

**OTTAWA-CARLETON STANDARD CONDOMINIUM CORPORATION NO.  
947**

**ANNUAL GENERAL MEETING OF OWNERS**

**Ottawa Embassy Hotel & Suites, Ottawa Room 101, 25 Cartier St, Ottawa  
Wednesday, October 23, 2019, 7:00 p.m.**

<b>PRESENT:</b> June Jones	Secretary
Daniel Kimmel	Treasurer
Matt Eason	Director
Tom Donnelly	Director
Kevin Vroom	Auditor, BDO Canada
Barb Ravanelli	Property Manager, CI Management
Nadia Freeman	Vice-President, CI Management
Nancy Houle	Legal Counsel, Davidson Houle Allen
Elaine Richard	Recording Secretary

**1. CALL TO ORDER/OPENING REMARKS/INTRODUCTIONS**

Nancy Houle opened the meeting at 7:00 p.m.

Motion made by Jean-Louis Bouchard (Unit 903), and seconded by Doris Jalbert (Unit 302), to allow Nancy Houle to chair the meeting. Motion carried.

The Board of Directors, Auditor, Property Manager, and Recording Secretary were introduced, as well as Victoria Crane from Davidson Houle Allen.

**2. QUORUM**

Quorum was confirmed with 38 units represented in person, and 5 by proxy, totalling 43 units.

**3. NOTICE OF MEETING**

It was confirmed by Nancy Houle that the Notice of Meeting was sent to owners according to the requirements of the *Condominium Act, 1998*.

Dan Kimmel thanked owners for voting him in as a Director at last year's Annual General Meeting. He suggested that all owners consider taking a position on the Board from time to time.

**4. APPROVAL OF THE AUDITED STATEMENTS**

Kevin Vroom, BDO, presented the Audited Financial Statements, which were included in the owners' AGM package. He reviewed and explained the Auditors' Report, Balance Sheet, Statement of Reserve Fund Operations, Statement of Income, Statement of Cash Flows, and Notes.

Nancy Houle explained to Lorraine Turcotte (Unit 1103) that the financial statements were not signed because they are still in draft. The new Board will be signing the statements.

Lorraine asked that management include a list of receivables to be attached to the financial statements in future. Kevin Vroom responded that it is not feasible to attach the list of receivables due to privacy issues. When Lorraine explained that the owners had access to the budget which listed all the receivables in the portal, Nancy Houle responded that she would discuss this with the Board, as that information should not have been released.

Marcel Francoeur (Unit 803) questioned the high amount of cash being held in the reserve fund. Kevin Vroom responded that the Board makes the investment decisions, and it is prudent to keep some cash available. Nancy Houle added that this is a question for the new Board to consider.

## **5. APPOINTMENT OF AUDITOR**

The Board confirmed that it is still comfortable with BDO Canada LLP doing CI Management's accounting, as well as the Corporation's financial statements.

Motion made by Bruce Bailey (Unit 506), and seconded by Marcie Lane Beausoleil Doran (Unit 101), to re-appoint BDO Canada LLP as Auditor for the fiscal year ending June 30, 2019.  
Motion carried.

## **6. APPROVAL OF MINUTES OF THE 2018 ANNUAL GENERAL MEETING**

Motion made by George Parry (Unit 903), and seconded by Joaquin Navarro (Unit 1603), to approve Minutes of the 2018 Annual General Meeting. Motion carried.

## **7. PRESIDENT'S REPORT**

The President's report was presented by Barb Ravanelli.

This past fiscal year has been quite busy for The Merit. Here are a few of the highlights that owners may/may not be aware of:

July 2018 Site clean-up and many plants, shrubs and mulch needed to be added to enhance the property. \$2,300.

October 2018 The barrier arm in the garage required repairs and the circuit board needed to be replaced. \$2,500.

January 21st the sump pump failed in the elevator pit. Not only did this cause a disruption in the elevator service the cost of the sump pump was \$6,000.

June 3rd, the Cooling tower required repairs in the amount of \$3,500.

And never forget the front main doors of The Merit. Until this year State Windows out of Toronto serviced these doors. The cost to send a worker up from Toronto and house them for the night plus the cost of shipping and installation is exorbitant. The total costs for FYE 2019 for the front main door was \$7,500. OCSCC# 947 has now secured a local contractor that is able to service the front doors. M & T Glass completed the most recent repair at a cost of \$1,980.

HVAC contract was open for tender and Optimum was selected. We switched for many issues but the main reason is that we were receiving more inspections and filter changes along with Optimum directly billing the owners for the heat pump maintenance.

This year for the first time OCSCC#947 offered a spring maintenance inspection. At many condos the heat pumps are maintained at heating and cooling periods. As the heat pumps are getting older and the maintenance is totally owner choice as the 947 By Law states, there is a requirement for one maintenance per year. With the rising costs of the heat pumps, owners would be looking between \$6,000-\$8,000 for the removal and replacement of the unit. The Board felt it prudent to offer this service, and 42 units took advantage of the second maintenance.

Handicapped access to the garbage room was raised at the 2018 meeting. The Board requested the Condo Manager to attain a price from Mircom. To supply and install the fob access for both doors is \$7,000. This is not a minor expense and if I could see a show of hands for owners who would be in favour of adding this to the fiscal year budget for 2020-2021. A straw poll regarding accessibility access indicated some owners in favour of a \$7,000 expenditure to add another fob to keep the doors open for ease of access.

#### Moves

Moves are permitted between the hours of 9:00am - 5:00pm.

Moves are not allowed on weekends.

All moves must be approved by management in order that pads are hung and the floor is covered to protect owners of The Merit investment.

#### Unit Keys

All unit keys must be keyed to master. During the recent flood it was discovered that the master did not work in the unit. That said the owner was not aware the lock was ever changed by the previous owners. The PM will schedule a two-day lock attempt with the master on each and every suite door. Owners will be notified of the day and also notified if the key did not work on the lock. This must be dealt with.

#### Front Trees

This year the trees at the front were impacted by an unknown disease. Ottawa Tree Surgeons attended site and this disease is not recognized as it is new. OTS suggested to keep an eye on the trees and see if they are strong enough to fight the disease. All but one was able to survive. The cost of a tree that will be smaller than the rest is approximately \$1,600 supplied and installed on site. However, it was mentioned by OTS that the Columnar Oaks nor any other tree is meant to grow in an environment of concrete and dust.

It would be great if concerned owners could unite with a Landscaping Committee to come up with other suggestions than the trees. Benches due to Lisgar Collegiate is probably not ideal.

#### Visitor/Owner Parking

Overnight guests must be registered to the property management office.

Approval by the Board is required for any visitor over the 3 day max. (max of 10 days in a 30 day period)

Parking is for Visitors not owners.

Parking spots are not be used for storage. This also applies to owners parking spots.

#### Social Events

Breakfast - 2nd Wednesday of each month at the Capital Diner  
(Winter)

Party - Usually the first Friday in December in the lobby (Summer)

Party - First Friday in June on the rooftop

#### Upgrades:

Gym - Flooring weights, and new matts

Bike Tags issued to identify residents that have moved out and left their bikes behind.

Front Planters - Summer and winter displays have vastly improved and also at a cost savings.

Garage remotes are working fantastic as opposed to the old remotes.

## **8. APPOINTMENT OF SCRUTINEERS**

Richard Hill (Unit 306) and Helene Corneau (Unit 202) volunteered to act as Scrutineers.

## **9. ELECTION OF (4) FOUR PERSONS TO THE BOARD OF DIRECTORS**

There were four positions up for election:

Election of one position for a two-year term for voting by owners of owner-occupied units; and

Election for one position for a one-year term and two positions for one-year each remaining on the terms, for which all owners may vote.

Nancy Houle explained that on November 1, 2017, the Condominium Act changed drastically, and part of that change included the mandatory Director's on-line course. By the end of 2018, things were running more smoothly. The CAO started verifying when Directors were taking courses, and if not, they were disqualified from their positions. All of the Board members at this Corporation took the course, but there was a hiccup on the timing, and they received a letter a few weeks ago that they were disqualified. The Directors were not aware that they missed the six-month deadline until recently.

As a result, everyone will be elected tonight. From the moment that they were notified, the Directors stopped making decisions. A provision in the Condominium Act protects the decisions that were made during their disqualification period.

Nancy explained the ballots and voting process.

### Candidates:

Stan Ages was not present; June Jones advised that Stan withdrew his name.

Russell Grass was not present, however, June Jones spoke on his behalf. If elected, Russell would have ten days to provide his consent in writing.

Jaye Shuttleworth, Mark Whitton, and Tom Donnelly consented to run in both elections.

Nancy Houle asked for nominations from the floor three times, however, none were received.

Motion made by Bruce Bailey (Unit 506), and seconded by Doris Jalbert (302), to close the nominations. Motion carried.

Nancy confirmed that Dan Kimmel would be staying on the Board for another year.

To allow for transition on the Board, the Candidates agreed to the following terms:

Russell Grass - 1 year as resident-elected Director

Jaye Shuttleworth - 2 year term

Mark Whitton - 2 year term

Tom Donnelly - 1 year term

Motion made by Marcel Francoeur (Unit 803), and seconded by Patrick Laliberte (Unit 205), to acclaim all Candidates to the Board of Directors, and accept the term proposals by the Candidates. Motion carried.

The Disclosure Statements were already submitted to the Board. Jaye, Mark and Tom had no changes. Russell will have to notify the Board of any changes to his Disclosure Statement.

## **10. CORPORATION BUSINESS DISCUSSION**

Barb Ravanelli reviewed some questions submitted by owners:

Owners suggest establishing protocols for dealing with a repeat of the emergency that occurred due to failure of the sprinkler heads. They proposed that the handbook include an educational report on the sprinkler system layout and operation. The Report would include the location of the shut-off valves for each floor. Barb responded that owners cannot be shutting off the sprinkler system as they don't know that is an actual fire, and the liability is far too high.

Owners would like to program the elevator to go to the top of the building, and remain there after it completes any run in progress once an alarm goes off. Barb responded that the Fire Department needs the elevator on the first (ground) floor when they arrive at the building for their use.

Judy Forrest (Unit 1203) asked if one elevator could go up and another stay on the ground. Barb replied that one is a Firefighter's elevator, and if it does not function, they will need to use the other elevator.

Nancy Houle advised owners to contact Barb Ravanelli to register with emergency services, if they have any issues with getting out of the building.

In answer to Neil Campbell's (Unit 1203) question regarding installing flashing in the elevator to save it from further damage in the event of water escape, Nancy Houle asked him to send an email to the property manager to review.

Owners asked if the Corporation could purchase a length of material that could be laid down to divert water coming from the entry door of the flooding apartment, away from adjoining apartments and the elevator shafts, and to a stairwell. Barb advised that the Board will discuss at their meeting.

Owners suggested purchasing a wet-vac and a few garbage pails that could suck up as much surface water as possible until the water mitigation crew arrive. The Board will discuss the logistics of the equipment.

Owners have requested to attend Board of Directors meetings. Nancy Houle responded that owners can attend at the invitation of the Board. There is a lot of confidential information at the meeting, however, if a request is made to the Board to attend a portion of the meeting, owners can be invited.

Lorraine Turcotte (Unit 1103) raised an issue of better communications, and having Minutes of Board meeting posted on the portal more efficiently. The new Board will follow through with this.

Hugh Finsten (Unit 502) is concerned about his unit's sprinkler, as there have been two defective sprinklers. He asked that they be inspected. The Board has an ongoing inspection for internal purposes, and through the insurance company due to the two claims. Owners will hear from the Board in the coming months about the outcome of that inspection and what the protocol will be.

Regarding an owner's surprise at how loud the Lisgar High School bell is, a straw poll indicated that there were a few owners bothered by the noise.

Neil Campbell (Unit 1203) reported that it is a foghorn going off ten times a day over the allowed decibel count. They have asked the Councillor to look into this, and were told that they cannot fix it, and owners must shut their windows. Neil asked that the Board send a letter to the school to add support. Nancy Houle responded that this would not fall within the mandate of the Board, unless it was a safety issue. If someone has a report, owners can make a by-law complaint, and the Board can consider doing a letter. There is an on-line form to report too much noise for anything. Judy Forrest (Unit 1203) advised that the Councillor will contact the school and follow up.

Owners have asked to have access to owners' names and contact information for an owner Directory. Nancy Houle responded that if individual or groups of owners would like to get together and create a Directory and they are keeping charge of it, that is their choice. Condominium Corporations gather owner information, including emergency contact information, solely for the purpose of conducting the affairs of the Corporation. That information is strictly confidential and, under privacy policies, cannot be distributed to owners. Subject to the Condominium Act, only the owner's name and address for service can be divulged. The Board cannot make and distribute a record of all owners' information.

An owner has reached out to Barb as a follow-up to the announcement regarding the homeless person in the lobby. He wondered if the management and the Board had considered installing a key fob reader in the elevators themselves. This way, a person could only access the resident areas if he/she had a programmed key fob. The Board will look at this.

Michael Hansen (Unit 2101) stated that people are waiting to get in the building, and he tells them they cannot come in. The garage is also subject, and should have a sign saying it is for residents only, as some mistake it for public parking. The Board took note of these comments.

Richard Hill (Unit 306) questioned the \$19,000 expense for a Building Inspection under the Reserve Fund category. Barb explained that this is a result of an exterior building leak on the 21<sup>st</sup> floor into an owner's unit, which has happened again.

Owners who are interested in volunteering for the Landscaping Committee were asked to sign up on the list at the meeting.

A concern was raised about parking for owner-landlords who visit the building occasionally to clean their rented units. Nancy Houle explained that if a unit is rented, and an owner is fulfilling a landlord function, then the owner-landlord is considered to be a visitor and can use the visitor parking. If the tenant moved out, the owner-landlord must use the parking space that the tenant was using. Generally, owners are not allowed to use visitor parking if they are not a visitor.

Lorraine Turcotte (Unit 1103) raised a concern about the visitor's parking which is abused by owners every day. She stated that there are people who come into the building who go through the parking and exit. Also, some people have fobs and park underground, however, they do not live here. She asked how this can be controlled, and who owners can talk to when something is wrong. Lorraine added that some people have more than one fob, and asked how many fobs they should have.

Nancy Houle responded that due to privacy issues, the Board cannot say who has how many fobs. She stated that only one fob is permitted, the same as keys. If owners are willing to pay

for an extra fob, they can purchase one. Barb Ravanelli added that she has a list of who has garage remotes. Only owners who have parking spots received a remote, and only one remote per parking spot. June Jones advised that previously the Board had a list of who had how many remotes. It was possible to have three remotes for one parking spot. Nancy Houle advised owners that the new Board will investigate who has which remote, and update the list.

Jean-Louis Bouchard (Unit 903) reported that his window locks are broken, and he was referred to Honey Glass, who started the process, but it is not yet complete. He stated that owners should have a list of referrals for repairs in the units which would be done properly at a good price. Nancy Houle responded that the Corporation can have a list, but cannot have a “recommended” list.

Nancy advised that locking mechanisms in windows or handles are typically considered the Corporation’s responsibility. When the window is replaced, they are replaced. If they fail early, it is considered to be due to mis-use, and would be the responsibility of owners.

Neil Campbell (Unit 1203) commented on the tight space in the exercise room. He suggested that interested owners meet to discuss and suggest improvements to the Board. June Jones responded that the Board looked at this in the past with little interest from owners, however, it can be re-visited. Volunteers can put their name on a list tonight.

Helene Corneau (Unit 1202) asked if the Board could install water alarms near hot water tanks and toilets to avoid problems at the source. Barb Ravanelli added that there is a system that shuts water off at the source which costs \$1,000 per unit. Nancy Houle responded that water alarms would be the responsibility of owners, however, the Board can discuss it.

Helene Corneau (Unit 202) suggested a survey to determine the amount of renters vs. owners. Barb Ravanelli advised that the information is on the PIC that owners will receive. She advised that there are 23 units rented.

In answer to Helene Corneau’s (Unit 202) question regarding a possible increase in fees due to insurance increases, Nancy Houle stated that until the new Board is in place, they cannot say what the upcoming fees will be. Barb Ravanelli stated that until they get through the next year, they will not know of any possible increases. She said that she is seeing about a 20% increase in insurance premiums.

Joaquin Navarro (Unit 1603) questioned if the Board has looked into the possibility of plugs for electric cars. Tom Donnelly responded that the Board has done some initial research regarding supplying power, and he would like to establish a Committee regarding this topic. Those interested can put their name on the sign-up sheet.

Danielle Laurin (Unit 205) reported a smell of rubber in the exercise room, and suggested using baking soda to absorb the smell. Barb Ravanelli took note of the suggestion.

Lorraine Turcotte (Unit 1103) noted that the last PIC stated that as of May 31, 2019, all Directors had followed the training. Nancy Houle confirmed that the training was done, and it was the timing that was the issue. She added that the information on the PIC was to the best of their knowledge and belief at the time.

George Parry (Unit 903) asked if owners can use the portal for maintenance requests, visitors, etc. Barb Ravanelli replied that the portal is for condominium information, and corporation records. Visitor guest information should be emailed to Barb. Regarding maintenance requests, Barb advised that the system does not support a service tracker at this time, but may in the future. Barb will check with the software team.

Don Powell (Unit 1601) inquired if owners will get a report on the flood and why the elevator took so long to get fixed. Nancy Houle responded that owners can make a request for a notice to owners to summarize the issues. An owner suggested using a code on the elevator.

Stephen Cutts (Unit 1502) asked what is causing the activation of the security alarms on a weekly basis. Barb Ravanelli answered that during the 18<sup>th</sup> floor flood, the 17<sup>th</sup> floor heat detector went off, and this will be worked on in the next week.

Doris Jalbert (Unit 302) spoke about control of the elevators, stating that the issue is that some people are letting in people who do not live in the building, and they also get in the elevators. Nancy Houle reminded residents not to let outsiders in, and not to feel guilty when doing so. Barb Ravanelli will issue an email blast to all owners.

June Jones reported that some owners who rent out their units do not let their tenants know what is going on in the building, ie. wristbands on Canada Day. Nancy Houle added that owners should also advise tenants of the rules and regulations.

Judy Faulkner (Unit 304) asked if owners can provide tenant email addresses for notifications. The Board responded that there is a system called Smart Buildings which is where owners get notices. When you add the tenant, they will also get notices by email.

Tom Donnelly commended June Jones on doing a great job this year. Nancy congratulated the entire Board for a fantastic year.

## **11. ADJOURNMENT**

Motion to adjourn the meeting at 8:46 p.m. made by Joaquin Navarro (Unit 1603), and seconded by Danielle Laurin (Unit 205). Motion carried.