



CLASSICO STRATA PLAN BCS 460

STRATA COUNCIL MEETING MINUTES TUESDAY, NOVEMBER 28, 2017 AT 5:30 PM

COUNCIL PRESENT:

Roman Piechocki **President/Treasurer**
Peter van Diepen **Vice-President (Departed at 8 pm)**
Irfaan Hafeez
Ken Sopko
Mark Deppel
Lawrence Keenan
Mike Jobani **Commercial (Departed at 6:30pm)**

MANAGEMENT PRESENT:

Paul Kral, Senior Property Manager
Pacific Quorum Properties Inc.
pkral@pacificquorum.com / Direct Line: 604-638-1961

1) CALL TO ORDER

The meeting was called to order at 5:30 p.m.

Council Hearing:

An Owner's agents attended the Council meeting to dispute a minimum three month rental restriction. The Council indicated that a rental bylaw restricting rentals was implemented in 2005, long before the current Owner's acquisition of the unit. The Council will provide requested proof of this implementation. The agent agreed to pay the outstanding moving in fees. The Council postponed the decision on the rental bylaws violations till the next Council meeting.

2) ADOPTION OF PREVIOUS COUNCIL MEETING MINUTES

It was:

MOVED/SECONDED

To approve the Minutes of the September 26, 2017 Council Meeting, as presented.

CARRIED

3) FINANCE

a) Monthly Financial Statements

The Treasurer reported on the Financial Statements for September and October 2017 before and at the meeting. The Council approved the Financial Statements for September and October 2017, as presented.

Any Owner wishing to receive a copy of the Strata Corporation's Financial Statements should contact Pacific Quorum Properties Inc. during regular business hours from 9:00 a.m. to 5:00 p.m., Monday to Friday.

b) Account Balances

The current account balances for the appropriate funds are as follows:

Strata Corporation Total:

- Operating Cash balance as of October 2017: \$127,449.00
- CRF balance as of October 2017: \$1,488,695.00

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c) **Arrears**

The Council reviewed the list of accounts in arrears. Letters were sent to all Owners with overdue accounts. Please note the following bylaws, which will be enforced by the Council for late Strata fee payments:

R.2.2 *All Strata fees are due and payable no later than the first business day of each calendar month. Fees received later than the appointed time will be subject to a fine of \$50 per month for each and every month that payment is late, to be levied by the Strata Management Company.*

Please be cognizant of the following procedures for overdue Strata fee recovery:

PROCEDURES FOR OVERDUE STRATA FEES

1. Strata fees are due and payable on the 1st of each month.
2. The Council directs the Property Manager to automatically mail a warning letter on the 3rd of the month if the Strata fees are not paid. The letter will include information regarding fines and interest charges, and will give the Owner the opportunity for a hearing.
3. At each Council Meeting, the Council directs the Property Manager to bring a current list of Account Receivables, with all collection action taken to date.
4. At the first month overdue, the Council directs the Property Manager to mail the “soft” lien letter, unless payment is received by the due date on the warning letter. The “soft” lien letter will also include information about fines and interest charges, and again give the Owner an opportunity for a hearing.
5. At the second month overdue, after the warning and “soft” lien letters have been mailed, the Council will direct the Property Manager to mail the “hard” lien letter if the account has not been paid by the due date. In addition, the Council will approve the fine and interest charges.
6. At the third month overdue, after the warning, “soft”, and “hard” lien letters have been sent, and fines and interest charges have been applied, the Council approves registering the lien and applying another fine and interest charges.
7. At the meeting after the lien has been filed, the Council approves starting legal proceedings, and applies another fine and additional interest charges.

d) **Coast Capital - Term Deposits - Renewals - Transfer**

The Council approved the following arrangements:

Renew the Residential Section term deposits maturing at Coast Capital:

December 13, 2017 - \$379,012

January 5, 2018 - \$367,573

And transfer \$200,000.00 from HSBC (CRF Residential) to Coast Capital for a 1 year term deposit, all at 2.25% annual interest.

CARRIED

e) **HSBC - Banking Charges - Outstanding Reversals**

The Property Manager reported that HSBC confirmed reimbursement to Strata Corporation for erroneous bank charges at \$111.00. This transaction should be rectified on November 30, 2017 and will be reflected in November 2017 financials.

4) **BUSINESS ARISING**

a) **Lobby & Tower Interior – Renovation**

The Council is finalizing the RodRozen renovation contract. There are two outstanding undertakings:

- The renovation of the elevators interior has to be coordinated with Richmond Elevator, the maintenance provider, and it needs to be approved by Technical Safety BC.
- The details of the electrical upgrading.

- b) **Annual Fire Inspection/Second Round/Deficiencies Commercial Section**
Elite Fire cancelled their invoice at \$594.00 for unsuccessful replacement of the failed heat sensors.
- c) **Flood Damage - Unit 16th Floor**
The damages caused by a leak from a pinhole in a plastic tube supplying water to the icemaker are still in progress. The Council is following up with the Owner to recover \$15,000.00 flood insurance deductible.
- d) **Surveillance Cameras - Commercial Section- Proposal Abandoned**
As noted in the previous meeting minutes, the Commercial Section proposed an installation of one security camera on the perimeter of the commercial building. The Commercial Section confirmed abandonment of this proposal.
- e) **Commercial Section Corridor - Repairs**
After long and extensive repairs of rainwater leaks, the commercial section corridor renovation has been completed. Most of the work was done by contractors, some by the building staff.
- f) **Building Exterior Painting**
As noted in September 2017 meeting minutes, UNITUS Painting submitted an amended budget quote for the exterior repainting of the building. The project and its budget cost were approved at the AGM on October 24, 2017. The Council is soliciting additional quotes for the exterior building repainting and installation of the self-adhered flashings in identified by the Strata locations. This installation of flashings will prevent staining of the concrete walls by running down rain water.
- g) **Hot Tub Cover - Supplied & Replaced**
The new hot tub cover was delivered and replaced.
- h) **Elevator Exhaust Fan - Safe Access**
NTEC Industries, Malburg Pump & Boilers and Atlas Anchors submitted quotes for installation of the fall protection system to provide safe access to a fan in the elevator mechanical room located on the roof of the tower. The Council approved a quote from NTEC Industries at a total cost of \$3,300.00, plus taxes.
- i) **Ceiling Repairs - Unit on 32nd Floor**
Glory Carpets completed drywall repairs after a main hot water line leak repairs in a unit on the 32nd floor.
- j) **Drywall Repairs - Unit on 6th Floor**
Glory Carpets completed drywall repairs after replacement of a washing machine drain riser couplings in a unit on the 6th floor.
- k) **General Building Maintenance**
The Property Manager reported that the building staff completed most of the recently scheduled maintenance projects. One of the items requires external assistance to be arranged by the Property Manager.
- l) **Bicycles Audit - Logistics**
As per the notice mailed earlier to all Owners, due to the limited space for bicycles in the designated common areas of the building, the Council is in the process of organizing a bicycle(s) audit. The owners and residents will be requested to have their bicycles tagged to indicate ownership.

Non-resident owners are requested to contact the Property Manager - Pacific Quorum or their tenant to tag their bicycle(s) to avoid having them disposed of. In early December, a special notice and tags will be provided by hand to all residents in the building.

All bicycles located in the common areas of the building must be tagged by their Owners. Any unidentified bicycle by January 15, 2018 will be removed and donated to charity.

m) **Decorative Light Post**

The ineffective decorative light post at the back lane was modified by the building staff. It is now fitted with LED light bulb.

n) **Carpet Cleaning**

In October 2017, MAXIMA Cleaning completed periodical carpet cleaning of the common areas.

o) **Roof Access - Doors Lock - Rekeying**

Following two incidents of unauthorized entry onto the roof area, to prevent future break and entry, the roof access door was fitted with a protective astragal plate and all doors at the roof levels were rekeyed.

p) **Personnel**

The employment contract of the Building Manager was amended with a revised work schedule and several additional operational requirements.

5) **BYLAWS AND RULES VIOLATIONS**

a) **Rental Bylaw Violation**

Letters were mailed to three (3) Owners.

b) **Parkade Gates Rule Violation**

Letters were mailed to four (4) Owners.

c) **Parking Violations**

Letters were mailed to three (3) Owners.

d) **Motorcycle Charging Bylaw Violation**

A letter was mailed to one (1) Owner.

e) **Non-Emergency Night Call - Service Charge**

A letter was mailed to two (2) Owners.

f) **Oil Leak in Parking Stall Bylaw Violation**

A letter was mailed to two (2) Owners.

g) **Vehicle Licence & Insurance Bylaw Violation**

Letters were mailed to twelve (12) Owners.

h) **Party Room Rental - Strata Clean Up Charge**

A letter was mailed to one (1) Owner.

i) **Noise Bylaw Violation**

A letter was mailed to one (1) Owner.

6) **CORRESPONDENCE**

a) An Owner submitted correspondence regarding their parking stall reassignment. After reviewing all available documents, the Council confirmed that Strata Corporation is not aware of any related agreement between the two parties. The Property Manager responded to the Owner accordingly.

b) An owner submitted correspondence confirming cleaning of the oil stain in their parking stall.

c) An owner submitted correspondence regarding garbage disposal violation. After verification of the incident, the Council decided that a \$50.00 fine and \$75.00 garbage removal charge stay.

d) An Owner submitted correspondence regarding the rental bylaw violation. After verification of the case, the Council decided that the \$200.00 fine and \$200.00 move in fee will remain.

- e) An Owner submitted correspondence regarding the parkade gate rule violation. After verification of the incident, the Council decided not to fine this Owner.
- f) An Owner submitted correspondence reporting fogging of two windows in their unit. After inspection of the windows by the building staff and by a contractor, the Council requested two quotes for this task. The contract was awarded to Accurate Glass Ltd. who will replace the failed windows at \$1,440.50 + GST.
- g) An Owner submitted a request for renovations of their unit. The Council approved it.
- h) An Owner submitted correspondence reporting noise bylaw violation. After verification of the case and confirmation that a source of disturbing noise was attended and promptly positively responded, the Council decided not to fine this Owner.
- i) An Owner on the 32nd floor reported water dripping from their ceiling. It was determined that the leak originated from a shower stall drain in a unit on the 33rd floor. The property management sent a letter to the unit on the 33rd floor, advising to arrange for a plumber to inspect their shower stall assembly and plumbing. As the damages were well below the Strata insurance deductible, the Strata did not become involved in the repairs.
- j) An Owner submitted correspondence regarding the parkade gate rule violation. After verification of the incident, the Council decided not to fine this Owner.
- k) An Owner submitted correspondence regarding the parkade gate rule violation dated back to September 2016. After verification of the incident, the Council decided that the \$50.00 fine stays. The Strata Council decided not to fine the Owner for the visitor parking rule violation in July 2017.
- l) An Owner submitted correspondence regarding drywall repairs in their townhouse after repairs of a leak from a planter. The Council approved required repairs to be performed by Glory Carpet.
- m) Owners from 38th floor submitted a request for permission to remodel the 38th floor hallway at their cost. The Council requested additional details.
- n) An Owner submitted correspondence regarding rental bylaw violation. After verification of the case, the Council decided to seek legal opinion.
- o) An Owner submitted correspondence regarding noise bylaw violation. After verification of the case, the Council decided to fine this Owner in the aggregate amount of \$200.00 for several noise violations. Also, the Owner is to be reminded to pay an outstanding move in fee at \$200.00.
- p) Three (3) Owners submitted correspondence confirming their cars insurance validity. After verification of these incidents, the Council decided not to fine these Owners.
- q) An Owner submitted correspondence regarding a charge for non-emergency call for staff assistance on weekend. After verification of the incident, the Council decided that the \$45.00 charge back for the staff overtime expense will remain.
- r) An Owner submitted correspondence regarding move in charges. After verification of the incident, the Council decided that the \$200.00 fine and \$200.00 move in fee will remain.
- s) An Owner submitted correspondence regarding their scooter battery charging cost. After verification of the amount of power consumption, the Council decided to charge this owner \$1.00 per month.

Attention Owners

Owners are invited to write to the Council via the Management Company, Pacific Quorum Properties, regarding any Strata related matters.

7) **NEW BUSINESS**

a) **Swimming Pool Area**

Bar-El Building Maintenance Ltd. and the building staff completed cleaning and minor renovations of the swimming pool areas.

b) **Planter Leak**

A leak from a planter affecting one of the townhouses interior was repaired. Also, the damaged drywall was repaired by a contractor.

c) **Car Registrations - Commercial Section**

To make control of parking areas more effective and to minimize correspondence resulting from potential parking infractions, the Commercial Section is requested to implement car registration system of their occupants.

d) **Motorcycles Parking - Residential Section**

The Council will address this item at the next council meeting.

e) **Planter & Lawn Drains Failure - Terrace Level 2**

The Council directed the property manager to determine scope of work and obtain quotes for repairs of the failed planter & lawn drains at terrace level 2.

f) **Irrigation Controller Failure**

The building staff replaced the failed irrigation system controller.

g) **Elevator Cameras Repair**

Westcoast Communications replaced the failed elevator camera's relay.

h) **Emergency Generator Test Impact**

Elpro Electric is investigating the extent of emergency generator test impact on various sections of the building. The intent of it is to determine if the power transfer affects electrical outlets inside the residential and commercial units.

i) **Kitchen Sink Drains Cleaning**

The periodical, preventative cleaning of all seven kitchen sink drain raisers will be performed by Montalbano Plumbing on December 5, 6 and 7, 2017. Notices to units required to provide access have been issued in advance.

j) **Enter-phone Use**

The Council reviewed reported long distance charges to strata for the entry-phone use. Although the amount of the resulting charges is not yet significant, it may effect implementation of some restrictions in the future.

k) **Landscaping Contract Renewal**

The Strata Council approved Hoe, Hoe, Hoe Landscaping Services contract renewal at a proposed cost increase of \$26.20, equal to 3.8% per month.

l) **Visitors Parkade Gate Damage**

Elite Doors attended the visitors' parkade entry gate emergency repairs. The entire cost for the gate repairs was charged back to the Owner whose guest caused the damages.

m) **Visitors Parkade Gate Modification**

To minimize the frequency of the gate failures, Elite Doors submitted a proposal for repositioning of a spring shaft assembly in the visitors parkade entry gate at a cost of \$1,002.00, plus taxes. The Council approved this proposal.

n) **Elevator Failures**

The Strata Corporation submitted complaint to Richmond Elevator Maintenance related to the latest increase in the frequency of elevators failures. Richmond Elevator responded that their service crew cleaned out excess gunk buildup on the top governor rope wheel for elevator A. This was causing the governor rope to bounce and hit the side of the car at times. They noted also that parts replacement, including the compensating chain assembly, was completed.

Although the above failures interrupted service and caused alarming operational noise, they were truly wear and tear items within normal elevator operations. As per the service agreement, the parts and labour were absorbed by Richmond Elevators. The elevators operation is being monitored.

o) Organics Disposal

Waste Management (WM) responded to the Council correspondence related to the unannounced organics disposal cost increase by \$27.37 equal to 21% per month as of September 2017. In essence, the reason for this increase is due to the closure of Harvest Power disposal site which could not absorb the volumes originally projected by the Metro Vancouver. Revolution and GFL, organics disposal sites, are both operating at their absolute maximum capacity turning away small haulers and haulers with frequently contaminated materials. Due to a substantial volume and clean material, WM disposals are charged at a discounted rate. It is expected that the cost of organics disposal will likely continue to go up.

p) Washing Machine Drain Raisers Cleaning

The inspection of the washing machine drain raiser during repairs of leaking couplings in one of the units revealed a heavy accumulation of grease inside the riser. Following plumber's recommendation, the Council instructed Property Manager to obtain a quote for cleaning all washing machine drain risers in the tower.

q) Strata Corporation Archives

The Council agreed to shred and dispose some of the Strata documents older than 6 years. The documents will be shredded at PQ office.

r) Personnel - Annual Bonus

The Council thanked all on-site staff for their contribution and hard work in the past year and approved an annual performance bonus for the Strata employees.

s) Owners Responsibilities for Repairs Inside Suites - Policy

Following the recent developments and practices in the industry, the Council is in the process of developing an up to date policy related to the Owners responsibilities for maintenance and repairs inside their units.

t) Council Responses to Issues Raised by the Owners at the 2017 AGM

1. Council Size Increase - Bylaw Amendment

This proposal will be reviewed during the preparation for the 2018 AGM.

2. Lobby Art Proposal

To be addressed by the committee with the designer.

3. Parkade Gates - Upgrade with Remote Control

The Council investigated this item with the Strata technician servicing the Keyscan security system. The cost of installation of additional reader enabling remote opening of the two parkade gates was estimated at about \$2,000.00. The existing system of opening the gates requiring swiping the fob would remain in operation. Due to the budgetary constraints, the Council decided to wait with the potential installation of these devices till later in the fiscal year, around July 2018.

4. Handicap Access Button Installation - Parkade Door Level P1 South

In response to a request from a handicapped Owner in 2013, Strata Corporation installed an automatic lobby door opener enabling opening the glass door by a remote. This feature is still operational. After verification of the current residency, the Council determined that at this time there is no necessity for installation of a similar device at the parkade levels entries.

5. Rule No. 16 - To be Reviewed/Amended by Commercial Section

With an input from the Commercial Section Owners, the rule was amended to:

Rule No. 16: COMMERCIAL SECTION SIGNAGE

All signage must be approved by Strata Council prior to display.

**PLEASE BE REMINDED TO REPLACE THE ICE MAKER
PLASTIC WATER LINE WITH METAL BRAIDED LINE**

8) **ADJOURNMENT**

There being no further business to discuss, the meeting was adjourned at 8:30 p.m.

**NEXT COUNCIL MEETING
TUESDAY - DECEMBER 12, 2017 at 5:30 p.m.**

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Submitted by:
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