



**CLASSICO
STRATA PLAN BCS 460**

**STRATA COUNCIL MEETING MINUTES
WEDNESDAY, DECEMBER 11, 2013 @ 5:30 PM
MEETING ROOM - 1328 WEST PENDER STREET**

COUNCIL PRESENT:

Roman Piechocki **President/Treasurer**
Peter van Diepen **Vice-President**
Irfaan Hafeez
Lawrence Keenan
Nihat Yalcin
Paul McGeachie

COUNCIL REGRETS:

Douglas Soo

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.

a) **Council Election of Commercial Officer – Confirmation**

The following Owner was declared elected as the new 2013/2014 Commercial Section Executive for the Strata Council:

Douglas Soo – #310 – 638 Broughton Street, Vancouver

2) **ADOPTION OF PREVIOUS MINUTES**

It was:

MOVED/SECONDED

To adopt the minutes of the November 5, 2013 Council meeting minutes, as circulated.

CARRIED

3) **FINANCE**

a) **Monthly Statement**

The Treasurer reported on the October 2013 Financial Statements. The Strata Council members approved the October 2013 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 for the second month as at September 2013 in the appropriate funds are as follows:

- Total Cash Balance \$1,134,268 (including Contingency Reserve Fund)
- CRF Balance \$1,000,119 (Contingency Reserve Fund)

c) **Arrears**

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

d) **CRF Term Deposits – VANCITY (Updates)**

The Property Manager advised that Pacific Quorum opened a Contingency Reserve Fund (CRF) Term Deposit with VANCITY.

e) **Bank Charges**

The Council is seeking a reduction of the bank charges. The Property Manager is going to follow-up with Pacific Quorum Management.

f) **Deductible Charges**

The Property Manager reported that the insurer received all necessary documents related to the August 2013 flood which originated from the 4th floor, in order to release the deductible payment of \$15,000.00 on behalf of the Owner.

4) **BUSINESS ARISING**

a) **10-Year Warranty**

- i. The Council reported that the parkade floor's crack repairs have been completed at a total cost of \$5,775.00 plus taxes as proposed by Vancouver Injection & Waterproofing.
- ii. It was noted that the Strata Council President and the Property Manager are going to review the Residential and Commercial property's external sealant report early next year, and will discuss it with the Council at a future meeting.
- iii. The Property Manager obtained three (3) quotes for the concrete wall delamination in P1 West at parking stall #121A. The Council approved a quote from Vancouver Injection & Waterproofing at \$3,750.00, and directed the Property Manager to schedule this project as soon as possible.

b) **ICBC Claim**

The Property Manager reported that the insurance claim has been filed, and that the payment of \$520.00 from the insurer is expected to be received within a few weeks.

c) **BC Hydro Grant**

The Property Manager reported that BC Hydro approved the grant regarding the recent LED light bulbs purchased for the common areas. The grant is expected to be received within a few weeks.

d) **Bathrooms Renovations**

The Council reviewed three (3) quotes regarding bathroom renovations. The Council President and the Property Manager are going to meet with a One Man Army Inc. representative to finalize their proposal and to discuss all the details. This item will be discussed with the Council at a future meeting.

e) **Hot Water Supply System – Roof**

The Property Manager submitted three (3) quotes and the scope of work for replacement of the three (3) new boilers, and ancillary equipment in the rooftop mechanical room. It was agreed that the Strata Council President is going to meet with T & M Mechanical and RAM Mechanical to discuss various options related to the replacement of the boilers. This item will be further discussed with the Council at a future meeting.

f) **Water Lines Insulation**

The Council reviewed quotes for water lines insulation and drywall installation on the 5th, 15th, and 27th floors. The Council approved a quote from RAM Mechanical to insulate the pipes, and a quote from Circle Restoration to install new drywall as required.

g) **Automatic Door Opener Installation**

The Council awarded contract to Pedestrian Doors Unlimited in the amount of \$4,530.00 plus tax. The installation of an automatic door opener for the building's main entrance door has been scheduled for December 17, 2013.

h) **Carpet Stretching**

The Property Manager reported that the carpet stretching on the 9th floor was completed at a total cost of \$730.00 plus taxes. The Strata Council is going to monitor the area for three months in order to determine its effectiveness, and quality of the workmanship. This item will be reviewed again at the next Council meeting.

i) **Toilets Modification - Commercial Section**

Pacific West Plumbing submitted a quote for the modification of two (2) toilets on the 3rd floor of the Commercial Section at a total cost of \$3,190.00 plus taxes. The Council directed the Property Manager to contact the Commercial Section for their feedback/opinion, and possible approval of this project.

j) **Elevator Update**

The Property Manager provided a report on troubleshooting of the elevators at Classico. It was noted that Richmond Elevators confirmed that the past issues were related to the faulty relay in the controller, and faulty door locks at elevator "C".

The Property Manager reported that Richmond Elevators have replaced all door locks and adjusted all doors related to the "C" Elevator Car. This involved sitting on top of the car, and going to every floor, changing out every beak contact, door lock, and door lock adjustment. Also Elevator Car "A" has been serviced, and all necessary repairs were completed. The Property Manager is also going to request an on-site meeting with a Richmond Elevator representative to discuss future maintenance procedures for all the elevators at Classico. The elevators are being monitored.

k) **Strata Insurance Renewal**

The Property Manager reported that the 2014 Building Insurance Appraisal has been completed, and the insurance certificate quotes will be received within one week.

l) **TH-1 and TH-5 Repairs**

The Property Manager reported that repairs of damaged drywall in multiple locations were completed.

m) **Parkade Tire Marks Repairs**

Vancouver Injections & Waterproofing will be submitting a quote for the repair of the damaged portion of the parkade floor before the end of December 2013. This item will be reviewed again at the next Council meeting.

n) **Policy for Trades - Updates**

A draft policy proposal was submitted to the Council related to privacy considerations when accessing common areas of the building by trades. The Council approved the policy proposal.

5) **BYLAW VIOLATIONS FOLLOW-UP**

a) As noted in the November 2013 meeting minutes, a complaint was received about furniture and other items placed in the common area, and a Bylaw violation letter with a \$200.00 fine was sent to the resident on October 5, 2013. The Owner responded again on November 28, 2013 that this was not garbage, but donations for Big Brother. The Council decided not to reverse the fine. The Property Manager also confirmed that a fine of \$200.00 for an alleged illegal move-in was reversed. This matter is now closed.

b) A complaint has been received that the parking Bylaws and a Rule of BCS 460 (Bylaw R.10.4, and R.10.5, and Rule No.3) were violated on multiple occasions. From November 14, 2013 to December 1, 2013, an Owner had operated three vehicles, which were constantly being moved between visitor's stalls and vacant residential stalls to avoid detection. Pursuant to Bylaw R.10.4, R.10.5 and Rule No. 3, the Strata Corporation has imposed a fine of \$200.00 for the contravention of these Bylaws and Rule.

6) **CORRESPONDENCE**

a) The Property Manager reported that a letter was mailed out to the City of Vancouver regarding speed hump installations in the back lane.

b) An Owner requested an enterphone listing correction. The Council advised that this will be completed once the weather gets warmer, as a technician will need to work on the enterphone panel outside of the building.

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

7) **NEW BUSINESS**

a) **Recycling Commercial**

It was noted that the commercial section arranged "blue" bins for disposal of recyclable materials. The Strata Council is unsure what account has this service been set up for.

b) **Annual Fire Inspection**

Following review of the quotes, council awarded a contract for the annual fire inspection to **Mr. Fire Protection**. The annual fire inspection has been scheduled for February 24th through 27th, 2014. Notices will be posted well in advance.

c) **Leaf Blower Ban**

The Strata Council agreed to ban gas powered leaf blowers. The Council directed the Property Manager to contact the building across the street with a similar request.

d) **Heating Repairs – Lobby**

RAM Mechanical attended to heating deficiencies in the main lobby, party room, and in the elevator lobbies at level P1, P2, and P3. A number of repairs and modifications have been performed to the corresponding air handling units, including replacement of pumps, thermostats, and electrical parts.

e) **Heating – Change Rooms in Swimming Pool**

The Council is going to obtain proposals regarding heating installation in the swimming pool change rooms.

f) **Common Area Furniture Replacement**

The Council reported that the Redesign Committee will return to the Council with suggestions regarding common areas' furniture replacements. This item will be discussed again at future meetings.

g) **Toilets Overflow – Commercial**

The Property Manager is going to notify all Commercial section Owners about possible future expenses related to leaks from the backed-up toilets. The Property Manager is going to inform the occupants of the level 3 offices that in case of level 3 toilets and related plumbing failures, they will have to arrange the service themselves and cover its cost.

h) **Suggestions from AGM**

The Council reviewed the following items as suggested by Owners at the October 2013 Annual General Meeting (AGM):

• **Parkade Cleaning**

All levels of the parkade are hosed quarterly by our staff. Heavier stains are lightly power washed and brushed. Some stains are permanently fused in, and embedded in the membrane. The most frequently used visitors section of the parkade is cleaned more often, and as required. We are avoiding use of chemicals, and petroleum based solvents.

The floor tiles in elevator lobbies at P1, P2, and P3 will be power brushed more frequently.

• **Intercom Upgrades to Connect with Cellphones**

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 cellphones in the enterphone system is expensive. Also, programming and administering cellphone 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 cellphones?

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.

- **General Landscaping; Level 5 Landscaping; Jervis Street Landscaping; Dead Trees – Back Lane**

The Council will engage a landscaping designer to develop a long-range plan of improvement.

- **Concrete Steps Topping Repairs (Jervis Street)**

The Council acknowledges the need for repairs

As stated by the reporting Owner at the Annual General Meeting, it was the developer's deficiency. It was not a priority item for rectification during the overall scope of deficiencies and warranty negotiations.

There is no safety concern; however, it will be considered for repairs in the next fiscal year.

- **Motion Light Sensors Installation – Hallways/Common Areas**

Common areas lighting is regulated by the City Code. The lights in the corridors, parkade, emergency staircases, and other locations are required to stay ON at all times. We are doing our best to minimize the cost of light bulbs, reducing their wattage, and installing motion activated lights where permissible, practicable, etc. For example, the motion lights in the garbage room did not work, and the Council deactivated the sensor.

Most levels of the tower suggested that excessive brightness in the corridors is not really necessary. Therefore, the Council maintain a reduced number of light bulbs in the fixtures.

- **Odour in Washrooms**

The washrooms in the pool area and in the guest room are scheduled for renovations during this fiscal year. This would undoubtedly address this deficiency. Council is currently reviewing quotes for renovations. Installation of permanent water based heating would also be helpful in eliminating odour caused by moisture and mould.

The Property Manager will review the quality and type of detergents used by the janitorial staff.

- **Trades Parking in Front of the Building**

There are sporadic instances of abuse by trades attending individual Owner's repairs and/or equipment installations.

In cases of emergency, Classico staff allows some trades attending to fires, floods, elevator break-downs, etc. to park in the circular driveway.

It was particularly evident when a number of emergency response trucks attended a flood in the tower in July 2013.

Also, courier deliveries occasionally contribute to the congestion in this area. Fortunately, the latter does not last long.

Classico staff is responding when present in the area, and when appropriate. Fortunately, as a result of stricter bylaws, there are fewer "NO PARKING" violations by residents.

- **Notice Posting/Design**

It was agreed that the Council would try to do better.

Occasionally, because the Council has much "to report", and because of space limitations, both on a single sheet of paper, and on the elevator panel, the notice appears to be overloaded, and difficult to read.

However, notices are also posted in other locations throughout the building, including the mail room, elevator lobbies, and on-line, allowing review of the entire notice with adequate attention.

Also, a polite reminder to advanced users of the internet, automatic reception of the "Classico" notices is available:

Please refer to the instruction attached to this set of Council meeting minutes, or visit us at: <http://www.theclassico.ca>, and locate it under **NOTICES: AUTOMATIC DELIVERY OF NOTICES**

- **Timing of Garage Gate Closing/Opening**

It is set at the minimum delay provided by the equipment manufacturer. There is a tolerance range of 1-2 seconds. The closing time of the gate ranges from 8-10 seconds. Your patience in waiting for the gate to close behind you would be appreciated by all. It is an effective security protection measure.

- **Grease Dumping in Kitchen Sinks**

Fats, Oil, and Grease (FOGs) from kitchen sinks cause most drain lines to clog, and are the primary reason these lines require more frequent cleaning cycles than non-grease lines (bathrooms and toilets). The Council is fully aware of this issue, and has been proactive in this respect.

Auguring of the kitchen sink stacks at the most critical levels of the tower has been performed every year over the last three years. The last one was completed in November 2013.

The Council will issue a general notice advising Owners about the dangers associated with flushing excessive amounts of FOGs down kitchen sinks.

NOTICE TO RESIDENTS

A few simple actions will prevent excess fats, oils and grease from clogging our lines and ending up in the ocean. For small amounts of grease, sauces, and salad dressings, use a paper towel to wipe off most of the oily residue before rinsing the kitchenware in the sink.

For grease left over from cooking and frying, cool the grease, then pour into a container. Store the container in the refrigerator or freezer until it hardens, and then dispose with the household garbage.

For large amounts of liquid cooking oil (up to 10 liters), store the oil in its original container, and take it to a recycling depot.

- **Garbage in the Back Lane**

This issue has been ignored for many years, and given the number of ongoing complaints, it is overdue for being resolved.

Members of the Council worked on possible solutions. Several alternative designs have been made, and quotations have been secured. A Commercial section representative was involved, and voiced an agreement on what sounded like the Commercial section consensus.

Disappointingly, the proposed improvement of caging the garbage containers, and other disposable materials bins at the back lane, did not meet a sufficient level of approval from the Commercial section Owners at the last Annual General Meeting (it was a ¾ vote resolution).

This does not make the problem go away.

On the positive side, from the Council's end so far, we have installed a motion activated light in the back lane to minimize a breach by the garbage pickers, which has seemed to work. Also, we are in the process of assessing the installation of the hose bib in this location, enabling washing of the garbage bins after their disposal.

The Property Manager is arranging a meeting with the Commercial section Owners to re-visit the problem, and find a workable solution.

- **Flood Detector**

The Council will review available equipment options and solutions. There is variety of equipment available on the market. The Property Manager will arrange contact with appropriate service providers. Risk assessment, along with the costs, and benefits will also be considered.

8) **ADJOURNMENT/NEXT MEETING**

There being no further business, the meeting was adjourned at 7:40 p.m.

The next Council meeting is scheduled for **Tuesday, January 28, 2014 at 5:30 p.m.**

ONLINE ACCESS TO YOUR STRATA CORPORATION

To access **PQ ONLINE** for Classico:

- Go to: 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.

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Email: pkral@pacificquorum.com

Website: www.pacificquorum.com

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

IMPORTANT INFORMATION Please have this translated

ENSEIGNEMENTS IMPORTANTS Prière de les faire traduire

INFORMACIÓN IMPORTANTE Buque alguien que lo 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。 できるだけ日本語に訳してもらってください。

알려드립니다 이것을 번역해 주십시오

घरणी मासुकरणी बिबरण अउवे दिने बेसु दिना एा सुसुवा अउबसुवा

Please Note: The Real Estate Regulations may require that a vendor provide purchasers with copies of the strata corporation minutes. Please retain these minutes for your records. Replacement copies will be subject to a cost per page and can be received upon a seven (7) day advance order from *Pacific Quorum Properties Inc.*

NOTICE TO RESIDENTS

To improve dissemination of information about the strata corporation activities, we are inviting you to take advantage of the automatic delivery of notices, minutes, etc. to your Email via reliable server. This service lets you subscribe to The Classico Condominium - Blog.

Here is the procedure to activate this option:

1. In your browser activate website: <http://blogtrotr.com>
2. In the first field enter: <http://www.theclassico.ca/1/feed>
In the second field enter your Email address
In the third field select: **Realtime**
Click on: **FEED ME**
3. Open your Inbox Email where you should receive a message from blogtrotr. Confirm your subscription as directed. You will be re-directed to the blogtrotr.com website confirming your subscription.

You will now be receiving all new postings of theclassico.ca website.

Thank you for activating this link.

"Classico" - strata council - October 2013