



FirstService
RESIDENTIAL

TO: Owners – Strata Plan LMS 172 **DATE:** May 11, 2020
FROM: Strata Council
RE: **Update on procedures and processes in the strata due to Covid-19**

The strata council is working with staff to ensure that we provide a safe and secure environment for our residents and staff during the Covid-19 crisis. We would like to thank residents for their patience related to changes resulting from procedures that have been put in place.

As you know, the gym and swimming pool were closed in March. We have increased the cleaning procedures in the common areas and elevators and have ordered more garbage bins to accommodate the increase in the volume of take-out containers. Thank you to everyone for maintaining social distancing and obeying the signage that has been put up in the common areas.

We also ask that everyone be respectful of their neighbours as many are choosing to self-isolate at home.

- Reduce the volume of your music and other audio broadcasts. Consider using headphones.
- Be aware of your footsteps and how they sound to your neighbours. Wear soft soled footwear in your suite especially if it has tile or hardwood floors.
- Maintain social distancing in the courtyard and other common areas. Please conduct your activities quietly.
- If you have no reason to be on another floor, other than to assist a friend or neighbour, please do not access floors other than your own.
- Limit your calls to the concierge. The concierge staff are dealing with a tremendous increase in the volume of deliveries and they will not always be available when you call.

In addition to the safety of our residents, we must also deal with the security of our buildings and grounds. With an increase in property thefts during this Covid-19 crisis, it was decided to disconnect the automatic door openers at the main entrances because some residents do not wait while the door closes and there were incidents of outsiders gaining access to the complex by grabbing the door before it closed and entering the premises.

It is necessary to continue the routine maintenance of the premises and to initiate construction projects that are related to water ingress situations. Most of this work can be done from the outside of the towers and townhouses. In some cases, workers might use the elevators to gain access to the roof or the mechanical rooms in the towers. Some work is weather related and to the best of our ability, residents will be notified of work being done in their towers so they can choose to avoid using the elevators on that day or during the work hours of the maintenance and construction staff.

We will not undertake any special landscaping projects at this time. This is partially due to the Covid-19 situation and also due to the future projects related to podium renewals. We do not want to undertake special plantings of boulevards or the areas in front of the townhouses because these areas will likely be impacted by the exterior podium project. Stay safe.

IMPORTANT INFORMATION Please have this translated

重要資料 請找人為你翻譯

RENSEIGNEMENTS IMPORTANTS Prière de les faire traduire

これはたいせつなお知らせです。どなたかに日本語に訳してもらってください。

INFORMACIÓN IMPORTANTE Busque alguien que le traduzca

알려드립니다 이것을 번역해 주십시오

CHỈ DẪN QUAN TRỌNG Xin nhờ người dịch hộ

ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਕੋਲੋਂ ਇਸ ਦਾ ਉਲੰਘਾ ਕਰਵਾਓ

**MINUTES
STRATA COUNCIL MEETING
THE OWNERS STRATA PLAN LMS 712
888 BEACH**

***Held on Tuesday, April 28, 2020
Via Zoom Video Conferencing***

COUNCIL IN ATTENDANCE:	Daniel Wang Andrew DeBenedictis Bev Andrews Pat Dairon Mike Gallagher Doug McDougall Kitty Morgan	President (Joined at 5:00 p.m.) Vice-President Treasurer Secretary Member Member Member
GUESTS:	Jerry Yu Paris Shirazi	Owner, SL 234 Tenant, SL 234
BUILDING MANAGER:	Narendra Chandra	
SENIOR STRATA MANAGER:	Cam Carruthers	FirstService Residential

The meeting was called to order at 4:30 p.m.

IMPORTANT INFORMATION TO OWNERS

RE: PAYMENT OF STRATA FEES / FSRCONNECT REGISTRATION / FORM K

- Owners are reminded to submit updated PAD Forms for convenient automatic withdrawal of Strata fees. ***If you require assistance in setting up payment arrangements or have any questions related to your account, please contact our Accounts Receivable directly at ar.bc@fsresidential.com or 604.684.5329.***
- Council would like to encourage all Owners to register themselves as users of **FSRConnect™** in order to have online access to the Council Meeting Minutes, Strata Corporation financial records, the Strata's Bylaws and Rules, Engineering Reports, Building Notices, Owners' individual accounts and other general interest public information. To register, please follow the instructions on the last page of these Minutes.
- ***Assistance and Access for Residents with No Current Form K:*** Owners are advised that the front desk will be limited in their ability to assist occupants not included in the unit information or Tenants that do not have a current Form K on file identifying them as associated with a particular Strata lot. Owners not in compliance with the Form K Bylaws are subject to Bylaw infraction notification, which may result in applicable fines.

Owners are advised of the importance of ensuring that a current Form K is on file with the Strata Corporation and is updated at any time there is a change in tenancy and occupants are listed in the unit information.

This includes ensuring that information is updated at any time the unit is no longer tenanted, as current mailing and contact information on file will require updating if changed to being Owner occupied.

GUEST BUSINESS

An Owner and their tenant attended the Council meeting to discuss an issue with someone leaving notes on their door. After they provided the details of the matter, Strata Council thanked them for attending. After they left, Strata Council further discussed the matter and directed the Strata Manager to send letters to the Owner, tenant and other resident involved.

BUILDING MANAGER REPORT

Council has reviewed the monthly report provided by the Building Manager. Specific items to be discussed and actioned, as contained in the report, will be directed to the Building Manager and Strata Manager by Council for completion by the appropriate service provide or follow up by onsite building services. Items to note include:

- The LED lighting that was installed at the townhouses is beginning to fail. Council directed the Building Manager to obtain details of the current LED lighting that was installed by Nikls and look for a more affordable option for replacing the failed units.
- The current restoration company used by the Strata is not on the preferred list for HUB International. In event of major damage (exceeding strata deductible), HUB International would require involvement of one of their preferred contractors. Council directed the Strata Manager to review this matter and add a preferred contractor to the list of vendors.
- Concierge staff are overwhelmed with the number of complaints that are received by phone or text. Council would like to remind all Residents that complaints are to be submitted in writing on the approved complaint form available from concierge. A copy of the complaint form is included with these minutes.

APPROVAL OF STRATA COUNCIL MEETING MINUTES

It was moved and seconded to approve the Minutes of the Strata Council Meeting held March 31, 2020 as circulated. **CARRIED.**

FINANCIAL REPORT

1. **Review of Accounts Receivable:** Strata Council reviewed the accounts receivable as of April 24, 2020. All Owners are reminded of the Special Levy approved at the Annual General Meeting which is due in two installments on April 1, 2020 and May 1, 2020. Strata Council will undertake a full review of accounts receivable in early May and direct the Strata Manager to issue demand letters and fines. Owners are reminded that Strata fees are due on the 1st of each month. The Council thanks all Owners who have made their monthly Strata fee payments in full and on time each month.

2. **Report on Unapproved Expenditures:** There are no unapproved expenditures to report. The *Strata Property Act* requires that all Owners be notified as soon as possible of unapproved expenditures.
3. **Monthly Statement:** It was moved and seconded to approve the financial statement for March 2020. **CARRIED.**

Owners wishing to view the most recent financial statement are encouraged to log onto **FSRConnect™**. The financial statement can be viewed by logging into your account, clicking on “Forms and Documents”, then “Financial Document”, and then selecting the desired file.

4. **CRF Expenditures:** It was moved and seconded to pay the Hub International insurance premium in the amount of \$288,166.00 part from the Operating Budget and part from the Contingency Reserve Fund. **CARRIED.**

REPORT ON LITIGATION

The *Strata Property Act* requires that all Owners be notified as soon as possible of any legal action involving the Strata Corporation. To the best of our knowledge there is no litigation to report.

COMMITTEE REPORTS

1. **Landscaping:** The Committee met to review current landscaping issues. There will be no changes in landscaping until after the podium project is complete.
2. **Fitness Centre:** Nothing to report at this time.
3. **Elevator:** The Committee met with a ThyssenKrupp Elevator representative who will prepare a reviewed proposal and maintenance contract.
4. **Renovation:** The Committee will not be approving any renovation requests during the COVID-19 pandemic.
5. **Personnel:** Shivnay Chandra started work as night shift concierge. Please welcome him the next time you see him on duty.
6. **Neighbourhood Issues:** There have been some changes in traffic due to COVID-19. Bicycles are not allowed on the seawall. Portions of Beach Avenue have been closed to traffic to accommodate bicycles.
7. **Bike:** The Committee will be undertaking a bike audit soon. Notices will be provided. The Committee is researching bike racks that are suitable for use in a bike cage.
8. **Security:** Nothing to report at this time.
9. **EV Charging:** Nothing to report at this time.

BUSINESS ARISING

1. **Directives:** The directives from the previous Council meeting have been reviewed with Council. Council is satisfied that they are being attended to at the present time. All items currently in progress are contained in these minutes.
2. **Risk Control:** This has been tabled to a later date.
3. **Bylaw Review:** This has been tabled to a later date.
4. **Podium Renewal:**
 - (a) **RDH Proposal for Design Services:** Council reviewed a proposal for design services prepared by RDH Building Science. After discussion it was moved and seconded to proceed with the proposal for Design Phase at a fixed fee of \$40,000 plus taxes and reimbursable expenses. **CARRIED.**
 - (b) **Landscaping Proposal:** At the recommendation of RDH Building Science, Council requested and reviewed a landscaping proposal from Nancy Paul Landscape Architect. After discussion it was moved and seconded to proceed with the proposal at a cost of \$3,500 plus taxes (Stage I – Schematic Plan), \$3,000 plus taxes (Stage 2 – Detailed Planting Plan). **CARRIED.** Additional services may be required and will be billed on an hourly rate.
5. **Deck Repairs:** RDH Building Science issued an RFQ (request for quotes) for the proposed deck membrane repairs. They recommended that Strata Council accept the proposal submitted by Final Restoration Ltd. It was moved and seconded to approve the quote from Final Restoration Ltd. for deck membrane repairs in the amount of \$74,400 plus taxes. **CARRIED.**
6. **Spring Preventative Maintenance:**
 - (a) **Window Cleaning:** Non-accessible window cleaning has been scheduled for May 4 to May 22, 2020. Notices have been issued. Note that this work is weather dependent.
 - (b) **Rooftop Lighting:** The Building Manager has received a quote in the amount of \$11,450 plus taxes for 12, 40W LED fixtures. Further discussion tabled to a later meeting.
 - (c) **IGU Replacements:** Many of the IGU (windows) units have been delivered to the site. However, installation has been delayed due to COVID-19 pandemic.
 - (d) **Seismic Gas Shut-off / Fireplace Inspection Quote:** Strata Council has received the revised quote to inspect / re-start fireplaces after the seismic gas shut-off valve has been replaced. This work has been delayed due to COVID-19 pandemic.
7. **Courtyard Use:** Until further notice, Residents may use the courtyard for exercise and quiet enjoyment as long as they observe social distancing and the Bylaws of the Strata Corporation.
8. **Milani In-Suite Servicing:** This has been deferred to a later date.

CORRESPONDENCE

1. **Reports from FSRConnect™:** The Strata Council reviewed a summary of letters and violations that were issued since the last meeting. Strata Council reviewed the complaint process and have agreed to the following:

All complaints must be in writing. A copy of the complaint form is included with these minutes. Copies are also available from concierge. It is the responsibility of the person submitting the complaint to identify which Bylaw or Rule is being violated. Copies of Bylaws and Rules can be found on *FSRConnect™*. All complaints that are submitted will result in an “alleged” infraction letter which gives the Resident 14 days to respond in writing or request a hearing. Strata Council will then review all ‘open’ alleged infractions at their next meeting and make their decision on a case-by-case basis, depending on the information that they have available to them.

- (a) **Bylaw Infraction – Noise – SL 131:** Strata Council could not verify the disturbance so is not in a position to impose a fine.
 - (b) **Bylaw Infraction – Noise – SL 177:** Strata Council could not verify the disturbance so is not in a position to impose a fine.
2. **Correspondence Received:**
 - (a) **Window Cleaning Service Concern:** Strata Council reviewed an email concern from an Owner about the upcoming window cleaning as the workers will need to use the elevators to access the roof anchors. Strata Council has been assured by the window cleaning company that they are following standard protocols during COVID-19 and will be wiping down any common areas that they touch during this work.
 - (b) **Landscaping Concern:** Strata Council reviewed an email concern from an Owner about the condition of the Beach Avenue yew hedges and boulevard grass. Strata Council and the Landscape Committee are aware of these issues and wish to advise all Owners that no extra work will be done with respect to landscaping until the podium membrane project is completed.
 - (c) **Handicap Door Button Concern:** Strata Council reviewed an email concern from an Owner with respect to disabling the handicap door access buttons. Please refer to the notice from Strata Council at the beginning of these minutes.
 - (d) **Response to Bylaw Complaint:** Strata Council reviewed a response from an Owner’s agent apologizing for the actions of their tenants and assuring the noise disturbance will not happen again. Strata Council thanks the agent for the response and took it into consideration when deciding whether to fine.
 - (e) **Dryer Vent Concern:** Strata Council reviewed an email from an Owner regarding water dripping from the balcony soffit dryer vent. Strata Council directed the Strata Manager to suggest the Owner install a booster fan.

- (f) **Planter Removal Request:** Strata Council reviewed request from an Owner to have the large circular planter removed during the patio membrane replacement work. Strata Council wishes to advise the Owner that the large planter is part of the building design and will not be removed.
- (g) **Response to Bylaw Allegations:** Strata Council reviewed a response from an Owner regarding an alleged noise violation. Strata Council considered the response when making a decision on whether to fine.
- (h) **Response to Bylaw Fine:** Strata Council reviewed a response from an Owner on their recent decision to fine every 7 days for an unauthorized renovation. Strata Council directed the Strata Manager to send a response to the Owner.
- (i) **Request for Bike Audit:** Strata Council reviewed a request from an Owner for a bike audit. This audit is planned for the current year.

NEW BUSINESS

1. **Membrane Replacement Mechanical Rooms:** Strata Council directed RDH Building Science to proceed with the RFQ (Request for Quotation) for renewing the urethane membrane in the mechanical rooms for all three towers.
2. **RDH Report:** Strata Council reviewed a report prepared by RDH Building Science regarding staining on the textured ceiling of SL 191. RDH concluded that the staining does not appear to be from active moisture ingress.
3. **Garage Door Contract Renewal:** It was moved and seconded to approve the Overhead Door Co. of Vancouver contract renewals for all nine overhead doors at an annual cost of \$2,650 plus taxes. **CARRIED.**
4. **Kitchen Drain Cleaning Quote:** It was moved and seconded to approve the Milani quote in the amount of \$5,985 plus taxes to auger out the kitchen transition lines to help reduce the likelihood of sewage back-ups, blockages and buildup. **CARRIED.** Please note that as this work involves access to a number of units, advance notice will be provided to the affected Owners. Strata Council directed the Strata Manager to prepare a letter to all Owners advising of this necessary maintenance work.
5. **Dryer Vent Cleaning Quotes:** It was moved and seconded to approve the Michael A. Smith quotes for annual dryer vent cleaning at a bulk price of \$50 plus taxes per unit to clean both inside and outside. **CARRIED.** As this work involves access to the units, it will need to be scheduled once COVID-19 restrictions have been lifted.
6. **Kitchen Sink Backup:** Strata Council was advised of a kitchen sink back-up in SL 42 affecting a number of strata lots adjacent and below. Strata Council is waiting for a repair estimate to determine whether this will be an insurance claim.
7. **Washing Machine Leak:** Strata Council was advised of a washing machine leak in SL 02. As the estimate for emergency clean-up and restoration fall below the strata deductible, this will not be covered by the strata insurance.
8. **Motorcycle Parking in Garage:** Strata Council was advised by the Building Manager that there are Residents interested in parking their motorcycles in the parkade. The Strata Manager will provide a draft rental agreement for consideration by Strata Council.

TERMINATION OF MEETING

There being no further business, the meeting was terminated at 6:45 p.m.

Next Meeting: Tuesday, May 26, 2020, 4:30 p.m. via video conference.

FirstService Residential BC Ltd.



Cam Carruthers
Senior Strata Manager
Per the Owners
Strata Plan LMS 712

CC/ys

Email: info.bc@fsresidential.com

Customer Care Centre: 1.855.273.1967 (24 hours non-emergency)

www.fsresidential.com

Please keep a copy of these minutes for future reference, which will be required at the time of sale. A charge, as per the *Strata Property Act*, will be assessed for replacement copies.

FSRConnect™ REGISTRATION

To benefit from **FSRConnect™** and help your Strata save money, please contact Connect Customer Care at connect.bc@fsresidential.com to further assist you in your registration process.

Bylaw/Rule Violations Complaint Protocol

Section 135 of the Strata Property Act holds the Strata Corporation responsible to enforce the Strata bylaws/rules. This is a complaint driven process so in order to assist Residents that are initiating complaints in relation to potential bylaw/rule violations, please consider and follow the protocol below:

1. First, refer to your Strata Corporation's registered bylaws and Strata Corporation's rules to ascertain that a bylaw/rule violation has occurred. You can access and download copies of both from your community website via **FSRConnect**. If there is no applicable bylaw/rule violated, the *Strata Property Act* does not allow the Strata Corporation to take action.
2. Please complete all sections of the Bylaw/Rule Violations Complaint Form (Complaint Form), otherwise, the process may be delayed. It is important to note the unit number from which the potential violation has occurred. All buildings do not automatically have the same unit numbers directly above and below.
3. Please submit the completed Complaint Form to your Strata Manager, or, if your Building has a defined area to leave correspondence for your Strata Council, please leave it in the designated area.
4. Upon receipt of the Complaint Form and verification that a valid bylaw/rule violation has occurred, your Strata Council, at their next regularly scheduled Council meeting, may review the circumstances and will determine whether a Bylaw Violation Letter or a Rule Violation Letter will be sent to the alleged violator.
5. As defined in the *Strata Property Act*, the recipient of a Bylaw Violation Letter or Rule Violation Letter has a reasonable amount of time to respond to the allegations contained within the letter (i.e. a minimum of 2 weeks), and/or may also request a Hearing to appear before Council to "defend or dispute" the allegations.
6. In compliance with the *Strata Property Act*, the details of your complaint will form an official record of the Strata Corporation.
7. We suggest that you allow adequate time for the Violation Letter to be received and complied with (recommended two to three week period at a minimum, as this process can take longer based upon the timing of the next regularly scheduled Council Meeting that achieves a quorum of Council Members and is legal to proceed). If the same bylaw/rule violation occurs again, it is necessary to fill in another Complaint Form to correctly record the potential bylaw/rule violation.

BYLAW / RULE VIOLATION COMPLAINT FORM

SENDER'S INFORMATION

Sender Name

Phone Number

Cell Number

Email

Building Name

Strata Plan

Address

Unit

DETAILS OF BYLAW / RULE VIOLATION

Please note that if there is no bylaw/rule violation, the Strata Corporation cannot take action and an incomplete form may result in a delay in processing your request.

Noise

Pets

Parking

Property Damage

Others

Origin of violation:

Date

Time

Name (If known)

Unit

Address

REPEAT OFFENSE? Yes No

(i.e. Is this the first time you filed a complaint against the above alleged violator?)

Police File Number (If available)