

**CARLETON CONDOMINIUM CORPORATION NO. 264  
750 – 802 ST. ANDRE DRIVE  
ORLÉANS, ONTARIO**

**MINUTES OF THE ANNUAL GENERAL MEETING  
HELD AT CAIRINE WILSON SECONDARY SCHOOL  
975 ORLÉANS BOULEVARD, ORLÉANS, ONTARIO  
NOVEMBER 14, 2019, 7:00 P.M.**

With no objections noted, Yawar Khan, Chief Operations Officer, Capital Integral Property Management, presided as Chair of the meeting. All present were welcomed, and the head table was introduced as follows:

**BOARD MEMBERS:**

Claude Durocher	Vice President
Jennifer Goldstone	Treasurer
Heather Ross	Secretary

**GUESTS:**

Samantha Gillespie	Auditor, BDO Canada LLP (until 7:37 p.m.)
Justin Tudor	President, Keller Engineering (from 7:38 p.m.)
Nadia Freeman	Vice President, Capital Integral Property Management
Yawar Khan	Chief Operations Officer, Capital Integral Property Management
Michelle Richards	Property Manager, Capital Integral Property Management
Robyn Hall	Recording Secretary, Minutes Solutions

**REGRETS:**

Natasha Brunet	President
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**1. ANNOUNCEMENT OF QUORUM AND CALL TO ORDER**

Yawar Khan reported 15 proxies and 37 owners present, for a total of 52, which constituted a quorum of at least 25% as required under the *Condominium Act, 1998*, for the transaction of business. The meeting was duly called to order at 7:12 p.m.

**2. PROOF OF NOTICE**

Notice of this meeting of owners was provided to all registered owners in accordance with the bylaws of the Corporation and the *Condominium Act, 1998*, as evidenced by the declaration of service. A copy of the notice and proof of service is annexed to these minutes as a schedule.

**3. PRESENTATION OF AUDITED FINANCIAL STATEMENTS**

The Corporation's Auditor, Samantha Gillespie, BDO Canada LLP, presented the annual audited financial statements for the fiscal year ended December 31, 2018. The Auditor reviewed the financial statements and briefly explained each section, noting the following:

- There was a total operating fund deficit at year-end of \$15,655. That amount included an opening operating fund deficit of \$8,243 and a deficit for 2018 of \$7,412 due to higher-than-anticipated water expenses and unanticipated waste removal costs.
- The reserve fund balance at year-end was \$1,021,493, which included an appropriation to the reserve fund of \$318,152.
- The major reserve fund expense, in the amount of \$721,366, was related to the siding, trim, and flashing project.
- Special assessments were planned for 2019, 2020, and 2021, to finance the siding, trim, and flashing project.

The Auditor opened the floor to questions regarding the audited financial statements.

**John Apt, Unit 34B:** May owners be provided with a full general ledger for the 2018 fiscal year?

**Response, Management:** Please submit a records request to Management and the Corporation will provide you with that information.

**Raj Varma, Unit 32B:** Why did we transfer \$318,152 to the reserve fund? Did we transfer that amount simply because it was budgeted?

**Response, Auditor:** The 2018 reserve fund appropriation was determined based on the reserve fund study. The Corporation must adhere to the amount that was denoted in the study and communicated to owners.

**John Apt, Unit 34B:** Why was there a delay in completing the audit this year?

**Response, Management:** The delay was partially based on the fact that Capital Integral changed financial systems in early 2019, and partially due to delays in receiving information from the Corporation's financial institution. As such, the Auditors commenced the audit later than planned. The Auditors did a tremendous job under the circumstances.

**Wayne Marlatt, Unit 90B:** Why was a special assessment not levied in 2018?

**Response, Auditor:** A special assessment was levied in 2017 but not contemplated for 2018.

**Response, Management:** The Corporation began collecting the special assessment on January 1, 2019, following the completion of the 2019 reserve fund study.

**Wayne Marlatt, Unit 90B:** Regarding water expenses, why is the budgeted amount for 2019 similar to the budgeted amount for 2017?

**Response, Management:** We budget for water expenses by reviewing previous water consumption and current water rates. As such, we determined that the budgeted amount was appropriate for 2019.

**Wayne Marlatt, Unit 90B:** What does the exterior expense amount of \$18,351 include? Is that amount related to the siding, trim, and flashing project?

**Response, Auditor:** No, the 2018 siding, trim, and flashing project of \$721,366 was expensed separately through the reserve fund. The amount of \$18,351 was related to other structural matters.

**Robert Gray, Unit 06A:** Are there going to be any additional special assessments beyond the planned assessments for 2019, 2020, and 2021?

**Response, Management:** No, those are the only planned special assessments.

**Stephanie Sinden, Unit 35B:** I do not see an expense amount for pest control in the audited financial statement.

**Response, Auditor:** Pest control falls under repairs and maintenance. The Corporation expended approximately \$1,700 in 2018 for pest control.

**Response, Management:** When the Corporation prepares its budget, there are many expense lines under general repairs and maintenance. The Auditor combines those categories in the annual audited statement.

**Eric Coulombe, Unit 83B:** Why were no funds budgeted for waste removal in 2018?

**Brian Buys, Unit 79B:** The Board planned to cancel garbage collection in 2018. However, after preparing the budget, we realized that the waste removal company had a two-year contract which could not be cancelled.

**Cecil Wigney, Unit 66B:** I noticed that the building next to us had its roof replaced. Is that included in the financial statements and budget? I believe that was the second time that roof was repaired in the past five years.

**Response, Management:** Roofing is a reserve fund expenditure.

**Response, Board:** The Corporation is replacing roofs as required. We are tracking that work and we would not complete the same work twice.

The Board thanked the Auditor for her presentation and excused her from the meeting.

#### **4. APPOINTMENT OF AUDITOR**

The Chair advised that owners had an opportunity to select an auditor for the 2019 fiscal year as a regular procedure to ensure fair pricing. Three competitive bids were obtained as follows:

- Baker Tilley Ottawa LLP – \$5,000 excluding HST
- BDO Canada LLP – \$5,300 excluding HST
- Ouseley Hanvey Clipsham Deep LLP – \$4,400 excluding HST

The Chair stated that all three firms were reputable and knowledgeable. It was noted that Capital Integral recently engaged BDO Canada LLP for bookkeeping services.

**On a motion made by John Apt, Unit 34B, seconded by Cecil Wigney, Unit 66B, it was resolved to appoint BDO Canada LLP as Auditor of the Corporation for the current fiscal year, to hold office until the close of the next annual general meeting. Motion carried.**

**Brian Buys, Unit 79B:** Is BDO Canada handling all financial matters for Capital Integral?

**Response, Management:** Capital Integral had engaged BDO Canada to provide outsourced bookkeeping services. BDO Canada had provided assurance that its back-office services and auditing services were separate. Management is responsible for the day-to-day

bookkeeping of the Corporation, which was outsourced to BDO Canada. At a later date, the BDO Canada Auditor will review that work, as per normal auditing procedures. There will be no undue influence between the two BDO Canada functions.

Some owners expressed skepticism regarding the separation of the BDO Canada functions and stated that they would prefer to choose a different auditor. Other owners noted that BDO Canada did an excellent job and retaining them would ensure continuity.

A vote was conducted, and the motion was defeated.

**On a motion made by Brian Buys, Unit 79B, seconded by Simon Rolfe, Unit 44A, it was resolved to appoint Baker Tilley Ottawa LLP as Auditor of the Corporation for the current fiscal year, to hold office until the close of the next annual general meeting. Motion carried.**

## **5. MINUTES OF THE LAST ANNUAL GENERAL MEETING**

The owners reviewed the minutes of the annual general meeting held on May 15, 2018. The floor was opened to questions or requests for amendments to the minutes.

**Unidentified Owner:** May owners receive the annual general meeting minutes earlier?

**Response, Management:** The Board will receive the minutes for the 2019 annual general meeting by November 28, 2019 and will review and accept them shortly thereafter. Once accepted, the Board will circulate the minutes to the owners.

**On a motion made by Jennifer Pelletier, Unit 92B, seconded by Eric Auger, Unit 20A, it was resolved to approve the minutes of the annual general meeting held on May 15, 2018, as presented. Motion carried.**

## **6. PRESIDENT'S REPORT**

The Chair presented the President's report on behalf of Natasha Brunet, as she was absent due to illness. The following highlights were noted:

- Board members were very active in managing the large property. It was a busy year due to the siding project.
- Cement stairs and roofs were repaired.
- Garbage issues were addressed, and new bins were obtained. Owners were reminded to place large garbage items out the night before collection, and recycle and donate items as appropriate.
- General repairs were conducted throughout the property.
- During the siding project, a great deal of rot was discovered. That amount of rot may be normal for blocks that are to be re-sided. It was noted that the Board understood the frustration of owners regarding the project, but asked that owners make arrangements to be present for interior work as required.
- The siding contractor was changed, and there will be regular construction meetings on-site going forward.
- A survey was conducted and a second meeting will be held regarding the future of the pool.

- Owners were reminded not to leave toys, chairs, or other personal items in common areas.

The Chair and owners thanked the Board for their time and effort on behalf of the Corporation.

## **7. APPOINTMENT OF SCRUTINEERS**

Scrutineers were not required at this meeting.

## **8. NOMINATION/ELECTION OF TWO DIRECTORS FOR THREE-YEAR TERMS**

There were two Director positions available for three-year terms. The following candidate was nominated:

1. Eric Auger, Unit 20A

**On a motion made by Denis Gagnon, Unit 29A, seconded by Robert Gray, Unit 06A, it was resolved to close the nominations. Motion carried.**

Eric Auger presented his qualifications.

## **RESULTS OF ELECTION**

**On a motion made by Denis Gagnon, Unit 29A, seconded by Dana Armane, Unit 21A, it was resolved to appoint Eric Auger, Unit 20A, to the Board by acclamation for a three-year term. Motion carried.**

## **9. NEW BUSINESS**

The floor was opened to new items of business and questions.

**Denise Gagnon, Unit 29A:** We have a problem regarding communication with Capital Integral. We do not use e-mail, and it is difficult to reach you by phone. What will you do to improve communications?

**Response, Management:** We rely on e-mail as we are out of the office a great deal. You can call 613-722-1232 and speak to our receptionist Nicole, who will assist you.

**Unidentified Owner:** Two or three years ago we discussed the launch of a portal for owner communication. Right now, the link to property management on the website is broken and the documents are out of date. Is the provision of a portal part of the property management contract?

**Response, Management:** The provision of a portal is a "nice to have". We will ensure the link is corrected. When the Condominium Act changed, it became a requirement for property managers to be licensed. As such, it is now more difficult to hire property managers. Property management retention is also a challenge due to the nature of the work. There have been frank conversations about this matter at the Board level. When there is staff turnover, items fall through the cracks, such as maintaining the portal.

We are now using a generic e-mail address, service264@cimanagement.ca, to ensure continuity. We have also hired Nadia Freeman as our new Vice President. She has 35 years of experience in the industry. Michelle Richards, your new Property Manager, is also more responsive to owners. We understand your concerns.

**Homa Tabar, Unit 78B:** It took five e-mails to Management to have a simple issue corrected.

**Denis Gagnon, Unit 29A:** How many times does Management visit the site per week to inspect the property and ensure residents are following the rules?

**Response, Management:** We conduct a walk-around every year, but Michelle Richards visits the site once a week. If you see an infraction on a day that we that are not on the property, please let us know. We send out many infraction notices.

**Eric Coulombe, Unit 83B:** I am in a building where the siding is not completed, and we still do not have gutters. Last winter, my stairs were constantly frozen. Are we waiting for someone to get hurt and sue the Corporation? When the stairs were being fixed and our units were being re-sided, there was no light. Wood boards were placed over the concrete and my downstairs neighbour slipped and fell. That is inappropriate.

**Simon Rolfe, Unit 44A:** You should establish a ticketing system on the website that tracks owner concerns and compiled them in a database. If there is staff turnover, you will have a written record of all issues.

**Response, Management:** We have investigated systems. We were unable to locate a great system on the market that includes accounting, owner records, correspondence, and repair tracking. We are looking for such a system.

**Simon Rolfe, Unit 44A:** Start with something.

**Cedric Lalonde and Anne Seror, Unit 11B:** The siding contractor has been a total disaster. There is no respect. I work at home. It has been very disruptive.

**Response, Yawar Khan:** For the next phase of the project, the Corporation has selected a different siding company. This decision was made due to owner complaints and other factors.

**Denis Gagnon, Unit 29A:** Due to the many complaints, has the Corporation considered taking Dominion Siding to court? The workmanship is shoddy. We were once told 28 workers would attend the site the next day. They did not arrive. If there is any chance of rain, they do not come to the site. What kind of operation is this, and why has the problem gone on this long?

**Response, Justin Tudor:** The Corporation has released Dominion Siding from their bids on the next phases, largely because of continual progress issues and missed milestones. In 2018, the Board and Management invested time into evaluating whether to continue with them. After a long discussion, the Board agreed to allow them one more year.

Although there are deficiencies, which are being tracked, Dominion Siding is meeting the contracted specifications. Management is not in a position to manage the process, provided the contractor is meeting specifications. I know it has been painfully slow and

painful for owners. We need to keep a better eye on safety and noise issues. Ultimately though, the relationship is over.

Originally, the plan was for a four-year project, which was achievable. However, there was lack of progress by the contractors, and the first phase was of longer duration than expected. A plan was developed that the contractor adhered to in 2018. In 2019, the project dragged. Then the Board decided to tender bids. That provided an opportunity to adjust the specifications for additional rot, review new bidders, and correct project costs for the future.

Litigation is not a possibility as the contractor provided the service in the manner requested. Another company has been engaged for the next three years to complete the project.

**Denis Gagnon, Unit 29A:** Wind was coming in through my wing wall due to a gap and lack of insulation. Now the hole is back because the wing wall has shifted.

**Response, Justin Tudor:** We can address that. We have deficiency walkthroughs. Part of our role is payment certifier. If at the end of the project we assess \$50,000 in deficiencies, we will hold back \$70,000 so that the contractor must address them before they are released from the contract. That is particularly important because this contractor will not be back on-site.

**Denis Gagnon, Unit 29A:** Previously, we had 35-year siding. Coating was required every four years, but coating was not conducted. Will the new product need to be coated?

**Response, Justin Tudor:** The new siding product will require coating measures after 20 years; however, there are no lifetime guarantees for siding for multi-unit residential properties.

**Shaw Smith, Unit 9B:** The contractor was walking by recently and asked if I had a mailbox because they were going to install mailboxes that afternoon. I bought one and set it out there. Two weeks later, it has not been installed. The doorbell was installed poorly, and there was damage to the lawn and trees. Also, the fencing that was installed previously around the lower units is not the same colour as the siding. It looks ugly.

**Response, Justin Tudor:** The first two defects are easily managed. Further, the contractor is required to correct any damage that occurs to the property, outside of the work. We will assign a value to that work until it is fixed. Finally, we spent a lot of time talking about the fence. There is a limited colour pallet available for the fencing and siding. We tried to make the best choice possible.

**Lorraine Gervais, Unit 02A:** My unit is on the north side of the property and there are snowbanks on either side. There is nowhere to go. In winter, I live through nightmares. There is a lack of snow removal and drainage. Lawns were also damaged during the siding project.

**Response, Management:** We are working with a snow contractor. He attends Board meetings from time to time to discuss these issues. We talked about the walkways a great deal in 2018. Unfortunately, the challenges are partly due to the nature of the property. Regarding the damage to the landscaping, it will occur during a large project. The Board and Corporation will address those issue after the project is completed.

**Lorraine Gervais, Unit 02A:** The garbage lid is covered in snow and is hard to lift.



**Response, Management:** There is no easy solution to that issue as there is no superintendent on-site. We do have people on-site from time to time to clean up the garbage area.

**Lorraine Gervais, Unit 02A:** What about the door number issue?

**Response, Management:** We have noted this, and Justin Tudor is informed of the matter.

**Lorraine Gervais, Unit 02A:** My porch light is out.

**Response, Management:** Lighting is part of the project. Some of the new LED lights have burned out. We have communicated that back to the contractor as it is their responsibility to install lights. I suggest that another meeting be held to discuss specific unit deficiencies regarding the siding project. We are getting information in bits and pieces. Keller Engineering will be invited to that meeting and we will document the issues on their deficiency list.

**Eric Coulombe, Unit 83B:** I have been sending e-mails for months regarding cold entering my unit from under the door. I have not had a reply. Can we receive acknowledgement of our requests?

**Homa Tabar, Unit 78B:** Can the Property Manager come once a week to supervise the siding project?

**Response, Management:** Managing the project is not part of our contract. Capital Integral is responsible for day-to-day management. We are not experts in managing siding projects.

**Response, Justin Tudor:** We are on-site twice per week. We note the deficiencies in our report. Unless something is significantly off track, I am more concerned about ensuring siding and ties are installed. We are noting the smaller deficiencies for correction later.

**John Apt, Unit 34B:** That is why you need a ticketing system. Other condominiums have such a system, and it works. We need documentation of complaints.

**Angele Gratton, Unit 44B:** What is the timeline for the siding project going forward? Can the process be sped up?

**Response, Justin Tudor:** The project will continue for three more years. The new contractor is Ottawa Construction Services. The process cannot be sped up due to the insidious nature of dealing with rot as you find it. There are structural issues that need to be resolved. The project has been slowed down by various levels of rot, some of which was catastrophic. Reliably, we can say the project will be completed in three years.

**Angele Gratton, Unit 44B:** Is the project going to cost more money in the end?

**Response, Justin Tudor:** It should not cost more than what is expected. The projection of rot that we included in the reserve fund model is in line with the project experience to date.

**Angele Gratton, Unit 44B:** On the plus side, I had a squirrel issue that was resolved due to the siding project.

**Rosanne Guillemette, Unit 92B:** I'm very happy with the siding. It is beautiful.

**Response, Management:** When the project is completed, it will be worth it. It is horrible in the middle of projects.

**Agatha Bonadio, Unit 48B:** I believe my unit is in one of the last buildings to be completed. Is the offer of an extra layer of insulation still on the table?

**Response, Justin Tudor:** No.

**Wayne Marlatt, Unit 90B:** Does the new contractor offer a performance bond with the contract?

**Response, Justin Tudor:** No. A performance bond means that, if a company goes bankrupt or is generally unable to complete a project, the performance bonding company will step in and cover the value of the difference, or broker the project. A performance bond would not have been of benefit as the previous contractor could point to catastrophic rot as the reason for delays.

**Response, Management:** It is very difficult to fire a contracted company. Generally, we do not include guaranteed timing in contracts to keep pricing at a reasonable level. I am in the process of firing a company because of non-performance related issues. It is going to cost \$100,000 to \$150,000 to exit the contract mid-stream. Had we done that with Dominion Siding there would have been a penalty and owners would have had to pay. We have to be vigilant about costs.

When the contractor discovers rot, schedules are not applicable. Further, performance bond companies have the right to retender and could choose to resume work with the existing contractor. There are no guarantees that we would obtain a better contractor. With all the unknowns regarding weather and rot, it is difficult to adhere to schedules.

**Claire Charon, Unit 50B:** Are there penalties for project delays?

**Response, Management:** No, reasonable delays are factored into the cost of the contract.

**Cedric Lalonde and Anne Seror, Unit 11B:** The Corporation has paid for the siding. Who is going to pay the new company now? Who pays for any extra work conducted?

**Response, Management:** There is a fixed fee for the contract. We do not pay the contractor by the hour.

**Unidentified Owner:** Michelle Richards, I have sent you many e-mails about my problem but have not received a response.

**Response, Michelle Richards:** I will speak with you about your issue following the meeting.

**Claire Charon, Unit 50B:** I have lived here for 21 years. The level of service is shocking. It is truly not functional. I have had no service. No one has spoken with me.

**Response, Management:** Thank you for your comments.

**Cedric Lalonde and Anne Seror, Unit 11B,** made comments in French.

**Response, Management:** This is a very complicated project. We have professionals on-site reviewing deficiencies. I understand your frustrations, you live it every day, but there are processes in place. This is a big contract. There is a specific way that we have to engage with the contractor regarding deficiencies. We are not responsible for the behaviour of the workers on-site. We have provided them with a specification, and we have a process in place to address deficiencies. We have to work with the contractor to make sure corrections are completed and documented properly.

**Cedric Lalonde, Unit 11B:** I understand that, but we need better communication.

**Response, Management:** We have had regular weekly meetings with the contractor, and the engineer is on-site twice per week.

**Unidentified Owner:** What is the Board's point of view?

**Response, Claude Durocher:** I have had 12 leaks at my unit since the siding project began. I understand your concerns more than you can imagine. I have had some of the worst rot.

**Homa Tabar, Unit 78B:** What are the lessons learned for the next phase of the project?

**Response, Justin Tudor:** Number one, hire a better contractor.

**Unidentified Owner:** The contractor has conducted superficial repairs to fix water damage. People are freezing because the insulation is gone due to water damage. Someone has to go to Claire Charon's unit to deal with her issues.

**Response, Management:** We have a huge list of deficiencies that we have to address. The balancing act is that, if the contractor focusses on deficiencies, they stop working on the siding. We needed to get as much siding back in place before the snow fell. We can address interior deficiencies over the winter months.

**Claire Charon, Unit 50B:** I sent an e-mail saying I would stop my condominium fees until my concerns are addressed. After all the repairs are completed, I will pay in full.

**Response, Management:** I cannot engage in that type of argument.

**Multiple Owners:** Please inspect her unit. We need a vote to compel you to act.

**Response, Justin Tudor:** We do not need a vote. I will address the matter. I do not know what the conditions are like inside units. This type of feedback is good. I am sorry there is frustration.

**Response, Management:** We will organize a meeting soon for the units that have problems.

**Homa Tabar, Unit 78B:** Are there going to be other fees beyond the special assessment if more rot is encountered?

**Response, Justin Tudor:** The current model takes into consideration the volume of rot that we have encountered to date. If the next buildings are significantly worse, additional funds have not been put aside. If the rot is found to be the same, the Corporation has sufficient funds.

**Claire Charon, Unit 50B:** Why did you wait so long to repair the siding?

**Response, Management:** The reserve fund study is updated every three years. The study includes an assessment of the condition of all aspects of the property and provides the Corporation with a timeframe to address those items. That is the timeframe that we follow. Beyond that, we inspect the property. We balance the available funds with the work that needs to be completed.

**Agatha Bonadio, Unit 48B:** Regarding the isolation issue, two or three years ago we voted to install extra isolation in the units but the vote did not pass. That was an opportunity to improve the units in summer and winter. Are these issues arising because we did not improve the isolation?

**Response, Justin Tudor:** I am not sure. There are two issues that I want to look into and I cannot say what the causes are right now.

**Agatha Bonadio, Unit 48B:** Can we stop planting trees in front of the units? When there was a tornado, I was scared, because there is a large tree in front of my unit.

**Response, Board:** We are considering removing or trimming the trees.

**Wayne Marlatt, Unit 90B:** What is the start date for the new contractor?

**Response, Justin Tudor:** The new contractor will conduct trial work on the pool house in December, 2019. This will give them an opportunity to become familiar with the property and specifications. Work will begin in earnest on the next grouping in the spring, 2020.

**Wayne Marlatt, Unit 90B:** What about the deficiencies?

**Response, Justin Tudor:** Some of the them can be fixed on a timely basis. Landscaping will be addressed in spring, 2020. The previous contractor will correct the deficiencies in order to receive final payment.

**Brian Buys, Unit 79B:** Why was the annual general meeting not held in May 2019?

**Response, Management:** As previously noted, the annual general meeting was delayed because the audit was delayed.

**Cecil Wigney, Unit 66B:** For the buildings with completed siding, the doors were replaced by a different company. They did a good job. I would like to replace my door. Is there any plan to replace the doors first?

**Response, Management:** We do not have plans to address doors outside of the siding project. It is not in the budget.

**Brian Buys, Unit 79B:** Dominion Siding subcontracted the door replacement to another company. They had all the doors ready to go so they wanted to install them. We said that doors could be replaced for buildings that would be re-sided in the same year.

**Homa Tabar, Unit 78B:** Must owners have a mailbox ready for replacement?

**Response, Justin Tudor:** You do not need to re-install a mailbox.

**Anne Seror, Unit 11B:** My screens were damaged during construction. Is it my responsibility to replace them?

**Response, Management:** Dominion Siding is responsible for replacing them.

**Unidentified Owner:** The garbage situation has improved. Is it possible to install another big blue bin?

**Response, Management:** Unfortunately, we have reached our maximum allocation of bins from the City of Ottawa.

**Andrea Shumovsky, Unit 65B:** I would like to thank Michelle Richards. She has been responsive to my e-mails. I am in one of the drive-through units. People drive through St. Louis Drive and toss their garbage out the windows of their cars. I accumulate one bag of garbage every ten days, but I cannot fit it in the garbage because the bin is already full. Also, every time renters move, they leave garbage and furniture. Can we set a fee for garbage removal during moves?

**Response, Management:** We cannot level specific fees for some units. Fees have to be consistent for all owners. We have considered a special assessment regarding garbage, but we are then penalizing the owners who are not causing problems. If we know who is responsible, we can fine them, but we must have proof. We have communicated with CLV regarding their tenants and we have sent out general notices regarding garbage.

**Agatha Bonadio, Unit 48B:** People from outside the property are using our garbage bins. Can we add a no trespassing sign?

**Response, Management:** Yes, we can. We could also lock the bins and only open them at certain times; however, people will then leave their garbage beside the bins. This is a common issue in condominiums. People have to be vigilant and considerate.

**Unidentified Owner:** Renters are leaving toys in the common areas. We used to dispose of toys left outside and that caused a change in behaviour.

**Response, Management:** We send out regular infraction notices.

**Agatha Bonadio, Unit 48B:** Halloween decorations are being left up after Halloween in common areas.

**Response, Management:** Noted.

**Diane Harper, Unit 45A:** Could an open dumpster be installed for large items?

**Response, Management:** There is a large-item, garbage pick-up every two weeks. Other properties bring a dumpster on-site once or twice a year for large items. The extra cost for that service is \$2,500.

**Simon Rolfe, Unit 44A:** Regarding the siding project, how many boneyards do we need in the parking lot if work is not being conducted until spring, 2020? There is already a lack of parking spaces.

**Response, Management:** I believe Dominion Siding is removing those items. We have communicated with the company on that matter.

**Robert Gray, Unit 06A:** When the contractor removed the siding from our unit, they removed all of the eavestroughs and downspouts. Water is pouring straight down the wall. Will that issue be addressed?

**Response, Management:** Yes, the downspouts will be replaced.

**Unidentified Owner:** Which blocks will have their siding replaced next?

**Response, Justin Tudor:** I will provide that information following the meeting.

**Response, Management:** Two blocks will be completed per summer. We will hold a meeting with those blocks prior to the commencement of work in the spring.

**Unidentified Owner:** Can management notify owners if the annual general meeting is delayed or if there will be a special assessment? We would like more notices and communication. What about a newsletter?

**Response, Management:** There was a notice regarding the special assessment along with the budget. We hear that there needs to be more communication. We will try to hold more meetings with owners.

**Response, Board:** Would anyone like to volunteer to work on a newsletter? The budget will be sent to owners in December, 2019.

**John Apt, Unit 34B:** I also noticed the downspouts. In Building 758, when the roof was replaced, they damaged the new eavestroughs.

**Response, Management:** Noted.

**Eric Auger, Unit 20A:** When roofs are replaced, the downspouts extend from the roof to the balcony roof. Why doesn't the trunk continue to the next eavestrough below?

**Response, Management:** That matter was discussed. We are going to do that.

**Rosanne Guillemette, Unit 92B:** I think there is good general communication to all owners; however, there are problems regarding individual concerns.

**Response, Management:** Regarding the siding project, perhaps we need to hold more frequent meetings for the units when work is being conducted.

**Response, Board:** We should have meetings at the beginning, midway, and upon completion of a block.

**Brian Buys, Unit 79B:** Regarding communication of the special assessment, we did discuss the matter at the 2018 annual general meeting. We noted that if rot levels continued as they were experienced for the early blocks, funds would be sufficient. However, the rot levels increased in the subsequent buildings and the reserve fund study was also conducted. As such, it was determined that a special assessment was required after the 2018 annual general meeting.

#### **10. ADJOURNMENT**

On a motion made by Edith Gilbert, Unit 84B, seconded by Robert Gray, Unit 06A, and carried unanimously, it was agreed that there was no further business of the Corporation to transact; the meeting was closed at 9:11 p.m.

#### **DISCLAIMER**

The above minutes of the annual general meeting should be used as a summary of the motions passed and issues discussed at the meeting of the members of the condominium Corporation. This document shall not be considered a verbatim copy of every word spoken at the meeting.

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Director

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Director

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Date

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Date