtains have to be open to allow access to fresh air to the windows preventing moisture from forming on the glass and ledges. The Council noted that all expenses related to the engineer investigation will be charged back to the unit.
5. **Pool and Spa Service:** The Council reviewed and approved a proposal from Bright Pools weekly testing of the water condition and review and maintenance of the pool and spa equipment at a monthly cost of \$200. It was noted that this service will help with consistent maintenance and will prolong the use of the equipment and minimize emergency repairs.

#### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 10:35 p.m.

**Next Meeting:** The next Council meeting has been scheduled for Wednesday, March 10, 2021, at 7 p.m.

#### **FirstService Residential BC Ltd.**



Mikhail Ratchkovski  
Senior Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495R

MR/ac

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**Customer Care Centre:** 1.855.273.1967 (24 hours non-emergency)

[www.fsresidential.com](http://www.fsresidential.com)

**Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.**

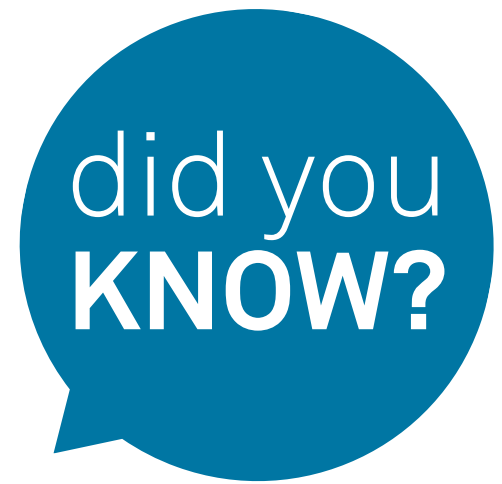
**FSRConnect™ REGISTRATION**

To benefit from **FSRConnect™** and help your Strata save money, please contact Connect Customer Care at [connect.bc@fsresidential.com](mailto:connect.bc@fsresidential.com) to further assist you in your registration process.

After the registration, the Owners will be able to access The Grand Central BCS3495 Website Portal: <https://bcs3495r.connectresident.com/>



**FS Insurance  
Brokers**



## Condo Owners' Coverage

Imagine returning home from the month-long vacation of your dreams to an onslaught of voice-mails and letters. You soon discover that a leak originated in your unit while you were away, and even though you'd thought about getting insurance, you never did. Now, you are legally (and personally) responsible for damages and repairs. The Strata Council is seeking payment of the building's insurance deductible and your neighbors are suing for damages. *Did you know* that Condo Owners' Coverage is available to help in situations exactly like this? Don't wait until it's too late!

### Condo Owners' Coverage provides protection for:

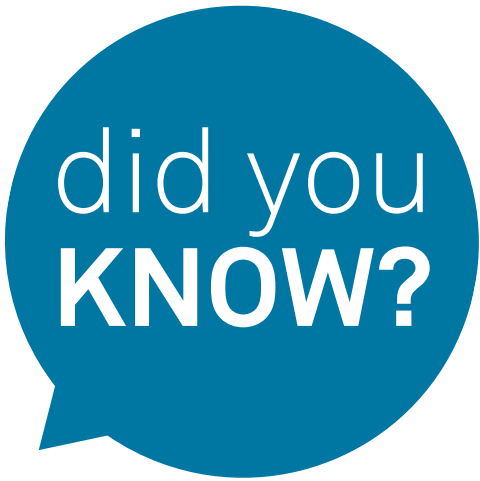
- Deductible Assessment Insurance
- Loss Assessment Coverage
- Additional living expenses
- Upgrades inside the unit
- Personal contents
- Personal liability
- Leak originating in your unit causing damage to:
  - Your unit
  - Neighboring units
  - Common property



*DISCLAIMER: All information provided by FS Insurance Brokers is advisory in nature. Any such information may not identify or contemplate all unsafe conditions; others may exist. FS Insurance Brokers does not imply, guarantee or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations are in compliance with all federal, provincial, or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of FS Insurance Brokers' advice or recommendations shall be the sole responsibility of, and made by, the client or other recipient of the information.*



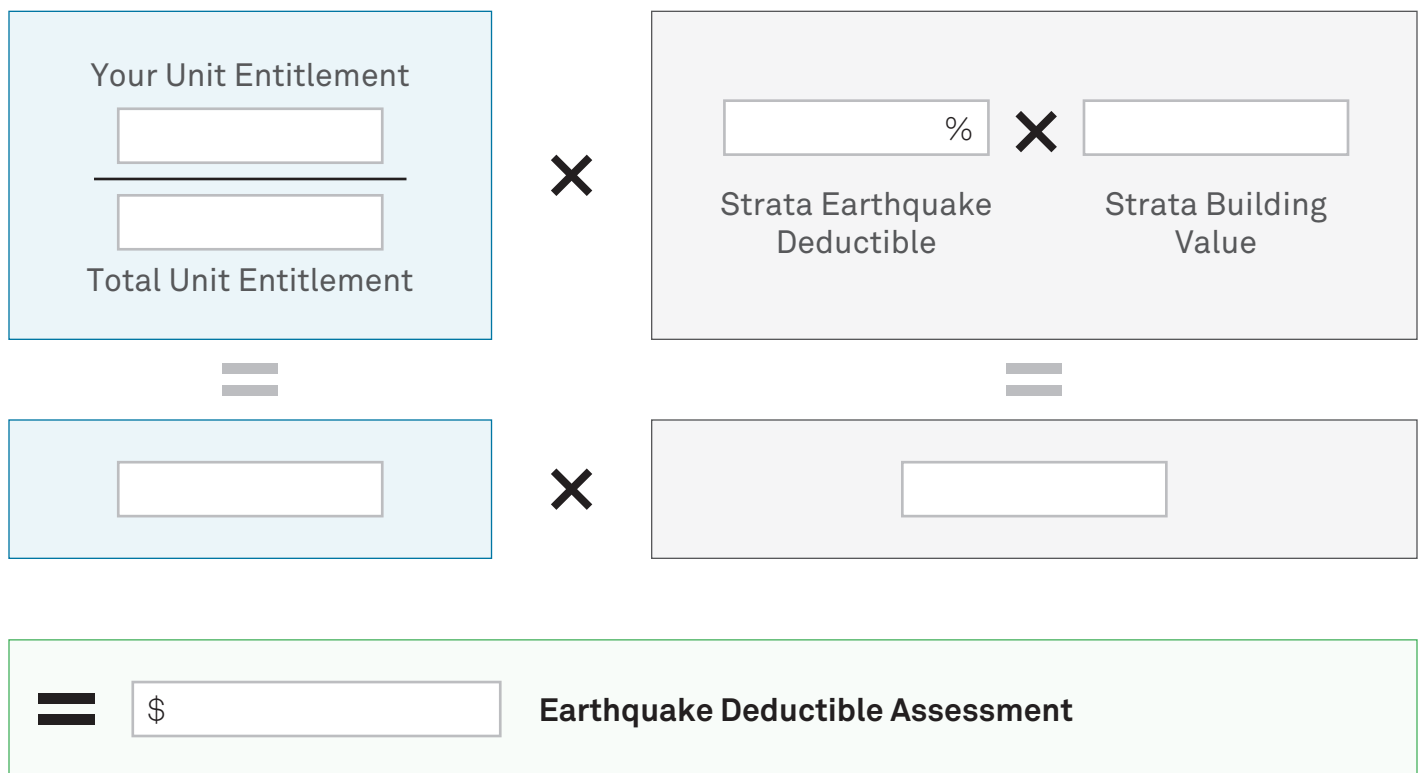
**FS Insurance  
Brokers**



## Strata Earthquake Deductibles

Did you know, even though your building has earthquake coverage, you still need earthquake insurance under your own personal policy? This will protect your unit and contents, *and* provide funds to cover your special assessment toward the building’s earthquake deductible.

### How much Earthquake Deductible Assessment do I need?



*DISCLAIMER: All information provided by FS Insurance Brokers is advisory in nature. Any such information may not identify or contemplate all unsafe conditions; others may exist. FS Insurance Brokers does not imply, guarantee or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations are in compliance with all federal, provincial, or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of FS Insurance Brokers' advice or recommendations shall be the sole responsibility of, and made by, the client or other recipient of the information.*

**MINUTES  
RESIDENTIAL SECTION EXECUTIVE MEETING  
THE OWNERS STRATA PLAN BCS 3495  
GRAND CENTRAL (RESIDENTIAL SECTION)**

***Held on Wednesday, March 3, 2021  
Electronically Via Zoom***

<b>EXECUTIVE IN ATTENDANCE:</b>	Jacqueline Per	President
	Arturo Lara	Treasurer
	Jenny Yee	Member
	Peyman Majidi	Member
<b>STRATA MANAGER:</b>	Mircea Apatean	FirstService Residential

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The meeting was called to order at 7:00 p.m. The new Strata Manager for the residential section introduced himself to Council.

**GUEST BUSINESS:**

The owners of SL 171 attended the meeting asking Council permission to install tiles on a small area where there is carpet now. Council agreed to the request as long as the Owners place a membrane underneath the tiles to minimize noise in the area.

**APPROVAL OF STRATA COUNCIL MEETING MINUTES**

It was moved and seconded to approve the Minutes of the Strata Council Meetings held on **February 17, 2021**, as circulated. **CARRIED.**

**FINANCIAL REPORT**

1. ***Review of Accounts Receivable:*** The Council thanks all Owners who have made their monthly strata fee payments in full and on time each month. Council asked the Strata Manager to follow up with the owners owing in the fees or other charges. Deadline letters will be sent to the owner with serious arrears before Council will start applications to the Civil Resolution Tribunal to recover the money.
2. ***Report on Unapproved Expenditures:*** There have been no unapproved expenditures. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. ***Monthly Statements:*** The financial statements for December 2020 were received.

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4. ***Budget 2021-2022:*** Council discussed the proposed budget for the next fiscal year at length. Further discussion is needed, and the final draft budget will be presented at the next Annual General Meeting for a vote.



### **REPORT ON LITIGATION**

The Strata Property Act requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation.

1. CRT Claim (CRT – ST -2019-005677 Cost Sharing, extended to the Residential Section).

### **VIOLATION REPORT**

Council received the Residential Violation Report and advised the Strata Manager how to proceed.

### **BUSINESS ARISING**

1. **Hot Water Re-Circulating Line:** The Council reviewed a quote from McCuaig Engineers and Associates for \$15,000 to review the scope of presented work and recommendations from three plumbers, updated their quotes and presented to Council. Council accepted the quote.
2. **Annual Fire Inspection:** It was noted that Royal City Fire will be on-site on March 15 to do the second visit for the annual fire inspection. Notice was posted in the buildings with the affected units. It was also noted that for all units that were unable to provide access to the original inspection and a separate date will be set with a condition that if once again no access is provided, a locksmith will be called to open up the unit for this mandatory inspection of the fire safety equipment. Invoices related to the locksmith will be charged back to the respective units causing the expense.
3. **GC3 Elevator:** It was noted that elevator #3 at GC#3 is scheduled to have the new motor manufacturing installed on March 22.
4. **HVAC Quarterly Service:** Council still need to review the other items listed in the deficiency report which will be further discussed at the next meeting and will be included for funding in the next budget.
5. **Dryer Vents Leaks:** The Council agreed that the Owners will replace the booster fans in their units. The work will have to be scheduled by Strata corporation, and this repair will be \$1,500/suite as part of the common property repair.
6. **Painting and Repairs:** It was noted that the building manager completed the final inspection of the work with the vendor, and payment will be issued afterwards.

### **CORRESPONDECE**

1. **SL 461 Request:** The previous tenant sent a request on behalf of the Owner that Strata will reimburse him for cost of the U-Haul truck \$86.46 as the building manager provided a wrong address for the week-end caretaker to lock the elevator. Strata Council agreed to reimburse this amount to the tenant.
2. **SL 471 Letter:** The Owner requested Council to cancel the move in/out fee on his account as the owner did not reserve the elevator upon move-out as he had carried luggage only and furniture/large items were left for the tenant. Council advised the Owner that this is

an administrative charge and new Owners are charged for this. After some discussion, Council agreed to waive \$150 out of the \$300 charge.

3. **SL 267 Letter:** The Owner asked Council if Strata can cancel the late charges of the strata fees. Council advised that all Owners are responsible to pay the levies and strata fees in time. Council decided that the Owner is to pay outstanding fees plus accrued interest for the strata fees. He can pay these in 4 monthly installments beginning April 1, 2021. He will be required to pay the outstanding levy charges plus accrued interest once FSR AR department confirms the amounts with him. Any further delay will see continued accrual of interest – it will not be waived. Also, the Owner advised Council that his Amazon packages were stolen from lobby and inquired what Strata can do in this regard. Unfortunately, Strata do not have a concierge/person that can receive packages. This is a problem not exclusive to our community. An option would be to ship packages to an Amazon locker.
4. **SL 315 Letter:** The Owner sent a letter asking Council to cancel a move-in charge on her account as the tenant moved out, new tenant moved in and her account was charged \$300. Subsequently, the tenant cannot return to Canada due to COVID-19 and asked to sublet the unit, which the Owner approved. The move in/out fee paid by sublets tenant. The original tenant cannot return to Canada and gave up on the lease of the unit and sublet tenant became the official tenant. The Owner requested the last move in/out charge be removed as it was duplicative. Council agreed that the Owner will have last move in/out charge for tenancy agreement dated January 1/21 – Dec. 31/21 removed as an error. They do not have to pay.
5. **SL 210 Letter:** The Owner asked Council if Strata will send a contractor to investigate water ingress or condensation in his unit.

### **NEW BUSINESS**

1. **Annual General Meeting (AGM) Preparation:** Council discussed other items to be included in the AGM notice as well. Both Strata Managers will work closely to schedule both AGMs on the same day starting with the strata corporation meeting followed afterwards by the residential section. This will enable cost savings to be had for the Owners. A date is to be set as the meetings will be done online via a secured Zoom platform with the new format requiring Owners to register in order to receive the link to participate. More info will follow.
2. **Building Manager Report:** The Council reviewed a brief report from the building manager. Council suggested several options on how to track the activities and work completed by the building manager (Mon-Fri 8:30 a.m. to 4:30 p.m.) and the caretaker (Sat/Sun 8:30-4:30) along with the times required to perform the duties. Council will discuss this matter further at the next meetings.
3. **Action Glass Quote:** The Council reviewed and approved a quote from Action Glass for \$992.48 plus tax to replace 3 fire rated protected glass due to fire code requirement.

### **TERMINATION OF MEETING**

There being no further business, the meeting was terminated at 9:40 p.m.

**Next Meeting:**     **Wednesday, April 7, 2021**, at 7:00 p.m.

**FirstService Residential BC Ltd.**



Mircea Apatean  
Strata Manager  
*Per the Owners*  
Strata Plan BCS 3495

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**FSRConnect™ REGISTRATION**

Sign up for the Resident Portal today to get access to the latest essential documents and information for your community. To register, search for your community website here: <http://www.fsresidential.com/connect/find-my-community> and click on the 'Register' button. Having trouble? For assistance call our Care Center which is open 24/7 365 days a year with translation services available in 31 different languages. The Care Centre team can be reached at 833-710-6869.

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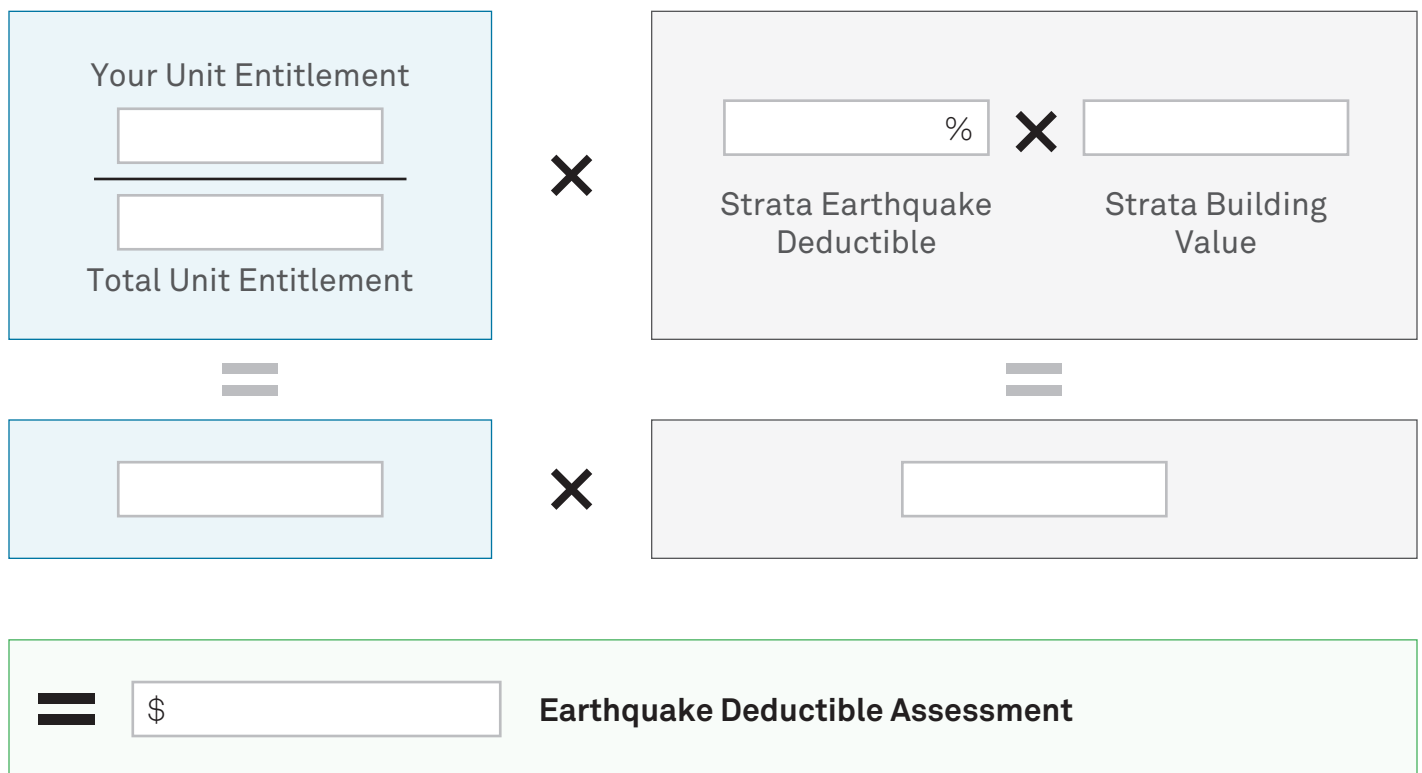
**FS Insurance  
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