

**STRATA COUNCIL MEETING
STRATA PLAN NW2544
"ORCHARD LAKE"**

**Held: Wednesday, October 16, 2019 at 1:00 PM
Location: DELTASSIST FAMILY & COMMUNITY SERVICES
9097 120TH STREET, DELTA, BC V4C 8G5**

ATTENDANCE:

Steve Pencz –President/Secretary
Harinder Aujla – Vice President
Joanne Kumorek – Treasurer
Margo Giner – At large
Iqbal Brar – At large

REGRETS

Maria Mudrakova, Strata Agent – Quay Pacific Property Management Inc.

(1) CALL TO ORDER

The meeting was called to order at 1:06 p.m. with all members present.

(2) APPROVAL OF MINUTES

As there were no errors or omissions noted on the Council Meeting Minutes for the meeting held on July 2nd, 2019; it was **MOVED AND SECONDED** to approve these minutes as distributed. **CARRIED**

(3) FINANCIAL STATEMENTS

After a review of the financial statements for June, July and August 2019 it was **MOVED AND SECONDED** to approve the financial statements ending August 31st, 2019 as prepared by Quay Pacific Property Management, Inc. **CARRIED**

Accounts Receivable Report:

The Strata Agent provided a summary of outstanding balances. As of October 13th, 2019, the total of arrears was **\$3,869.09** down from **\$5,127.88** in July 2019. The Strata Agent advised that the mortgagee paid the previous balance outstanding for a unit for more than \$4,000; however, this unit is in arrears again. After a brief discussion, it was **MOVED AND SECONDED** to start the collection process against the unit in question for the outstanding strata fees again and also to send a lien demand letter to another unit Owner, who is in arrears for more than 3 months strata fees. **CARRIED**

Collection of Maintenance Fees

Quay Pacific Property Management on behalf of the Strata conducts collections in accordance with the bylaws each month on all outstanding accounts. ***All Owners please be advised that your monthly maintenance payments are due and payable on the first of each month.*** Non-compliance may result in Council taking the following action:

- 1 Month – Letter
- 2 Months – Letter, plus interest on the late payment in the amount of 10% per annum
- 3 Months – Lien Warning Letter, plus \$65 plus GST administrative fee
- 4 Months – Lien registered (\$450.00 plus GST charged to the Owner)
- 6 Months – Foreclosure Warning Letter,
- 6 Months or more – Foreclosure in accordance with the Strata Property Act.

Owners are encouraged to correspond with Council if they experience financial difficulties

Unapproved Expenditures (Sec 98) & CRF Loans (Reg 6.3) – In accordance with the Strata Property Act, Owners must be informed of any expenses from the Operating Fund or Contingency Reserve Fund (CRF) which were not contemplated by the approved annual budget. This includes any loans from the CRF to the operating fund to cover temporary cash flow shortages, which enable the Corporation to ensure timely payment of invoices.

Report on Litigation (Sec 167) & Civil Resolutions Tribunal (Sec 189.4) – In accordance with the Strata Property Act, Owners must be informed as soon as feasible if a Strata Corporation is sued or served with a dispute under the Civil Resolution Tribunal.

(4) BUSINESS ARISING FROM PREVIOUS MINUTES

4.1 Remdal Painting

Council confirmed that Phase Five painting has been completed with no outstanding deficiencies. The invoice for the total amount of \$9,897.30 has been approved for payment prior the meeting. The decision was ratified.

It was noted that a quote is expected for exterior lights upgrade from the contractor; further discussion was tabled till the budget meeting.

4.2 Foggy Windows

The Strata Agent advised that the bathroom round window re-caulking repair has been completed and the invoice for the total amount of \$418.95 has been approved for payment.

4.3 Arborist Work – Dead Pine Tree Removal

Strata Council provided the reimbursement cheque received from Black Mamba for 50% compensation for tree fine penalty.

The cheque has been deposited to the Strata Operations Account.

4.4 Garage Door Rubber Seal Replacement

Strata Council confirmed that two out of three units that missed the scheduled rubber trim replacement had their garage door trims replaced. After a brief discussion, it was **MOVED AND SECONDED** to impose a bylaw fine of \$50 for continuous contravention and follow-up with the same fine until confirmation is received that the necessary work is completed. **CARRIED**

The Strata Agent is to inform the Owner accordingly.

4.5 Line painting

Council confirmed that the line painting has been completed with no outstanding deficiencies. The invoice for the total amount of \$3,267.60 has been approved for payment prior the meeting. The decision was ratified.

4.7 Spring Gutter Cleaning

The service was completed on July 11th, 2019 and Council was pleased with the quality work. Strata Agent was directed to obtain a quote for the fall gutter cleaning. The list of units that require cleaning in the fall is to be provided by Council after the meeting. The service is aimed for early December.

The Strata Agent was also directed to obtain a quote for gutter guards.

4.8 Oak Trees Along 92nd Avenue

Strata Agent advised that response was received from the City that trees trimming will be completed next year.

4.9 SWR Invoice for the Work Completed in 2018

In between meetings, an invoice was received from SWR for a service call on August 13, 2018 for hand excavation of the perimeter system, installation of IC unit and to further investigate layout of system and clean the system. The invoice for the total amount of \$2,311.44 was approved by Council for payment; the decision was ratified at the meeting.

4.10 Trees Replacement

In between meetings, Council purchased trees that will be planted by the landscaper at no additional charge. The reimbursement for the total amount of \$382.65 was approved for payment. Council is expecting a refund for the first half of the tree bond in 6 months as per the City of Surrey bylaws.

4.11 Telus Optic

The Strata Agent was directed to follow up with Telus about the options to bring Telus Optic network to the property.

(5) BYLAW CONTRAVENTION, CORRESPONDANCE & REQUESTS

There were 37 individual correspondence items reviewed following earlier complaints and letters distributed to the attention of the subject Owners and their tenants as applicable in accordance with the Bylaws and section 135 of the Strata Property Act of BC. The matters involved: **three bylaw infraction letters for missed appointment with contractor, report on unapproved alteration in a unit followed by a letter issued to the unit and response from the Owner received, bylaw infraction letter for unauthorized parking in the fire lane – resolved, bylaw infraction letter for uninsured vehicle – resolved, complaint followed by bylaw infraction letter for basketball hoop and response from the Owner – resolved, two complaints concerning hanging laundry followed by bylaw infraction letter - resolved, service cancellation letter issued to Pest Detective, request for tree trimming issued to the City of Surrey, report on a roof leak and dirt issue – Abney roofing attended the roof repair, report on bee hive – South Fraser Pest Solutions was dispatched, report of mice within a unit – in-suite issue, alteration approval request for flooring replacement and painting – Owner signed the assumption of liability, complaint about screaming children on common property – Owner is to provide more info, request for garage pillar repair – Steelhead was authorized to complete the repair, request for permission to install small tent for an event – approved for patio only, Owner’s opinion regarding general notice for Elections Canada – non-strata issue, request for alteration approval replacement of original carpet flooring to vinyl planks, garage door repair request and remote replacement request – Enhance Doors was dispatched to attend the repair and remote replacement was provided by Council for \$35 fee, Owner informed that window replacement warranty cannot be transferred to the Strata – confirmation from Centra is to follow, request to install tent for an event – approved on patio only, request for alteration approval for tile flooring replacement in master bathroom and kitchen and den also to remove bath tub and fan replacement – Owner is to provide complete scope of work, report on outside light issue, tripping hazard caused by lifted pavement – will be reviewed in new business, two requests for pedestrian gate repairs – gates repaired by Council, letter received from CRA with regards to Voluntary Disclosure Program – addressed by the accountant.** Quay Pacific Property Management will arrange to issue fines and or warnings as applicable, in accordance with the NW2544 Bylaws. Compliance with the rules creates a harmonious and well-run property for the enjoyment of all residents. Fines are part of the enforcement process. Strata Manager or Council is to dispatch trades to attend to common property repairs as required.

Council reviewed and made decisions on each specific unit with items as follows:

- It was **MOVED AND SECONDED** that in-suite bathroom repairs upon complete scope of repairs is provided by the Owners and assumption of liability is signed. **CARRIED**
- It was **MOVED AND SECONDED** to approve the alteration request for flooring replacement throughout upper floor lower floor and stairs. **CARRIED**
- It was **MOVED AND SECONDED** to approve the alteration request for flooring replacement in master bedroom from carpet to vinyl. **CARRIED**

CONCERNS/COMPLAINTS: Owners are requested to put their non-emergency concerns **in writing** to Quay Pacific Property Management for review at the next Council meeting. Please email any complaints and or requests to langley@quaypacific.com indicating your **strata plan, building #, unit #** and a brief description of the matter in the subject line. This will ensure that your concern is addressed at the next meeting and proper documentation is maintained. Owners, please note that all letters received must be identified by your suite address, signed and dated. Residents are advised that the Council members are volunteers and janitorial is limited in their responsibilities, and that we request the Owners advise their tenants to treat them respectfully. Any issues with security should be reported to Quay Pacific Property Management.

CORRESPONDENCE HAS BEEN SENT AND RECEIVED BY COUNCIL AND/OR THE STRATA AGENT. THESE ITEMS HAVE BEEN DEALT WITH EITHER IN THE MINUTES, OR HANDLED DIRECTLY WITH THOSE CONCERNED BY THE STRATA AGENT OR BY A COUNCIL MEMBER. ANY OWNER WHO HAS COMMUNICATED IN WRITING DIRECTLY TO COUNCIL OR THE STRATA AGENT, AND FEELS THAT THEIR ISSUE HAS NOT BEEN RESOLVED EITHER IN THE MINUTES OR BY DIRECT CONTACT, SHOULD CONTACT THE STRATA AGENT TO HAVE THE ITEM CLARIFIED.

*****PERSONAL INSURANCE REMINDER*****

Owners are reminded to obtain appropriate insurance coverage for both their contents and liability within their strata lot. Further, Owners must insure any improvements/betterments to the Strata Lot as the Corporation insurance covers original construction only (for example, if you installed hardwood/laminate flooring in lieu of original carpeting, the strata insurance does NOT cover a loss to your hardwood/laminate). Furthermore, should a loss occur from within an Owner's area of responsibility (as per Bylaws/Strata Property Act), the Strata Corporation may seek to recover the costs of the deductible from the Owner (For example, if a dishwasher/laundry machine leaks and floods units below, the Owner of the leaking appliance will be assessed the cost of the strata deductible). Owners may obtain coverage via their home insurance to pay for a strata deductible charged against the unit. This would be a substantially smaller expense than the often high strata corporation deductibles. In the event of a loss which requires an Owner to move out of the unit to facilitate the repairs, the strata corporation does NOT cover the additional living out expenses, nor does the strata insurance cover the manipulation (i.e. removal/moving) of the Owners contents.

OWNERS ARE REMINDED THAT THE GARBAGE REMOVAL SERVICE PROVIDER WILL NOT PICK-UP UNWANTED ARTICLES DUMPED ON THE GRASS BOULEVARDS OUTSIDE THE COMPLEX. IT IS THE OWNER(S) WHO ARE RESPONSIBLE FOR DISPOSING UNWANTED HOUSEHOLD ITEMS PROPERLY IN A NEAREST RECYCLING DEPOTS.
PLEASE BE CONSIDERED OF THE ENVIRONMENT AND HELP THE STRATA TO MAINTAIN THE SITE IN TIDY CONDITION. ALWAYS READ THE LABELS TO PROPERLY DISPOSE UNWANTED ITEMS.

(6) LEGAL

6.1 Legal Response from the Unit

Correspondence was received from the Owner's lawyer with regards to an unapproved tree planted on the common property. Council reviewed a legal opinion provided by Clark Wilson and will be looking into obtaining a professional opinion from Arborist and the City of Surrey.

6.2 ICBC

Request for compensation for a damaged vehicle allegedly caused by a landscaper's ladder – after thorough review of the documentation provided, Council agreed that there was insufficient evidence provided to follow-up with the contractor.

(7) NEW BUSINESS

7.1 Pavement Concern

In between meetings Council obtained and reviewed several quotes to address the pavement concern caused by overgrown roots. Council also met on site with the City Arborist and was advised that the pavement will be addressed by the City in the near future.

7.2 Snow Removal Contractor

Council reviewed snow removal quotes and after a brief discussion it was **MOVED AND SECONDED** to approved the quote provided by White Diamonds **CARRIED**

7.3 Dryer Vent Cleaning

Service is scheduled for October 22nd and 23rd with Air Vac for inside and outside cleaning.

7.4 Enterphone Replacement

Council reviewed quotation from Viscount to replace the existing system for the total amount of \$5,986. The system being more than 30 years old does require more frequent repairs and soon may become obsolete as the contractor has less and less parts to repair it.

7.5 Draft Budget

Tabled till next meeting.

7.6 Landscaping Contract Renewal

Tabled till next meeting.

7.7 Vehicular Gate Repairs

Enhance Doors were attending malfunctioning East Vehicular Gate that stayed open. Some parts may still have warranty and the invoice is expected from the contractor soon.

(8) NEXT MEETING

Next Council was scheduled for November 27th in the same venue.

(9) TERMINATION OF MEETING

There being no further business, the meeting was adjourned at 3:28 p.m.

Minutes Edited and Approved by Council and Provided by:

Quay Pacific Property Management Ltd.
#206 – 9440 202 Street, Langley, BC V1M 4A6
Phone: 604-371-2208 Fax: 604-371-2207

Maria Mudrakova, Strata Agent
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**THE CURRENT MINUTES WILL REMAIN POSTED ON THE STRATA WEBSITE
FOR AT LEAST 2 MONTHS FROM THE DATE OF POSTING.**

**Note: Documents are password protected with the password below.*

[HTTP://WWW.QUAYPACIFIC.COM/STRATA-PAGE/](http://www.quaypacific.com/strata-page/)

Click on your assigned Strata Login # and enter the password below.
The password is case sensitive.

Strata Login #: **Strata Login #354**
Password: **OLnw2544**

OWNERS CAN REQUEST COPIES OF MINUTES BY ORDERING THROUGH OUR OFFICE.
OWNERS ARE ENCOURAGED TO KEEP UP TO 2 YEARS OF MINUTES.