



## CLASSICO STRATA PLAN BCS 460

STRATA COUNCIL MEETING MINUTES  
TUESDAY, OCTOBER 28, 2014, 5:30 PM  
MEETING ROOM - 1328 WEST PENDER STREET

**COUNCIL PRESENT:**

Roman Piechocki                      President/Treasurer  
Peter van Diepen                      Vice-President  
Irfaan Hafeez  
Lawrence Keenan  
Douglas Soo                              (Departed at 7:25 p.m.)

**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 5:35 p.m.

2) **ADOPTION OF PREVIOUS MINUTES**

It was:

**MOVED/SECONDED**

To approve the Minutes of the August 26, 2014 Council Meeting.

**CARRIED**

3) **FINANCE**

a) **Monthly Statement**

The Treasurer reported on the August/September 2014 Financial Statements. Minor corrections were submitted to Pacific Quorum's Accounting Department. The Strata Council Members approved the August/September 2014 Financial Statements.

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 balances as of September 30, 2014 for the appropriate funds are as follows:

- Total Cash Balance            \$1,122,478.00                      (Including Contingency Reserve Fund)
- CRF Balance                    \$889,027.00                        (Contingency Reserve Fund)

c) **Arrears**

The Property Manager reported that letters were sent to all Owners with overdue accounts.

Please regard the following procedures for overdue strata fee recovery:

**VANCOUVER OFFICE:**

Suite 430 - 1200 West 73<sup>rd</sup> Avenue  
Vancouver, BC V6P 6G5  
Tel: 604-685-3828 Fax: 604-685-3845

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

**SURREY OFFICE:**

Suite 408 - 7337 137<sup>th</sup> Street  
Surrey, BC V3W 1A4  
Tel: 604-635-0260 Fax: 604-635-0263

**PROCEDURES FOR OVERDUE STRATA FEES**

1. Strata Fees are due and payable on the 1<sup>st</sup> of each month.
2. Council directs the Property Manager to automatically mail a warning letter on the 3<sup>rd</sup> 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 Accounts Receivables with all collection action taken to date.
4. At the first month overdue, 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, Council will direct the Property Manager to mail the “hard” lien letter if the account has not been paid by the due date. Also, 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, Council approves registering the lien and applying another fine and interest.
7. At the meeting after the lien has been filed, Council approves starting legal proceedings and applies another fine and interest.

**4) BUSINESS ARISING**

**a) Electrical Vault – Power Breakdown**

Mott Electric attended twice regarding a breakdown of the power supply to some sections of the building caused by overheating of electrical panels when cooling fans failed. The Property Manager is going to arrange for a quote to install a visual and/or audible alarms of ventilation system failure in the electrical vault.

**b) TH 3 Leak**

The Strata Council reported that the leak above TH 3 has been sourced out and repaired by Vancouver Injection and Waterproofing.

**c) Speed Humps – Back Lane**

On September 24, 2014, the City responded that the work order has been issued and awaiting to be scheduled. In October, Pacific Quorum contacted the City again regarding this project. No specifics have been provided. The Property Manager is going to contact the City Neighbouring Parking and Transportation Branch supervisor again for an update.

**d) Water Leak – Commercial Section Corridor**

CCI Engineering provided recommendations and a scope of work to eliminate the water ingress from the south wall in the commercial section corridor. The Strata Council reviewed three competitive quotes including scope of work and approved the quote from Vancouver Injection and Waterproofing at \$2,850.00 plus GST for injection of cracks, cold joint and holes in the specified area inside the corridor.

**e) Landscaping**

The Property Manager reported that No Limit Landscaping returned to follow up on deficiencies and completed replanting of dead plants.

From mid September, the HOE, HOE, HOE Landscaping provides weekly landscaping maintenance for \$650.00 plus GST per month. The short term contract expires on December 31, 2014. The Council is going to review the contractor's performance at the November Council Meeting.

f) **Garbage Compactor Overhaul**

The Strata Council reported that the garbage compactor overhaul, including electrical and mechanical components has been completed.

g) **BC Hydro PIP Incentive (Rebate) for LED MR-16 Light Bulbs**

The Property Manager reported that BC Hydro's Incentive Rebate of \$1,200.00 for LED MR-16 light bulbs has been received.

h) **Odour Scrubber Installation – 1348 West Pender Street**

The Property Manager sent a letter to the City on September 5, 2014 inquiring about whether a working scrubber is required by law to be installed and maintained for all restaurant exhausts and whether the scrubber must be installed only if odour is over the allowable level (based on an engineer determining whether or not the odour is above the allowable limit). The Property Manager did not receive any response as of October 27, 2014 and will follow up with the City supervisor.

i) **Insulation of Hot Water Lines – (Energy Conservation)**

The Strata Council approved the proposal from Malburg Pump and Boiler in the amount of \$4,819.00 plus tax for insulating the domestic hot water lines in the shafts on level 15 and 27, lines serving hot tub, and lines heating lobby and party room. The project is expected to be scheduled after mid November.

j) **Hot Water Line Coupling Leak – 15th Floor**

The Strata Council reported that the leak from the hot water coupling on the 15<sup>th</sup> floor was repaired by Malburg Pump and Boiler. The Property Manager is going to coordinate the re-insulation of the water line and ceiling repairs.

k) **Security – Commercial Section Corridor**

The Strata Corporation reported that Westcoast Communication completed installation of Keyscan fob readers on both sides of the door in the Commercial Section corridor leading in and out of the parkade. The Property Manager is going to arrange for the lock to be re-keyed on both sides of the door.

l) **Pressure Reducing Valves (PRV) – Domestic Water Supply Risers – Levels 15 and 27**

Level 15 – The Strata Council reported that Malburg Pump and Boiler replaced the failed PRV on hot water riser. The contractor is awaiting parts for replacement of PRV and two isolation valves on the cold water riser. Their replacement will require water supply shut down. Notice will be posted in advance.

Level 27 – The valves were found to be in satisfactory condition

5) **BYLAW VIOLATIONS FOLLOW-UP**

- a) The Property Manager mailed out a letter to the Owner of units 1368/1372 W. Pender St., leased to Aki Restaurant, regarding occasional water ingress from their units to the parkade at Level P1 West.

Only the tenant of the commercial section unit responded to the letter, explaining that they did not have any water spillage in their restaurant since June 2014. The Council directed the Property Manager to engage a lawyer to write a letter to the Owner to respond to this problem.

- b) A parkade gate rule violation letter was mailed to an Owner.
- c) A garbage rule violation letter was mailed to two Owners.
- d) A bylaw violation letter was mailed to two Owners for not providing access during the emergency gas leaks repairs project.

**6) CORRESPONDENCE**

- a) An Owner submitted correspondence requesting permission for the service dog to access the lobby when accompanying the family member requiring his assistance. The Council approved this request.
- b) The Property Manager contacted an Owner regarding a water leak in their apartment. It was noted, that the leak originated from their apartment's plumbing, therefore, it was the Owners responsibility to arrange for repairs.
- c) An Owner submitted correspondence regarding cars not stopping/tailgating at the parkade gates. The Council directed the Property Manager to mail out warning letters and issue fines.
- d) An Owner submitted a response letter regarding not stopping/tailgating at the parkade gate. The Council unanimously approved a \$50.00 fine.
- e) An Owner submitted a response letter regarding not stopping/tailgating at the parkade gate. The Council accepted explanation and agreed not to issue a fine at this time.
- f) An Owner submitted correspondence regarding a garbage bylaw violation, explaining that the garbage bags were placed in the common hallway because the garbage compactor was not functioning at that time. The Council unanimously agreed to issue a \$200.00 fine.
- g) An Owner submitted a complaint regarding noise emanating from an apartment. A tenant responded to this complaint, explaining that the noise happened due to a party in their apartment. The Council agreed to issue a \$200.00 fine.
- h) An Owner submitted a complaint regarding removed plants and shrubs from the planters of TH 2 and TH 4's decks. The Council directed the Property Manager to issue a letter, advising both Owners to re-plant the removed shrubs and to maintain their planters accordingly.
- i) An Owner submitted correspondence offering consulting services for the Strata Corporation's maintenance projects. The Council thanked the Owner for this offer and responded that the Strata Council will contact this Owner before undertaking a major project in the future.

**IMPORTANT NOTICE**

During the last several months, we have received reports of water leaks in some bathrooms from the base of the shower handle. These leaks cause damage to the bathroom wall, and if prolonged or severe enough, may result in water damage to the suite below. If your bathroom has a configuration of the shower handle as in the picture posted on *PQ ONLINE* on May 27, 2014, the upper section of the shower handle flange must be sealed to prevent water leakage.

*Owners are invited to write to the Council via the management company, Pacific Quorum Properties, regarding any Strata matters.*

**7) NEW BUSINESS****a) Hose Bib Installation**

The hose bib installation at the loading zone back lane to facilitate washing the garbage bins has been completed.

**b) Security Service Contract Renewal**

The Strata Council reviewed proposals for security services from Securiguard, Concord Security and CMI Concierge & Security. After discussion, the Strata Council awarded and approved the security service contract renewal with CMI Concierge & Security.

**c) Kitchen Sink Drains Cleaning**

The Strata Council reported that Pacific West Mechanical Ltd.'s quote was approved for the annual kitchen sink drain cleaning on floors 3 to 5, and it has been scheduled November 12 – 13, 2014. Notices to affected units were delivered well in advance.

**d) Carpet Stretching**

The Strata Council approved a quote from Glory Carpets at \$1,200.00 for carpet stretching on the common hallway floors of levels 4, 5, 6, 8, 10, 11 and 16. The Property Manager is going to follow up with Glory Carpets regarding scheduling. Notices to affected units will be provided well in advance.

**e) Hot Tub Filter**

The Strata Council reported that the hot tub filter had cracked and was beyond repairs. It has been replaced by Imperial Paddock at a cost of \$1,290.00 plus GST.

**f) Gas Leak Repairs Project**

The Strata Council reported that the gas leak repairs were completed on October 22, 2014.

Council was very pleased that the residents cooperated with building management and repair technicians to identify the root cause and make this repair as safe and effortless as possible.

Council would like to submit a large compliment to staff and the President of the Council for their project management efforts in coordinating the logistics of a very successful operation. The nature of the repair was very challenging and impacted all residents, and due to this, the President had volunteered a considerable amount of personal time.

g) **Roof Boilers – Heat Exchangers Replacement**

During the recent roof boilers replacement project, one of the boiler's heat exchanger was damaged and then replaced. The condition of the other two was questioned. Viessmann, the manufacturer of the boilers, provided us with three (3) new, improved heat exchangers at no cost to Classico.

Malburg Pump and Boiler will replace the old heat exchangers within the next few weeks, free of charge.

h) **Annual Food Bank Drive**

Pacific Quorum Properties will be supporting the Greater Vancouver Food Bank Society by organizing a Food Drive within buildings managed by Pacific Quorum, as well as within the Pacific Quorum offices. We would appreciate your support for this charitable initiative to help those in need. The donation boxes will be placed in the mailroom of the building on or about December 1, 2014.

i) **Personnel Reorganization**

The Strata Council reported that due to restructuring of our building management plans, the position of Building Manager has been eliminated. Marcel Mazilu's employment was terminated as of October 31, 2014. The Strata Council would like to thank Marcel for his past efforts and wish him all the best in his future endeavours.

j) **Issues raised by the Owners at September 2014 AGM**

- Garbage/recycling improvements
- Balcony membrane deterioration
- Enterphone upgrades to connect with cell-phones
- Proxy form format
- Short term rentals
- Fire alarm procedures and Fire Safety Plan
- Concrete steps topping repairs (Jervis Street)
- Exterior lights timing
- Exit from the emergency staircase at 3<sup>rd</sup> floor
- Odour in the lobby washroom
- Emergency Staircase keys distribution
- Rubber mats for the exercise room
- On-line booking for party room and guest suite
- Purchase of "Concept 2" rowing machine
- External parkade exit gate sensor operation
- Cleanliness of 3<sup>rd</sup> floor common areas

Some of the above items have been responded below. The remaining issues will be reviewed and responded by the council at the subsequent meetings.

## **Fire Alarm Procedures and Fire Safety Plan**

The Strata Council reviewed the fire alarm procedures at Classico. It was noted that Classico is responding to the fire alarms properly. Because of some questions and comments made at the last Annual General Meeting, the Strata Council proposed to include the instructions in the Strata Council Meeting Minutes.

In 2003, the developer provided the Strata Corporation with the FIRE SAFETY PLAN developed by Protection Engineering Inc. It was reviewed and approved by the City of Vancouver, Fire & Rescue Services - Fire Prevention Division.

Based on the above plan, the Strata Corporation developed the following documents and procedures:

- Fire Alarm Emergency Response
- False Fire Alarm Response
- Fire Alarms - Instruction to residents (see: <http://www.theclassico.ca/>, under NOTICES)
- Monthly Fire Bells and Emergency Generator Tests
- Elevators Operation - Keys
- List of residents with disabilities requiring assistance in case of emergency

**Persons with disabilities should make their condition known to the building staff or to the Property Manager. The staff maintains a list of persons with disabilities and their suite number. They know who requires immediate assistance in an emergency.**

**FIRE SAFETY PLAN**, the procedure to be followed during an emergency:

Page 19 – **SECTION 7.2.4 - If it is a false fire alarm, the bells should be silenced and the fire alarm system should be reset after authorization from the Fire Department.**

The FIRE SAFETY PLAN and all above documents are stored in the Strata office and in the archives locker.

The **Fire Alarm Responses** manual, including the current list of residents with disabilities requiring assistance are also available in the lobby fire panel.

The Fire Department Lock Box containing all required keys is located in the lobby.

While the overall responsibility for the implementation of the Fire Safety Plan lies with the supervisory personnel of the building, all residents should participate in its implementation by getting familiar with:

- the building floor layout and location of exits;
- instruction to residents in case of emergency; and
- instruction on how to use the fire extinguishers installed in the building

## **FIRE ALARM – EMERGENCY RESPONSE**

If the fire bells are ringing and the staff on duty **does not know if the alarm is real or false**, they should:

- Proceed to or remain in the lobby.
- Open the fire control panel.
- Wait for the arrival of the fire brigade. Get the fire brigade keys ready.
- Set the main glass doors wide-open using doorstoppers located under the lobby desk.
- Direct traffic, assist residents as listed and the fire brigade as requested. Avoid answering distracting telephones.
- Wait for the fire brigade to investigate the alarm.

### **Fire Brigade Arrival**

When instructed by the officer in charge of the fire brigade:

- Silence the fire alarm (bells). You need to do this before you can reset the fire monitoring system to “normal” operation. To do so:
  - Press “**ALARM QUEUE**”.
  - Press “**SIGNAL SILENCE**”.
  - Press “**SYSTEM RESET**” to reset the fire monitoring system to “normal” operation.
- Reset the elevators operation to normal - the fire alarm should return the elevators to the lobby level and stop them. (see elevator instructions)
- Assist the fire brigade personnel to make announcement to residents using microphone located in the fire control panel:
  - On the announcement panel select:
    - “**ALL CALL MINUS**” and “**LV. 1 EAST**”.
    - Press and hold the microphone button and wait for the automatic warning signal.
    - Transmit the appropriate message as advised by the fire brigade after the warning signal stops (do not release the microphone button).
    - Contact the strata agent and report the incident.

### **FALSE FIRE ALARM RESPONSE**

If the staff on duty is **100% positive that the fire alarm is false**, they need to:

- Wait one minute (60 seconds) while bells ring.
- Proceed to or remain in the lobby.
- Open the Fire Control panel.
- Press “**ALARM QUEUE**”
- Press “**SIGNAL SILENCE**”

**Do not attempt to press the “Signal Silence”** before one minute passes. This button needs to ring for a full minute to complete its cycle. Repeatedly pressing this button causes the bells to ring longer than necessary.



## **Fire Brigade arrival**

- Wait for the arrival of the fire brigade. Get the fire brigade keys ready.
- Explain the situation when they arrive.
- When the device is repaired or smoke cleared and when instructed by the officer in charge:
- Press “**SYSTEM RESET**” to reset the fire monitoring system to “normal” operation.
- Reset the elevators operation to normal.
- Contact the strata agent and advise them to notify the fire monitoring station if the problem persists.

## **RESET THE ELEVATORS TO NORMAL OPERATION**

There are two emergency recall panels for setting the elevators operation:

1. Near the fire panel
2. Between the elevators at the lobby level

### **USE ELEVATOR “KEY 3”**

Turn the knob on the elevator panels as follows:

- **Near the fire panel to – ON**
- **Between the elevators to – ON**
- **Near the fire panel to – OFF**
- **Between the elevators to – OFF**
- **Near the fire panel to – AUTO**
- **Between the elevators to – AUTO**

All three elevators should now become operational.

### **Note:**

If for any reason the fire panel has not been reset (for example: if the alarm tripping device has not been repaired), turn the knob on the elevator panels as follows:

- **Near the fire panel to – ON**
- **Between the elevators to – ON**
- **Near the fire panel to – OFF**
- **Between the elevators to – OFF**

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## **Garbage/Recycling Improvements**

### **Garbage Disposal:**

Under the Greenest City 2020 Action Plan, the City has set a target to reduce solid waste going to the landfill or incinerator by 50% from 2008 levels.

To achieve this goal, the City is committed to:

- a. Expanding the existing citywide Green Bin Program to allow the collection of all household food waste.
- b. Developing education and enforcement programs to keep recyclables out of the waste stream.

- c. Advocating for more Extended Producer Responsibility programs for packaging.
- d. Developing a building deconstruction program.

### **Food Scraps Recycling**

**Most municipalities in Metro Vancouver are now collecting food waste – this means all food, such as meat, cheese, dairy, bones, fruits and vegetables from single family households, and are in the process of expanding collection into multi-family buildings (apartments and condos).**

**The "Classico" is looking forward to meet the food scraps recycling requirements when they are finalized.**

#### **Recycling:**

The "Classico" is meeting current City requirements by sorting out and disposing recyclable materials.

You can now recycle more items in your BLUE BINS FOR CONTAINERS, such as:

- a. Milk cartons
- b. Paper containers (including most gable-top containers)
- c. Tetra Paks Paper cups
- d. Ice cream tubs
- e. Paper/metal containers such as frozen juice cans

#### **Abandoned Garbage and Illegal Dumping:**

Abandoned garbage causes health and environmental risks, encourages more illegal dumping, and sends a message that illegal activity is okay in your neighbourhood.

When you dispose of items properly, and when you report illegal dumping, you help improve the quality of life in your neighbourhood.

#### **Alternatives to Dumping:**

If you have an item that is not collected by the City – like mattresses, large appliances, or furniture – you can:

- 1. Donate the item to charity
- 2. Bring the item to the Landfill
- 3. Recycle the item

#### **Report Illegal Dumping On City Property and in Parks:**

Phone 3-1-1 and provide a description of the material, the address or closest intersection where it was dumped, and your contact information.

If you notice ongoing illegal dumping, make a note of:

- a. The date, time, and location
- b. What type of material was dumped
- c. A description of vehicle and the person

## **Batteries Recycling**

The Council is exploring the proposal of providing the disposal place on site. The following factors need to be determined:

- safe storage requirements
- location
- method of transferring the batteries to the collection agency

<http://vancouverbattery.com/recycling.php>

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## **Intercom Upgrades to Connect with Cell-phones**

Residents who do not have a landline phone connection could have a simple phone receiver plugged into the existing phone jack. This enables responses to the enterphone "buzz". The remote, out-of-site, response to a "buzzer" from the enterphone appears to be a non-essential feature.

Modification to accommodate cell-phones in the enterphone system is expensive. Also, programming and administering cell-phone numbers would be time consuming.

### How does Classico's system work?

- A guest dials the unit number or scrolls through the list of unit numbers.
- The system then sends a signal to the phone jacks in that unit.
- This signal will ring any phones connected to those phone jacks.
- The resident picks up the phone and can press "6" to provide access (buzz them in).
- The door/gate by that panel will unlock for a set amount of time.
- The elevator control system is told to provide access to the unit floor for 3 minutes.

### Can the system dial cell-phones?

No. Our system is hard wired to each unit, and can only ring a phone connected to a phone jack in that unit.

### Does one need a phone line for the Enterphone to work?

No. As long as a regular phone set is connected to a phone jack in the unit the system will work.

### Why does the Enterphone occasionally not work?

95% of the reported Enterphone issues are caused by the service provider's technicians (Novus, Shaw, Telus, etc.) mistakenly disconnecting the enterphone wires for the unit. This normally happens during occupancy changes in the unit, or when services, like the TV, Phone, or Internet, are added or removed. In this scenario the resident is requested to call the unit's current service provider, and let them know that since their visit, the Enterphone ceased to work. These instructions were given to many residents in the past, and their Enterphone issues were corrected. The remaining 5% of the issues are due to the phone being used in the unit simultaneously. Cordless phones with weak batteries can also be an issue.

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### **Exterior Lights Timing**

The photocells are unreliable and economically unsuitable. To conserve energy, our external lights are controlled by a timer which is periodically set by the staff (it was provided by the developer).

The timer is set according to tabulations based on the time of the "Civil Twilight" in Vancouver (with an accuracy of +/- 5 to 10 minutes).

*"Civil twilight can be described as the limit at which twilight illumination is sufficient, under clear weather conditions, for terrestrial objects to be clearly distinguished;..."*

<http://en.wikipedia.org/wiki/Twilight>

We are in the process of obtaining a 7-day Solar Programmable Timer. It will change the time of lights operation daily resulting in greater accuracy.

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### **Exit from the Emergency Staircase at 3<sup>rd</sup> Floor**

According to the Fire Safety Plan, the tower of the complex is provided with two (2) center core emergency exit staircases - No.1 and No. 2.

Residents of Levels 4 to 38 & Roof shall egress by either of these exit staircases that lead to the West Pender Street, either via the lobby or vestibule.

Levels 5, 10, 15, 20, 25, 30 and 35 are suitable for crossing over. These floors shall not have their exits locked from the stairs to the public corridor.

Level 3 is not a designated exit from the emergency staircases No.1 and No. 2.

Note: In 2005, from a security point of view, the Strata Council applied to the City of Vancouver for a variance to permit installation of locks at Level 3 emergency staircases doors on the side of the public corridor. The permit was denied.

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### **Emergency Staircase Keys Distribution**

Notice to residents regarding distribution of these keys was posted in the building on September 25, 2014. Please contact building staff to receive the key.

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### **Rubber Mats for the Exercise Room**

The Council is planning to install additional rubber mats.

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## External Parkade Exit Gate Sensor Operation

In September 2014, the rubber air hose has been replaced with more reliable microwave motion sensor. It opens the gate when a vehicle, bicycle or pedestrian appear in proximity of the overhead exit gate.

### 8) ADJOURNMENT/NEXT MEETING

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

The next Strata Council Meetings are scheduled for  
**Tuesday, November 25, 2014 at 5:30 p.m.**  
**Monday, December 15, 2014 at 5:30 pm**

### ONLINE ACCESS TO YOUR STRATA CORPORATION

To access *PQ ONLINE* for Classico:

- Go to: [www.pacificquorum.com](http://www.pacificquorum.com)
- Under *PQ ONLINE LOGIN* enter:
  - Username: **classico**
  - Password: **460**

Once you have logged into *PQ ONLINE* for the first time, please go to “MY INFO” and sign-up for **email notification** of important notices, meeting minutes, etc., and update your contact details.

Submitted by:

**PACIFIC QUORUM PROPERTIES INC.**

Paul Kral, Senior Property Manager

430 – 1200 West 73<sup>rd</sup> Avenue

Vancouver, BC V6P 6G5

Tel: (604) 685-3828 / Fax: (604) 685-3845

Direct: (604)638-1961

Email: [pkral@pacificquorum.com](mailto:pkral@pacificquorum.com)

Website: [www.pacificquorum.com](http://www.pacificquorum.com)

**24-Hour Emergency Maintenance #: 604-685-3828**

**IMPORTANT INFORMATION** Please have this translated

**RENSEIGNEMENTS IMPORTANTS** Prière de les faire traduire

**INFORMACIÓN IMPORTANTE** Busque alguien que le traduzca

**CHỈ DẪN QUAN TRỌNG** Xin nhờ người dịch hộ

**重要資料 請找人為你翻譯**

これはたいせつなお知らせです。どなたかに日本語に訳してもらってください。

**알려드립니다** 이것을 번역해 주십시오

**सबुती महत्वाची** विरुध्द करवे विने वेरीं दिग्न एा दुल्लंवा करवाएँ

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