

MINUTES
CONFERENCE PLAZA RESIDENTIAL EXECUTIVE
STRATA PLAN LMS 2371

Held: Tuesday, November 13, 2007
Time: 6:30 p.m.
Location: Dalton Room, 438 Seymour Street, Vancouver, BC
Present: **Residential Executive:**
Kal Gosal, President
Barbara Forsyth, Vice President
John Neiboer
Sam Lam
Facilitech: Bob Adams, General Manager
Astra: Dan Vlasceanu, Operations Manager
Regrets:
Henrietta Gauba
Joshua Keshet, Treasurer
Dale Stranaghan

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- 1) Kal Gosal, President, **declared a quorum and called the meeting to order** at 6:48 p.m.
 - 2) **Approval of Minutes** - On a motion by Kal Gosal to approve the minutes dated October 16, 2007, seconded by John Neibor, All in Favour, **motion carried.**
 - 3) **Financial Business**
 - a) **Approval of Financial Statements** – Tabled due to absence of treasurer.
 - b) **Receivables** – There are still 8 owners in substantial arrears with a total receivable amount \$53,249. Two of the suites have been put up for sale. Lawyer letters will be sent to all of the suites in arrears. Liens will continue to be placed.
 - c) **Budget** - The budget for next year was reviewed. Once we have received the November year-end figures, the budget will be completed and sent to council members. It is projected at this time that the budget will contain an increase of 5%.
 - d) **AGM Agenda** - The date for AGM was set for January 28th 2008. By-laws were discussed and there will comprise of a revised pet by-law allowing only resident owners to have pets and a by-law to extend the move-in fees to any change of occupancy.
 - 4) **Operation Manager's Report**
 - a) New schedules are implemented constantly in the routine operations of the property as a result of the new demands. The cleaning hours for the recreational area were adapted to replace the cleaning services previously provided by the hotel employees and a new pool maintenance contract started as of October 2007.

- b) To improve the maintenance of the pool facilities, we are retrofitting the chemicals injection systems and completely remove the ozone generator and mixing tanks. After several years of testing we decided not to use a combination of solid chlorine and ozone, but simply liquid chlorine and automatic chlorine controls.
- c) The quarterly HVAC inspection was conducted by "Mackenzie Mechanical", minor repairs were performed to the residential make-up air unit installed on the 32nd floor and the residential lobby heat pump was put back in service.
- d) Another mechanical issue this month was a burst domestic water heater on the 32nd floor. There was no damage to the property and Citywide Ltd. replaced the water heater within one week of the incident. The new water heater comes with a 5-year warranty. Frequent replacements of the water heaters are the result of increased occupancy in the building.
- e) The annual fire inspection and the semi-annual window cleaning are delayed by the service providers, but hopefully will be completed before the year end.
- f) Damage to the common area light fixtures quadrupled during the last year and we decided to renew the lighting one floor at a time starting with 31st floor and using the remaining old lights to replace damaged fixtures on the lower floors.
- g) The P3 garage gate broke down several times during the last few months, therefore a new motor assembly was ordered and installed for a cost of \$2,000.
- h) The cleaning personnel are facing difficulties maintaining the garbage disposal system. Garbage bags are simply abandoned in the garbage room and when the garbage chute is used large items are frequently jamming the chute. Several years ago we had 5 incidents per year, now the garbage chute is jammed every week.

5) Other Business

- a) **Hotel Cost Sharing Agreement** - The hotel has advised that they are no longer using the recreational facilities and as such are not contributing to the operating costs. Facilitech will contact the Strata Lawyer and advise them of this fact and ensure that ways that the Strata Council is handling the situation is correct.
- b) **Arbitration** - The arbitration papers have been filed and Facilitech will push for a quick date
- c) **Bylaw Amendment for Furnished Suites** - Will be presented to the owners at the next AGM.
- d) **Taxi Parking** - No Change. The City of Vancouver has all the documents and we are still awaiting their final approval.
- e) **Parking Computer** - The Parking Company has been advised that the Strata require access to the computer for the parking lot. The council feels that by not having access to this computer they cannot react to owners' needs or allow the manger to answer questions regarding parking passes.
- f) **Correspondence** - A letter was sent to an owner regarding too many residents in their suite.

6) New Business

- a) **Facilitech's Management Agreement** - The services provided by Facilitech were discussed and it was agreed to review the contract and services provided to determine if council was satisfied.

- 7) **Future Meetings** - The next meeting will be the Annual General Meeting on January 28, 2008 and a budget meeting will be in December.
- 8) **Adjournment** - A motion to adjourn the meeting by Kal Gosal, seconded by Henritta Gauba. **All in favour, motion carried.** The meeting was adjourned at 10:56 p.m.

MINUTES
CONFERENCE PLAZA RESIDENTIAL EXECUTIVE
STRATA PLAN LMS 2371

Held: Tuesday, October 16, 2007
Time: 6:30 p.m.
Location: Dalton Room, 438 Seymour Street, Vancouver, BC
Present: **Residential Executive:**
Kal Gosal, President
Barbara Forsyth, Vice President
Joshua Keshet, Treasurer
Henrietta Gauba
John Neiboer
Dale Stranaghan
Facilitech: Bob Adams, General Manager
Astra: Dan Vlasceanu, Operations Manager
Regrets:
Sam Lam

- 1) Kal Gosal, President, **declared a quorum and called the meeting to order** at 6:43 p.m.
- 2) **Approval of Minutes** - On a motion by Joshua Keshet to approve the minutes dated September 11, 2007, seconded by Kal Gosal, All in Favour, **motion carried.**
- 3) **Financial Business**
 - a) **Approval of Financial Statements** – On a motion by Joshua Keshet seconded by Kal Gosal to approve the Financial Statements to August, 2007. All in favour, **motion carried.**
 - b) **Receivables** – There are 8 owners in substantial arrears with a total receivable amount \$51,649.62. Demand letters have been sent to all of the suites in arrears. Liens will continue to be placed.
 - c) **Budget** - The budget for the next year was reviewed and will be discussed at the next meeting. The budget will be reviewed by the Commercial Executive as some items are joint issues. It is projected at this time that the budget will contain an increase of 5%.
- 4) **Operation Manager's Report**
 - a) The major operations challenge during the last month was remediation work to several units affected by water damage. Prolonged water leak through a pinhole on a hot water circulation line caused extensive damage to suite 3104 and floor damage to suites 3105, 3103 and 3004. The approximate total value of the repairs and floor replacements in suites 3105, 3104, 3103 and 3004 was \$12,000. The strata corporation will not make an insurance claim because the total damage is close to the deductible limit and a perfect 7 years claims record is significantly reducing the annual insurance cost. For comparison purposes only, we can say that 4 floods per year in two consecutive years would increase the annual insurance from \$50,000 to \$200,000.

- b) Theft incidents increased during the summer and the security monitor and two inexpensive elevator cameras were stolen on September 5 at 6:00 a.m. The thief was arrested one week later when he returned and tried to remove the commercial entrance camera.
- c) One of the hydraulic elevators on the hotel side was out of service for a week due to a burst hydraulic gasket. Almost 100 gallons of oil were lost on the P6 level, but the oil spilt was removed within 24 hours. The defective elevator was the only secure elevator for after hours use and therefore we could not provide elevator service when the functional elevator automatically locks at 6:00 p.m. The conclusion is that all 4 commercial elevators will be controlled by the security system when the new security equipment will be installed for the residential section.
- d) Delta Hotel was the swimming pool maintenance company and although the maintenance contract was not terminated, the Hotel is no longer providing the service. This contract commenced 4 years ago when it was obvious that the pool maintenance company at that time was inefficient. A new contract should be signed in October and the two companies available for the moment are "Astra" and "Imperial Pool", both of them charging \$400 per month. A decision should be made at the Strata meeting.

Note : Dan Vlasceanu left the meeting while council discussed the swimming pool contract (this was due to the fact that one of the companies is owned by Dan Vlasceanu). The cost of the contract is within budget. On a motion from Kal Gosal, seconded by Henrietta Gauba, to award the contract to Astra Property Management (Dan Vlasceanu). All in favour, motion carried.

- e) During the month of September, we have completed small weatherproofing repairs to 3 areas of the building. "XTR Building Services" scheduled remediation work to the residential roof (40sqft), 3rd floor stairway to 4th floor garden (30sqft), small roof adjacent to suite 216 (20sqft). The estimated cost is approximately \$10,000 and will be allocated to special projects budget.
- f) The repairs of the fire panel have been considered completed by "Fire Pro", however we cannot guarantee that this item will be off the operations agenda. If malfunctioning reoccurs within this year, we will replace the company due to lack of qualified personnel.
- g) A new painter was hired in the month of September. The new contractor will be evaluated in the coming months and a final decision will be made by the year end.

4. Other Business

- a) **Security** – A quote was presented regarding the installation of a new security system which will restrict access to all floors. The cost of this will be approximately \$80,000. A discussion was held on this and it was agreed that the carpet project will be put on hold and the owners will be asked to allocate money at the AGM to a new Card Access system which will restrict access to the floors. This means that a resident would only have access to the floor on which they reside.

The security guards will be asked to be more diligent in whom they allow access to in the building and no one should be allowed in unless they have an access fob.

- b) **Deficiencies** – We have received no response to the letter we sent to the Developer.
- c) **Bylaw Amendment for Furnished Suites** – Will be presented to the owners at the next AGM.
- d) **Taxi Parking** – No Change. The City of Vancouver has all the documents and we are still awaiting their final approval.
- e) **Dehumidifier** - The Arbitration process is in progress. It is expected that this will be completed shortly.

- f) **Parking Computer** - The Parking Company should be advised that Strata require access to the computer for the parking lot. The Council feels that by not having access to this computer they cannot react to owners' needs or allow the manger to answer questions regarding parking passes.

5. New Business.

- a) **Correspondence** - Facilitech presented a letter from an owner who was not happy with the service she was receiving from management, especially over the recent flood. The letter was discussed in depth and a response will be sent to the owner.

6. Future Meetings - The next meeting will be held on **Tuesday November 13, 2007.**

- 7. Adjournment** - A motion to adjourn the meeting by Kal Gosal, seconded by Henritta Gauba. **All in favour, motion carried.** The meeting was adjourned at 10:56 p.m.

MINUTES
CONFERENCE PLAZA RESIDENTIAL EXECUTIVE
STRATA PLAN LMS 2371

Held: Tuesday, September 11, 2007
Time: 6:30 p.m.
Location: Reading Room, 438 Seymour Street, Vancouver, BC
Present: **Residential Executive:**
Kal Gosal, President
Joshua Keshet, Treasurer
Sam Lam
Henrietta Gauba
John Neiboer
Dale Stranaghan
Facilitech:
Bob Adams, General Manager
Regrets:
Barbara Forsyth, Vice President
Dan Vlasceanu, Operations Manager

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1. Kal Gosal, President, **declared a quorum and called the meeting to order** at 6:55 p.m.
 2. **Approval of Minutes** - On a motion by Sam Lam to approve the minutes dated August 14, 2007, seconded by Kal Gosal. All in favour, **motion carried**.
 3. **Financial Business**
 - a) **Approval of Financial Statements** – On a motion by Joshua Keshet seconded by Kal Gosal to approve the Financial Statements to July 2007. All in favour, **motion carried**.
 - b) **Receivables** – There are 9 owners in substantial arrears with a total receivable amount \$48,335.49. Two of the suites have been referred to the lawyer to place forced sale arrangements against them and the balance have had liens placed against them. Lawyer letters will be sent to all of the suites in arrears. Liens will continue to be placed.
 4. **Operation Manager's Report**
 - a) **Flood at Suite 3105** - This is being dealt with in house and no insurance claim will be submitted.
 - b) **Stolen Camera** - A camera was stolen from the lobby. We did get a picture of thief and council would like it posted in the building.

5. Other Business

- a) **Security** – This will be discussed with the commercial section. The residential section is discussing the fact that they need 24-hour coverage in the lobby area. There was a discussion regarding restricting access to all floors and management was asked to get a quote to restrict floor access to the floor on which residents reside. The security guards will be asked to be more diligent in who they allow access to in the building no one should be allowed in unless they have an access fob.
 - b) **Deficiencies** – We have received no response to the letter we sent to the Developer. The company that was the developer is still active under another name a letter will be sent to the president of this company advising them of the outstanding deficiencies.
 - c) **Bylaw Amendment for Furnished Suites** – This was discussed again along with the occupancy of suites. Will be presented to the owners at the next AGM.
 - d) **Taxi Parking** – No Change. The City of Vancouver has all the documents and we are still awaiting their final approval. It is obvious that this will not be settled until the strike at city hall has been completed.
 - e) **Dehumidifier** - The arbitration process is in progress.
 - f) **Parking Computer** - The Parking Company has been advised that we need to have access to the computer for the parking lot.
6. **New Business** – Bob Adams advised that he had a meeting with an owner regarding the amount of people residing in suites. The owner feels that certain agents are leasing out on to 4 or 5 people in a suite. Council is aware of this and dealing with it within the by-laws.
 7. **Future Meetings** - The next meeting will be held on Tuesday, October 9, 2007.
 8. **Adjournment** - A motion to adjourn the meeting by Kal Gosal, seconded by Sam Lam, **all in favour, motion carried.** The meeting was adjourned at 9:35 p.m.

MINUTES
CONFERENCE PLAZA RESIDENTIAL EXECUTIVE
STRATA PLAN LMS 2371

Held: Tuesday, August 14, 2007
Time: 6:30 p.m.
Location: Reading Room, 438 Seymour Street, Vancouver, BC
Present: **Residential Executive:**
Kal Gosal, President
Joshua Keshet, Treasurer
Sam Lam
Henrietta Gauba
John Neiboer
Facilitech:
Bob Adams, General Manager
Astra:
Dan Vlasceanu, Operations Manager
Regrets:
Barbara Forsyth, Vice President
Dale Stranaghan

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1. Kal Gosal, President, **declared a quorum and called the meeting to order** at 6:45 p.m.
 2. **Approval of Minutes** - On a motion by Joshua Keshet to approve the minutes dated July 10, 2007, seconded by Sam Lam. **All in favour, motion carried.**
 3. **Financial Business**
 - a) **Approval of Financial Statements** – On a motion by Joshua Keshet seconded by Sam Lam to approve the Financial Statements to June 2007. **All in favour, motion carried.**
 - b) **Receivables** – There are 12 owners in substantial arrears with a total receivable amount \$56,010.90. Two of the suites have been referred to the lawyer to place forced sale arrangements against them and the balance have had liens placed against them. Lawyer letters will be sent to all of the suites in arrears. Two suites have been sold and payment will be forthcoming.

Facilitech were asked to review the sending of Notices to Mortgage companies and determine if this is required by Law.
 4. **Operation Manager's Report**
 - a) Several complaints received from the Strata Council were addressed in July and fines for non-compliance with the building bylaws were applied to several retail stores. The retail stores owners are reminded that some of the issues covered under the bylaws are signage outside the strata lot, walkways cleanliness, washroom usage by invitees, compliance with the fire code.

- b) At the beginning of the year we reported that the building fire protection system needs costly repairs and several times during the last 6 months "Fire Pro" attempted to repair this panel. The malfunction was caused by a power supply module which caused the entire panel to fail and another communication module to be damaged. The cost of replacing these two modules will be close to \$10,000.
- c) It is becoming a routine that every year one of the domestic water heaters breaks down and should be replaced. This month we replaced one of the three heaters located on the 32nd floor and the cost was \$5,000. The new unit comes with a 5-year warranty. A discussion was held on the merits of solar energy and the possibility of installing Solar Panels on the roof. It was decided that this would be investigated further to determine if it is cost effective.
- d) A difficult project, installation of security cameras in the residential elevators, was completed during the month of August. After several tests and adjustments, we managed to transmit the video signal between the elevators and the recording system without adding new wiring in the elevator shaft and maintaining the costs within the budgeted \$12,000. The system is now functioning.
- e) The Gym equipment needs to be upgraded and we should budget \$10,000 for equipment replacement in the next fiscal year. The treadmill repaired this month is 10 years old and a recumbent bike which is also original equipment is scheduled for replacement. These two pieces of equipment are approximately \$10,000. It was suggested that perhaps this equipment could be leased. Cost for leasing will be obtained.
- f) During the month of August we will complete small waterproofing repairs to 3 areas of the building. "XTR Building Services" scheduled remediation work to the residential roof (40 sq.ft.), 3rd floor stairway to 4th floor garden (30 sq.ft.), small roof adjacent to suite 216 (20 sq.ft.). The estimated cost is several thousand dollars and will be allocated to special projects budget.

5. Other Business

- a) **Pet Bylaw** – This will go to owners for a decision at the next AGM.
- b) **Deficiencies** – As no response to the letter we sent has been received from the Developer, Facilitatech were asked to determine the officers of the company and send a letter to them advising that this is still an open item.
- c) **Bylaw Amendment for Furnished Suites** – Will be presented to the owners at the next AGM.
- d) **Taxi Parking – No Change:** The City of Vancouver has all the documents and we are still awaiting their final approval.
- e) **Dehumidifier** - Facilitatech will follow up with the lawyers to where we are in the arbitration process.
- f) **Parking Computer** - A letter has been sent to the Parking Company advising them that we need to have the Parking Computer on site.

6. New Business

- a) **Janitorial** – A discussion was held regarding the condition of the lobby especially on a Saturday morning. The Operations Manager advised that we only have 2-hour shift for the janitor on Saturdays. On a motion by John Neibor, seconded by Henrietta Guaba that an additional 6 hours be spent on Saturdays at a cost of \$360 per month. **All in favour, motion carried.**

b) **Security/Concierge** - A discussion was held on putting a 24 hours a day, 7 days a week Concierge in the front lobby. It was felt that this would enhance the image of the building and increase property values. It was debated as to whether this is the answer to the problems that we are experiencing and whether it is something that owners would agree on given the extra cost. It was decided that this would be a topic of discussion at the next meeting and that all council members would bring forth ideas and suggestions.

7. **Future Meetings** - The next meeting will be held on Tuesday, September 11, 2007.

8. **Adjournment** - A motion to adjourn the meeting by Kal Gosal, seconded by Joshua Keshet, **all in favour, motion carried.** The meeting was adjourned at 9:58 p.m.

MINUTES
CONFERENCE PLAZA RESIDENTIAL EXECUTIVE
STRATA PLAN LMS 2371

Held: Tuesday, July 10, 2007
Time: 6:30 p.m.
Location: Dalton Room, 438 Seymour Street, Vancouver, BC
Present: **Strata Council:**
Kal Gosal, President
Barbara Forsyth, Vice President
Joshua Keshet, Treasurer
Sam Lam
Henrietta Gauba
John Neiboer
Dale Stranaghan
Facilitech:
Bob Adams, General Manager
Astra:
Dan Vlasceanu, Operations Manager

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1. **Call to Order – Declare Quorum** - Kal Gosal, President, declared a quorum and called the meeting to order at 6:55 p.m.
 2. **Approval of Minutes** - On a motion by Sam Lam to approve the minutes dated June 12, 2007, seconded by Joshua Keshet. **All were in favour, motion carried.**
 3. **Financial Business**
 - a) **Approval of Financial Statements** – June financial statements were presented to Council. Approval was tabled to the next meeting.
 - b) **Receivables** – There are still eight owners in substantial arrears with a total receivable amount \$46,611.20. Two of the suites have been referred to the lawyer to place forced sale arrangements against them and the balance have had liens placed against them. Lawyer letters will be sent to all of the suites in arrears.
 4. **Operation Manager's Report**
 - a) An increasing number of complaints are related to the food smells in both residential and commercial sections of the building due to improper ventilation in the ground floor food establishments. The operators of these premises are blocking the back doors open because additional cooling is required. A secondary effect of blocking these fire doors open is the increased number of fire alarms triggered by the ground floor corridors smoke detectors. The Executives were advised that the Commercial Executives have issued letter to all owners of retail unit and will be enforcing the by-laws in order to keep these smells to minimum.

- b) Increased security is also requested by the residential owners and as a result, we added 24/7 video recording in all three residential elevators and security schedule was restored to 24 hours security coverage during Sundays.
- c) The major emergency during this month was caused by a burst 2" plastic connection to the Jacuzzi filter. Half of the Jacuzzi water (400 gal) flooded the pool mechanical room. We had no restoration costs and the repairs to the filter were minimal.
- d) Every year the kitchen drainage riser for the residential units XX09 is plugged and we have emergency calls for plumbing services. This month suite 609 reported water backing into the kitchen sink and City Wide plumbing attended on site. It is highly recommended that all garburators to be removed.
- e) It was discussed with both sections of the strata representatives that the parking access computer should be replaced and the cost will be split 50% - 50% between the Strata and the Parking Operator. The cost sharing should be revisited because the Parking Operator installed the computer in their offsite office and this remote control is a change in the initial request. Facilitech was requested to send a letter to the Parking Operator advising that the computer has to be based at the building or the Operations Manager has access through his office.

5. Other Business

- a) **Pet By-law** – On a motion from Kal Gosal, seconded by Joshua Keshet, that a new by-law will be presented to the owners at the next AGM that only owners shall be allowed pets. A vote was called with **5 in favour, 2 opposed, motion carried.**
- b) **Noise complaint** – no more complaints have been registered.
- c) **Deficiencies** – A letter has been sent to New World Equities advising them that the deficiencies left over from construction are still considered outstanding and no official sign off have been made by either party. In light of recent ingress problems, the Council would like to discuss these issues with the developer. As of this meeting, we have received no response to this request.
- d) **By-law amendment for furnished suites** – The Council agreed that this will be presented to the owners at the next AGM to amend the by-laws to include move-in fees every time a suite changes occupancy, including those that are fully furnished.
- e) **Taxi Parking** – The City of Vancouver has all the documents and we are still awaiting their final approval.

6. New Business

- a) **Shared Expenses** – The Operations Manager advised that a new treadmill will be required next year and should be included in the shared budget with the Hotel.
- b) **Insurance** – The insurance policy has been placed for the next year. On a motion from John Neiboer, seconded by Barbara Forsyth, to pay the insurance from the CRF, and to pay back this amount every month. **All were in favour, motion carried.**

7. **Future Meetings** - The next meeting will be held on Tuesday, August 14, 2007.

8. **Adjournment** - A motion to adjourn the meeting by Kal Gosal, seconded by Joshua Keshet, **all were in favour, motion carried.** The meeting was adjourned at 9:58 p.m.