

MINUTES OF COUNCIL MEETING

STRATA PLAN BCS-460

CLASSICO

HELD On Monday, November 5, 2012 at 5:30 p.m. in the Meeting Room
1328 W. Pender Street, Vancouver, B.C.

PRESENT

Roman Piechocki	President/Treasurer
Peter van Diepen	Vice-President
Irfaan Hafeez	
Lawrence Keenan	
Douglas Soo	
Ken Sopko	
Mark Deppel	

STRATA AGENT Sylvia Brewer, Vancouver Condominium Services Ltd.

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

MINUTES

It was moved, seconded and carried to adopt the minutes of the September 11, 2012 council meeting, as circulated.

FINANCIAL REPORT

1. **Monthly Statements:** The treasurer reviewed the August and September 2012 financial statements and it was moved, seconded and carried to approve the financial statements as circulated. Any owner wishing a copy of the strata corporation's financial statements should contact Vancouver Condominium Services Ltd. during regular business hours, 9:00 a.m. to 4:30 p.m., Monday to Friday.
2. **Account Balances:** The current balances for the 1st month as at September 30, 2012 in the appropriate funds are as follows:
 - Consolidated Cash Balance \$971,106.85 (including CRF Balance)
 - Consolidated CRF Balance \$646,156.23 (Contingency Reserve Fund)
3. **Arrears:** The status of owners' accounts was reviewed by council and the agent was instructed to send letters to those owners with outstanding balances.

4. **Closing of Fund Accounts:** After review and discussion, the agent was instructed to ensure all payments have been made and transfer any balances left in the following fund accounts: Balcony Repairs, and Parkade Lighting to the CRF as the projects have been completed. The agent also noted that there is an outstanding loan payable to the CRF for the Parkade Lighting project and this will be repaid before the fund is closed.

BUSINESS ARISING

1. **Parkade Lighting:** The agent reported that another cheque has been received and deposited to the Parkade Lighting Upgrade Fund. The agent will close the account and transfer any balance in this fund to the CRF.
2. **Fire Equipment Repairs:** The agent reported that Bartec has been contacted and advised that council would like to meet with them to discuss the two outstanding invoices and to date, a reply has not been received. The agent was instructed to make one more attempt to set up a meeting. Council has also had Voltec on site and they have reviewed the deficiencies and a number of repairs are to take place once parts have been received.

CORRESPONDENCE

Owners are invited to write council via the management company regarding any strata matters.

1. A letter was received from the owner of 2101 requesting permission to install hardwood flooring. After review and discussion, approval was granted and the agent will advise the owner accordingly.
2. A bylaw violation letter was sent to an owner regarding their barking dog and a response has been received. After review and discussion, a council member reported that this dog continues to bark and it was agreed that a second letter will be sent to the owner advising that the barking has not stopped as stated in their letter. A fine will be levied against their account and it is requested that they ensure that the barking be stopped.
3. A pet complaint letter was sent to an owner regarding their dog has been seen urinating on common property. After review and discussion, as no response has been received from the owner, a \$200 fine will be levied against their account.
4. A letter was received from an owner regarding the recent window cleaning and a number of issues were brought to council's attention. The agent reported that she has advised Pacific Heights of this owner's concern and Pacific Heights will ensure that should they be awarded the contract next year, these concerns and issues will be addressed appropriately.
5. A letter was received from a commercial unit regarding signage over a common area and it was agreed that a council member will contact all of the commercial owners to discuss the issue and try to resolve the signage concerns.

6. A bylaw violation complaint was sent to an owner regarding excessive noise on several occasions. The residents responsible for the noise have responded to the complaint and have advised that they will be more mindful in the future. After review and discussion, it was agreed not to levy a fine on this account.
7. A letter was received from two owners suggesting the need for upgrades of the common area lobby and halls. After review and discussion, council thanks this owner for their suggestions. The agent was instructed to send a response advising that an exploratory committee could be formed and they could gather suggestions from designers for possible upgrades, or they could wait until the next AGM in 2013 to discuss these suggested upgrades and form a committee at that time.
8. A letter was sent to an owner of an 18th floor suite advising of water ingress from their kitchen refrigerator into the suite below. This owner was advised that any damages were their responsibility. The owner of the suite below them has also been advised that the owner above them is responsible for repairs. To date, no reply has been received from the owner nor has the agent for the suite that suffered the water damage been able to contact the owner. A second letter will be sent also advising of a fine that will be levied against the account for not complying with the request.
9. A letter was sent to an owner of an 18th floor suite advising that water was reported dripping from their kitchen into the suite below them. It was determined that it was from their dishwasher. They have been advised to have the dishwasher repaired and that they are responsible for repairs to the suite below them. To date, contact has not been made between the units and the agent will make further inquiries.
10. An owner of a 16th floor unit has been advised that a washing machine overflow has caused some water damages to the suite below them. They have been advised that repairs to the 15th suite floor are their responsibility and they should contact the owner to make necessary arrangements.
11. A noise bylaw violation letter was sent to an owner regarding an extremely noisy party. To date, no response has been received. After review and discussion, a \$200 bylaw fine and a \$50 Rule violation fine regarding the use of the Party Room will be levied against their account.
12. A letter was received from an owner advising of a sink backup in August. After review and discussion, the agent was instructed to advise the owner that since the date of the incident, the drains have been cleaned and they should advise the agent of any further issues.
13. A bylaw violation letter was sent to an owner regarding their tenant receiving a delivery through the main lobby. The owner of the unit has advised their tenant and did confirm that this tenant did receive a delivery through the lobby and was not aware of the bylaws or rules. The tenant will pay the fine.

14. A letter was sent to an owner advising of a leaking garburator and the agent for the owner reported that the garburator has been repaired.
15. A letter was sent to an owner requesting a guest suite rental cancellation fee as they did not provide seven days notice to cancel the guest room. The agent reported that the requested cancellation fee of \$60 has been paid.
16. A letter was received from an owner requesting that council reverse the fee for the second fire inspection, as they reported that they did not receive notification. After review and discussion, council will not agree to reverse the charge as it is up to the owner to advise of any change of address and the tenant of the suite was also provided notice of the fire inspection.
17. A bylaw violation letter was sent to an owner advising that bicycles may not be stored on balconies or patios, and should be stored in the designated storage locker or bike locker. After review and discussion, the agent advised that response has not been received, and council instructed the agent to levy a \$200 fine against their account.
18. The agent reported that a Form K request was sent to a resident and that the requested Form K has been received.
19. A bylaw violation letter was sent to an owner regarding keeping bicycles on their balconies. The agent reported that a response has been received from the agent for the owner and advised that they immediately informed the tenant, who then removed the bike and put it in the storage locker. As the matter was dealt with, council agreed not to levy a fine against the account.
20. A letter was sent to an owner regarding a bylaw violation and the owner replied wanting to know why a letter was not sent to their tenant. The agent advised that a Form K was not on file for their tenant. The agent advised that a Form K has since been received.
21. A bylaw violation letter was sent to the owner regarding move-in of a tenant without first making arrangements with the building manager. A letter in response was sent to council advising that they were aware that the new tenants were moving in, but were told that they only had luggage. The new tenants did talk to the concierge prior to the move-in and may have underestimated the amount of belongings that they had, and asked for consideration of waiving the penalty. After review and discussion, council did not agree to waive the fine and a \$200 fine will be levied against the account as well as a \$125 move fee.
22. A bylaw violation letter was sent to an owner regarding moving out of furniture without first making arrangements with the building manager. To date, no response has been received and the agent was instructed to levy a fine of \$200 against the account.

23. The owner of unit 406 has requested approval to install hardwood flooring. After review and discussion, it was agreed to grant approval to the owner and a letter will be sent to advise the owner.
24. Classico Business Centre, a commercial owner of #301, has requested approval to install an Enterphone to allow clients into the parkade. After review and discussion, approval was granted on the condition that Classico Business Centre reimburse another commercial owner in the amount of \$102.08 plus HST for each port that they require, as this commercial owner paid for the original installation of 12 additional ports for the Enterphone.

NEW BUSINESS

1. Holiday Bonus for Staff: It was agreed that the strata employees will receive a holiday bonus in appreciation of a job well done over the past year.
2. Appraisal/Insurance Premium Increase: The agent reported that effective September 6, 2012 the appraisal of the Classico has been completed and the appraisal for Reproduction New has increased to \$79,491,000. Due to the increase in the value of property, this has generated an additional insurance premium of \$1,156.00.
3. Elevator C Camera Repairs: During the recent repairs by Richmond Elevator, it was noted that the camera equipment in Elevator C was damaged and required replacement of cables. Costs for these repairs were \$828. After review and discussion, the agent was instructed to send a letter to Richmond Elevator requesting reimbursement for these repair costs.
4. Ten-year Warranty: The agent advised council that the ten-year warranty will expire August 24, 2013. After review and discussion, the agent was instructed to request a quote for the warranty review from Morrison Hershfield, and noted that this is for the residential side only.
5. AGM: At the recent AGM, there were a number of requests made by the owners for the new strata council to consider.
 - Fob Audit: Council reported that the building manager does review and monitor the fobs on a monthly basis and does delete fobs which appear to be dormant. At this time no further audit will take place.
 - Washing Machine Overflow Detector: This was suggested by an owner to help mitigated washing machine overflows. It was determined that this is an alarm warning of an overflow and does not stop the machine from overflowing. No further investigation of this detector will take place.
 - Air Intake: It was requested to increase the positive pressure in the common hallways. Council reported that this is a fixed speed fan and cannot be changed.

- Emergency Plan for Major Water Ingress/Floods into Suite: Considerable discussion took place regarding this and council will consider options for this request.
- Hot Tub: There was a request to install picture signage to remind owners that showers are required before entering the pool or hot tub, and a suggestion to install a solid cover on the hot tub. Council will investigate options for signage and it was reported that a hard cover would be too heavy to lift but council will investigate replacement of the current cover.
- Garage Gate: An owner suggested a red and green light to advise an owner when they are at the garage gate, that the person behind them is a resident with a fob and would let the resident in front of them know that they can follow them through the gate. Council will investigate this option.
- Bike Room: An owner suggested that a camera should be installed in the bike room. There are cameras in the corridor outside the P2 storage and council will investigate cameras for the P2 parkade, in the area where bikes are kept.
- 24 Hour Security/Concierge: This request was made by an owner and council reported that they will continue providing the most effective security service within budget constraints. The model of staffing implemented in 2009 appears to be the most effective and efficient.
- Recycling of Paint: An owner suggested that a depository be set-up on site to recycle paint. After review and discussion, council will investigate signage of information advising owners where paint, batteries etc. can be recycled but at this time will not set up a program for the strata.
- Pool Conversion to Saltwater: This request was made by several owners and council will investigate the options.
- Audit: An owner made a motion to mandate council to perform an audit of the financial accounts in fiscal 2013. The motion was voted on and failed to pass. However, given that the motion can be seen as an expression of a lack of confidence in council's handling of the owners' finances, after review and discussion, it was decided that an audit will be performed for the end of August 2012 fiscal year. The agent was instructed to request quotes from three auditing firms.

6. Council's Response to Issues Related to the Flood Brought Up at the AGM:

Council discussed the statements by one of the owners, made at AGM and reported in AGM minutes, in PRESIDENT'S REPORT. There were several allegations made, which are considered serious enough to warrant a clarification for the owners, in order to avoid

confusion and unfair criticism of the strata management company (VCS), the council and the building staff:

1. That in the event of emergency in question, inadequate assistance was rendered by VCS, building staff and the council.

Council reviewed the record of past events and concluded that in all cases not only was assistance rendered promptly, it also went beyond the normal scope, whereby the affected party contacts VCS and VCS send emergency response personnel. In all cases our building staff was first on the scene to assist and minimize damage, and council members were personally involved.

2. That the strata agent ignored the request to personally inspect damage.

It was determined that this is not part of the procedure in place, as the agent's role can best be served by coordinating response from his/her office rather than site inspections.

3. That there is inadequate communication in the events of flood emergency, with the owners of other affected suites.

Council reviewed the records and concluded that efforts were made to contact other owners by the restoration company attending. At the same time, council agrees that when it comes to communication, there is always room for improvement, and ways of improving it will be investigated during its tenure.

4. That things are kept secret from the owners.

While recognizing that this choice of words was meant to cite another owner, it is also recognized that some owners present may have been left with an incorrect impression. Therefore council considered it important to review the records, and to report to the owners that all activities of the council and of VCS are well documented, and reported to the owners in a transparent manner.

In order to put these issues in the right perspective, the owners are reminded that under Strata Act guidelines, a strata council, which is composed of volunteer owners elected by owners attending an annual general meeting, whose primary responsibility is to oversee the strata management company through monthly meetings. Any activity beyond that scope is at the discretion of the council members.

Having said that, this council and our building staff assures owners that it consistently go beyond the call of duty and is amongst the most active, prepared and diligent strata councils. Not all actions taken by council are easily evident so owners are encouraged to read monthly meeting minutes to remain informed and to participate in our strata community.

7. Guest Suite Upgrades: It was suggested that the blinds be replaced in the guest room, and a shelving unit be installed in the guest room bathroom for guests' toiletries. After review and discussion, a council member will investigate options for council's consideration.
8. Exercise Equipment Upgrades: It was suggested that council consider installing step risers for the exercise room, as this is a great aerobic activity. After review and discussion, council agreed to the purchase of step risers.

There being no further business, the meeting was adjourned at 9:15 p.m. The next meeting will be held on Tuesday, December 11, 2012 at 5:30 p.m.



Sylvia Brewer
Vancouver Condominium Services Ltd.
#400 - 1281 West Georgia Street
Vancouver, B.C.
V6E 3J7

Telephone: 604-684-6291 (24 Hour Emergency Services)
Toll free: 1-877-684-6291
Fax: 604-684-1539

SyB/cr

Rain Rain Go Away . . .

Unfortunately, the rain is not going to go away and, in fact, the heavy rainy season is just beginning. As an owner, it is incumbent on you to check any gutters and drains around the exterior of your unit (including perimeter drains, balconies, patios, roof decks, etc.) to make sure that they are free of leaves and other debris. While this is your responsibility throughout the year, it is especially important with the volume of rain we experience in the late Fall and Winter months. You can save yourself a lot of grief and save your strata corporation some money by having a quick look at these areas which normally create floods and great inconvenience and expense. Clean those areas that are accessible and report any overflowing gutters to your strata manager who can follow up with council to ensure they are cleaned.

Dear Owner,

To reduce the cost of correspondence we encourage you to use the "Classico" website at:

<http://www.theclassico.ca>

Council meeting minutes and other important notices are posted on this website. Instructions for how to be notified by e-mail about new postings are attached.

If you wish to receive the council meeting minutes by postal mail, please complete the form below and mail it to:

Sylvia Brewer
Strata Agent
Vancouver Condominium Services Ltd.
Suite 400 - 1281 West Georgia Street
Vancouver, BC V6E 3J7

I WISH THE MINUTES OF THE STRATA COUNCIL MEETINGS BE MAILED TO:

NAME: _____

ADDRESS: _____

POSTAL CODE: _____

Suite No.: _____ Signature of the owner: _____

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 - 20/08/2012

PRESIDENT'S REPORT - COUNCIL MEETING NOVEMBER 5, 2012

At the last AGM, a lengthy presentation regarding flooding in the building meant that we ran out of time to address other, equally important issues.

The council has reviewed the floods related issues, summarized them in the AGM minutes and responded to them at the council meeting minutes herewith.

My personal most important comment with regard to the AGM: I categorically deny ever lying about my involvement in the above mentioned floods, which is what I was accused of at the AGM. The statements made against me at the AGM left me deeply offended.

My combined service as a council member amounts over six years, four of which as president and treasurer. I am not an actor or politician. I did not join the council to impress anybody with flowery speeches, overstatements or empty promises. I joined the council to serve the community with my managerial skills and I have done so diligently.

I thank all my supporters who expressed compliments at and after the AGM. I thank my council colleagues for their confidence and trust.

Now back to the issues which I intended to report orally at AGM.

Over the last two years we invested money, time and energy to make our lives here more pleasant, safe and harmonious.

Our building and surrounding common property is clean. The litter, and there is a lot of it, is picked up several times a day inside and outside of the entire building. The garbage room is organized and clean, the blue bins are washed weekly.

We changed the refuse disposal service resulting in a cost reduction. SMITHRITE COMPANY was replaced with WASTE MANAGEMENT COMPANY. We purchased from Waste Management a cardboard container to avoid paying the \$100 monthly lease fee. Our staff is hauling out the blue recycling bins from the building to the driveway, reducing the cost of recycling disposal by another \$100 per month. I commend our janitors and our employees for keeping our building clean.

We are constantly striving to obtain the best and the most effective external services. This may seem obligatory, logical and obvious, however, let me assure you, to achieve it takes a lot of time for all involved: staff, strata agent and the council.

We continue making efforts to improve the security of the building. We have installed additional surveillance cameras. This will make us more safe and it will prevent vandalism.

We made a number of improvements in the swimming pool operation system, most of them in response to the requirements of the new Pool Safety Regulations. All of them were addressed by our staff and council members:

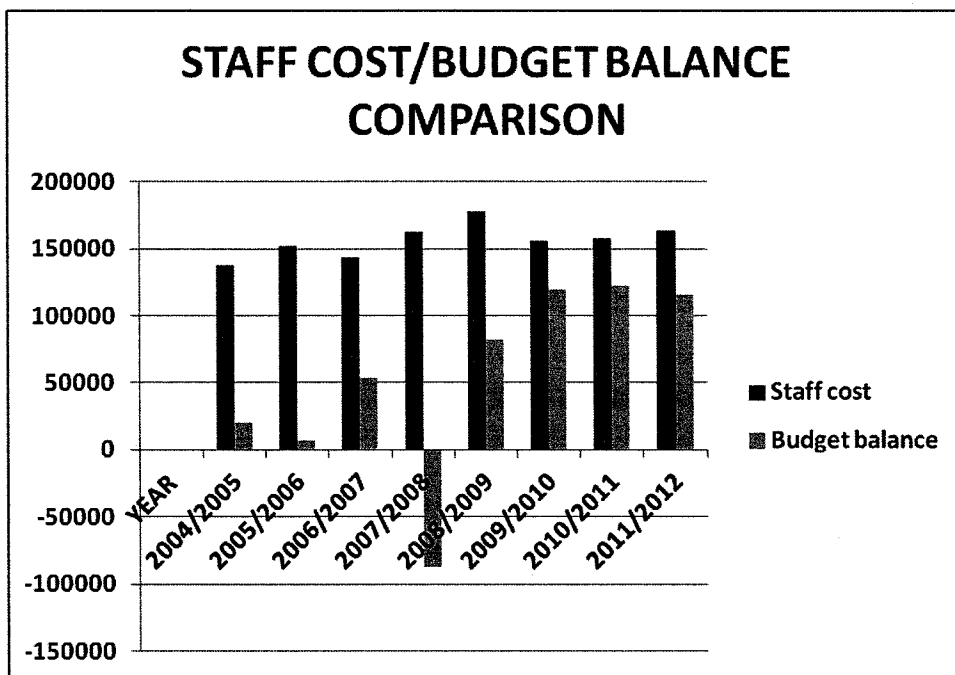
- calculations of the pool and hot tub dimensions, and volumes
- calculation of the water flow rates
- pool drawings
- installation of additional flow meters
- installation of additional signage

We have successfully passed the City inspection.

Our maintenance cost remains low because of the tremendous contribution of our staff, as well as detailed planning and monitoring of maintenance projects by the council.

Our model of manning the building which was implemented in steps between 2006 and 2009 is working and producing results. The graph below illustrates the effect of the reorganization on staffing costs and the resulting year-end total budget financial effects.

YEAR	STAFF COST	TOTAL YEAR-END BUDGET BALANCE
2004/2005	137,241	19,928
2005/2006	151,937	6,970
2006/2007	143,576	53,568
2007/2008	162,252	-87,306
2008/2009	177,549	82,045
2009/2010	156,199	120,008
2010/2011	158,195	122,017
2011/2012	163,600	116,105



Most of the minor repairs, routine tasks and upgrades are performed by the building personnel.

We have made great strides since 2004 when even to change the light bulbs in the building we were hiring an external contractor. Let me give you some examples.

Our staff performs the following maintenance tasks:

- electrical fans - belts and air filter replacements
- swimming pool maintenance and water testing
- maintenance of exercise equipment
- minor plumbing jobs
- re-tiling and re-grouting of shower stalls
- minor sealing and caulking preventing leaks
- some iron-works and locksmith works
- minor electrical repairs
- emergency response to leaks and floods

The list is long and again, I commend our entire personnel for working hard and keeping the cost of maintenance low.

To accommodate the ever increasing number of bicycles, we purchased additional racks, which were installed by our staff at level P3.

We have just upgraded the exercise equipment. We replaced the defunct treadmill, and we are awaiting delivery of a replacement upright stationary bicycle. We negotiated hard with regard to the cost and the warranty. One Saturday morning, Cornel and I drove over to the supplier's site in Delta, B.C. to inspect the equipment. I hope it will serve us well.

Unfortunately, we are not without problems. Because not all owners were able to attend the AGM, I repeat my oral presentation related to the water damage, which is our weak point indeed. There appear to be an increasing number of incidents of water damage, both minor and significant. We are trying to prevent them by posting notices and educating residents. We are preparing an information sheet about water damage prevention, which will be handed out to every new resident. We thank those landlords who diligently instruct their tenants about the in-suite operation issues; regrettably many residents don't receive any direction and behave like hotel guests, expecting everything to be taken care of by the so called "reception desk".

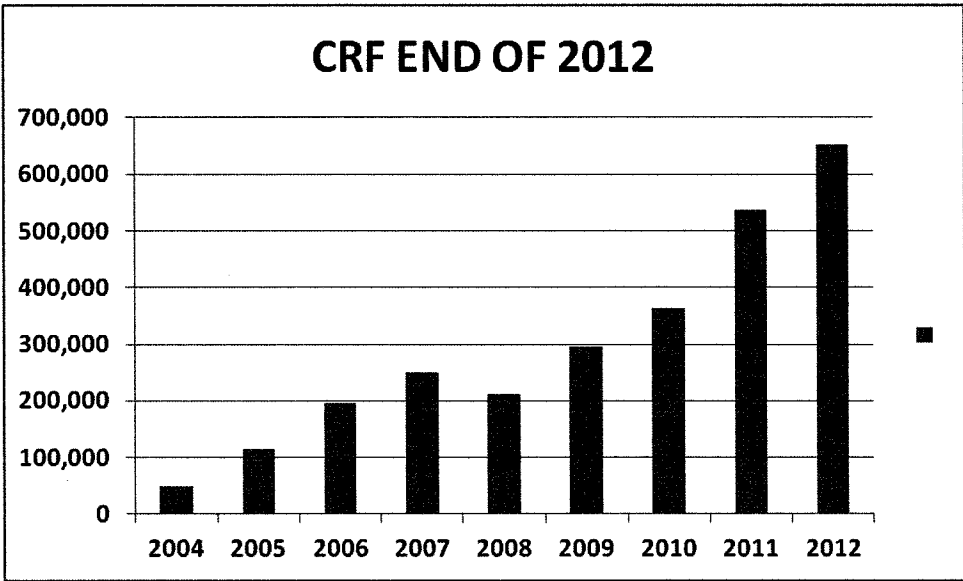
More on this topic has been reported in the AGM minutes and in this strata council meeting minutes.

Also, there were number of noise complaints. Frequent, disturbing noise becomes a nuisance to neighbours. In particular, extended renovations resulted in many negative comments. We dealt with them promptly and effectively, imposing fines where appropriate and when warranted.

Cigarette smoking, cigarette butts, related second-hand smoke and the non smoking bylaw have been addressed at the AGM.

With respect to our finances, and related to the recent legislation requiring a Depreciation Report (the so called Contingency Reserve Fund (CRF) study), to augment council's recommendation to defer this study, I circulated at the AGM a hand-out illustrating the steady growth of our reserve fund. Please note the substantial increase in this fund since 2008/2009, the year of completion of staff reorganization.

YEAR	CRF - END OF FISCAL YEAR
2004	50,029
2005	115,237
2006	195,885
2007	251,204
2008	211,288
2009	294,855
2010	363,657
2011	537,734
2012	652,000



I would like to remind you that receipt of strata notices and council meeting minutes can be automated. The instructions were attached in both the pre-AGM package, and in the AGM minutes. We hope that you will take full advantage of this option, which will improve dissemination of information and reduce the cost of mailing the minutes.

I would like to thank Mark Latham, Irfaan Hafeez and Cornel Berceanu for implementing, improving and maintaining our website.

Finally, I would like to make a point, which is rarely brought up because of its sensitivity. I will take a chance.

I think that the owners should be aware that on occasion our staff have been treated unfairly or inappropriately by residents.

It is not conducive to maintaining the harmonious operation of the building when a resident raises their voice, questions the staff's knowledge of their job description, or demands services which fall beyond the staff's scope of responsibility or authority.

These incidents, while sporadic, are however frequent enough to cause some degree of demotivation and resignation. I hope that we all can do better in this regard. The appropriate way to address any problems you may encounter with the staff is to convey your comments or complaints to the strata council via the strata agent.

In closing, I thank you for reelecting me to the strata council.

I am looking forward to all of us working together to continue to protect our investment, and to ensure that The Classico remains one of the premier and best managed residences in Coal Harbour.

Respectfully,

Roman Piechocki
President/Treasurer

November 7, 2012

