

CARLETON CONDOMINIUM CORPORATION NO. 383

Meeting of the Board of Directors
Social Room, 2759 Carousel Crescent, Ottawa, Ontario
July 5, 2017

Minutes

PRESENT: Cheryl Dalglish
Linda Gilbert
Behrooz Owraki
Francine Roberts
Varinder Vohra

Yawar Khan
Heather Sterling

Capital Integral Property Management
Recording Secretary

1. Call to Order

The meeting was called to order at 5:30 p.m. by Behrooz Owraki, who served as Chair of the proceedings.

2. Approval of Agenda

Moved by Francine Roberts and seconded by Cheryl Dalglish that the agenda be accepted as presented. **CARRIED.**

3. Selection of Roles

Cheryl Dalglish nominated Behrooz Owraki for the position of President of the Board of Directors. The nomination was seconded by Linda Gilbert. The nomination was accepted by Behrooz Owraki who was declared President.

Cheryl Dalglish nominated Linda Gilbert for the position of Vice President of the Board of Directors. The nomination was seconded by Behrooz Owraki. The nomination was accepted by Linda Gilbert who was declared Vice President.

Discussion ensued regarding providing the Treasurer with read-only access to the corporation's electronic bookkeeping records. It was noted that it was unlikely that this would be possible with the property management company's current accounting software but because the property management company would be converting to QuickBooks Online for January 1, 2018, the Treasurer could be provided access at that time.

Linda Gilbert nominated Varinder Vohra for the position of Treasurer of the Board of Directors. The nomination was seconded by Cheryl Dalglish. The nomination was accepted by Varinder Vohra who was declared Treasurer.

Behrooz Owraiki nominated Cheryl Dalglish for the position of Secretary of the Board of Directors. The nomination was seconded by Varinder Vohra. The nomination was accepted by Cheryl Dalglish who was declared Secretary.

Cheryl Dalglish nominated Francine Roberts for the position of Property Maintenance Advisor. The nomination was seconded by Varinder Vohra. The nomination was accepted by Francine Roberts who was declared the Property Maintenance Advisor.

4. Approval of Minutes

Moved by Cheryl Dalglish and seconded by Behrooz Owraiki that the minutes of the meeting of the Board of Directors dated May 3, 2017 be approved as presented. **CARRIED.**

The Secretary provided a review of the text to be obscured for purposes of privacy in the minutes of the meeting of the Board of Directors dated May 3, 2017.

Moved by Linda Gilbert and seconded by Francine Roberts that the redacted minutes of the meeting of the Board of Directors dated May 3, 2017 be approved as discussed. **CARRIED.**

5. Ratification of Decisions Made Between Meetings

a) Steel Doors

Moved by Behrooz Owraiki and seconded by Varinder Vohra that the decision made by email to accept the June 15, 2017 quotation number QT41762 submitted by Ambico to supply and install steel pedestrian doors, steel frames and associated hardware in the parking garage in the amount of \$14,267.11 plus HST be ratified. **CARRIED.**

Moved by Cheryl Dalglish and seconded by Linda Gilbert that the decision made by email to purchase new flooring from Home Depot for the guest suite and to have Brian Hunt, the new part-time superintendent, install the flooring be ratified. **CARRIED.**

6. Financial Statements

It was agreed that the property manager and incoming Treasurer would meet to review the financial statements for the months of April and May 2017. It was

further agreed that the presentation and approval of the financial statements for the period ending April 30, 2017, included in the meeting packages, would be deferred to the next meeting of the Board of Directors and reviewed along with the financial statements for the period ending May 31, 2017.

A review of the document entitled, "Owners A/R Aging Summary As of April 30, 2017" was undertaken.

The property manager was directed to speak with Chadi El-Hajj (Unit 707) about his ongoing approach to paying six months' condominium fees at a time but in the interim being several months behind in payment of his unit's fees.

The property manager was directed to ensure that when providing detailed financial statements to owners who had requested financial statements, care be taken to ensure that the accounts receivable listing was not included because owners were not entitled to view information about specific units or owners and it would be wholly inappropriate to release information about an owner who was delinquent in payment or whose unit had been liened.

The exceptions to an owner's right to examine the records of a condominium corporation, as set forth in section 55 (4) of the Condominium Act, was reviewed.

It was noted that typically the Board of Directors met at the beginning of a month and reviewed the financial statements for two months earlier and therefore at this time (early July 2017) it would have been expected to be reviewing and approving the financial statements for the month of May 2017 (rather than April 2017). It was further noted that because at this time the review and approval of the financial statements diverged from this standard, during the August 2017 Board meeting it would be necessary to review and approve the financial statements for the months of April, May and June 2017.

7. Director Reports

a) President

It was noted that the President had compiled a comprehensive list of operational matters and would be meeting with the property manager on July 7, 2017 at which time the two would review the list.

b) Vice President

Discussion ensued regarding the suggestion that the rental fee for the guest suite be increased from forty to fifty dollars per night. It was agreed that there would be no increase to the rental fee at this time.

Discussion ensued regarding the possibility that there might be units that were still being used for short-term rentals. It was noted that if a Board member witnessed what appeared to be short-term renters moving into the building, he/she should attempt to determine on what floor these individuals would be staying and report this to the property manager for follow-up. The property manager was directed to forward a notice to non-resident owners reminding them about the corporation's rules governing the rental of units.

Discussion ensued regarding the suggestion that a new bylaw be brought forward that limited the number of units that an individual could own and if such a restriction were even feasible. The property manager was directed to seek an opinion about this matter (through the toll-free telephone legal advisory service provided by STERLON, one of the services offered through the corporation's legal expense insurance that had been added on to the corporation's insurance coverage during the last policy renewal) to determine whether it were possible to institute such a restriction.

Discussion ensued regarding the percentage of units occupied by owners, or owners' family members, as compared to tenants as well as the range of monthly rent charged for the latter units.

Discussion ensued regarding the current qualifications for directors of CCC 383 and possible additional qualifications and restrictions, such as it not being permissible for more than one member of the Board of Directors to reside in a given unit at any one time.

Discussion ensued regarding issues that had arisen in the past with individuals affiliated with Unit 707 and the need to remain vigilant as one of the current residents had recently exhibited less than ideal behaviour while in the onsite office. It was noted that the property manager would speak with Darlene Gibbs, who had been in the office at the time of the incident, to be briefed on what had transpired. It was further noted that the property manager would contact the patriarch of Unit 707's family about the matter.

The property manager was directed to provide the Property Maintenance Advisor with the written procedures for evacuating the building in case of emergency.

It was noted that as a residential condominium corporation, there was no requirement for Atrium II to conduct fire drills. Discussion ensued regarding the possibility of arranging for a representative from Ottawa Fire Services to come onsite to meet with residents. It was agreed that the corporation would aim to have a representative from Ottawa Fire Services onsite in autumn 2017 to provide general information about emergency situations and respond to residents' questions about such situations.

A discussion was held about the condominium corporation's reporting relationships (subsequent to the meeting it was requested that the focus of the discussion be treated as confidential).

Discussion ensued regarding communication from owners to the corporation and owners needing to be aware that when corresponding with the corporation, the onsite office served as the point of contact and Board members should not be receiving missives directly from owners. The property manager was directed to speak with Roland Sanders about proper communication channels.

Discussion ensued regarding tracking the status of correspondence, which should include the follow-up action required and confirmation that a matter was successfully resolved/concluded.

The President provided an overview of the matter of the sprinkler system's control box being situated in a resident's locker and therefore when it was necessary to access the control box arrangements had to be made for the resident to open his locker. It was noted that typically this happened twice a year, for the sprinkler system spring start-up and autumn closing, but issues had recently arisen whereby additional access to the control box had been required. It was agreed that the control box needed to be moved out of the resident's locker and placed in a common area within a secure cage for controlled access. It was further noted that the property manager would be seeking quotes for this work.

It was noted that residents whose parking spaces were being used to store tires would be receiving letters stating that this was not a permissible use of a parking space.

c) Secretary

Discussion ensued regarding why the 2017 Annual General Meeting (AGM) had not proceeded on the date originally selected and had instead gone forward several weeks later, particularly given that the date had been selected almost a year in advance which seemingly should have provided ample time to coordinate all the logistics and hold the AGM as scheduled.

The date of the next AGM was set for June 20, 2018.

Discussion resumed regarding matters related to residents' correspondence, including: acknowledging receipt of their correspondence and updating a resident about any action vis-à-vis the matter raised in the correspondence (such as how or when the matter was resolved or what actions would be, or had been, taken), maintaining a log book of residents' concerns/requests and follow-up actions (and identifying whether the concern/request had been

shared in writing, over the telephone or in person), potentially delivering acknowledgement letters to residents' units, possibly responding in writing to residents who called or visited the office to share a concern/request, how best to maintain a record of correspondence and actions, placing information about repairs and maintenance pertaining to a particular unit in that unit's file and, in addition to keeping comprehensive unit files, also having this information available in a log book so that it remained easy to determine, at a glance, if any matters remained unresolved and, if so, related to which unit(s).

It was noted that the Secretary would forward a sample acknowledgement letter that could be tailored to Atrium II and used to respond to owners who had sent a letter or email to the corporation.

Discussion ensued regarding: the July first potluck that had been arranged by the Friendship Club, some club members being out-of-pocket due to purchasing non-food provisions for the July first event and social activities not organized by a condominium corporation typically being self-funded, such as through an admission fee.

Moved by Cheryl Dalglish and seconded by Behrooz Owraiki that in order to acknowledge the work of the Friendship Club in organizing the July 1, 2017 gathering for Atrium II residents, and in recognition of Friendship Club members' efforts and expenditures, the condominium corporation contribute one hundred dollars towards the July first event's expenses as a one-time contribution not to be repeated in the future, the monies to be distributed as deemed appropriate by the Friendship Club. **CARRIED.**

It was noted that the Secretary would advise representatives from the Friendship Club of the aforementioned motion passed by the Board of Directors.

d) Maintenance Advisor

It was confirmed that CCC 383 was a member of the Canadian Condominium Institute (CCI). The property manager was directed to provide the Property Maintenance Advisor with the login information for the CCI Eastern Ontario Chapter's website. The property manager was further directed to register the Property Maintenance Advisor in CCI's Eastern Ontario Chapter's Fall Directors Course (upon confirming her availability to attend the November 18-19, 2017 session).

The property manager provided an overview of the Board, owner and tenant portals of the Capital Integral Property Management website.

Discussion ensued regarding the process associated with residents who agreed to switch parking spaces with each other.

8. Management Report

The property manager provided a review of the management report representing issues as of July 5, 2017.

Discussion ensued regarding the potential scope of the localized cladding repairs and sealant replacement project. It was noted that a detailed list that identified from which area of a window water was entering a particular unit would need to be created.

The property manager was directed to have an inspection checklist for the building's equipment created that would be used by superintendent staff to ensure that equipment was being regularly inspected/maintained.

The property manager was directed to investigate whether a problem existed with elevator 1's information lights as several of the lights had not come on when a Board member had recently used the elevator.

The meeting proceeded in-camera for a discussion about staffing matters.

It was noted that the materials required for the LED (light-emitting diode) retrofit of the building's common element lighting were now onsite. The property manager was directed to contact Luminex, the company responsible for the retrofit project, to determine when the installation of the new light fixtures would commence.

9. Status Certificate

The property manager drew attention to the list of status certificates issued in 2017.

10. Business Arising

No discussion was held on this agenda item.

11. Correspondence/Letters

No discussion was held on this agenda item.

12. Other Business

Discussion ensued regarding the sound of drilling heard on Sundays, a day when renovations were not permitted in the building. It was noted that drilling was also sometimes heard late at night although to date it had not been possible to trace the origin of this noise as it tended to be intermittent.

The property manager provided an update on efforts to trace the source of the smoke odour that Roland Sanders (Unit 1407) continued to smell. It was noted that the assistance of Morrison Hershfield, an engineering firm, was being sought in this regard as Baxtec Mechanical Services had been unable to identify the source of any potential smoke infiltration.

Discussion ensued regarding the grandfathering provisions set forth in the rule that would eventually result in Atrium II being a smoke-free building and largely smoke-free property.

Discussion ensued regarding establishing a designated smoking area on the grounds. It was agreed that the designated smoking area would be in the vicinity of the car wash area (a decision that was changed during the subsequent agenda item).

13. Next Meeting

It was agreed that the next meeting of the Board of Directors would be held on August 3, 2017.

Discussion resumed regarding the location of the designated smoking area and it not being possible to locate it by the car wash as this area was used to pile copious amounts of snow during the winter. It was agreed that the designated smoking area would be located in the southern-most visitor parking space against the parking garage (the furthest spot to the right when exiting the building from the rear entrance). The property manager was directed to have the parking space converted into a smoking area forthwith with appropriate identification and a partial canopy.

It was noted that with the recent changes to the staff complement, there was no longer anyone able to issue tickets for parking infractions. It was further noted that it was likely that the current office administrator would be applying to the City of Ottawa's deputation program which would confer authority upon her to issue parking infraction notices for vehicles illegally parked at CCC 383.

Discussion ensued regarding the suggestion that consideration be given to hiring a student of Algonquin College's Police & Public Safety Institute as in-house security guard. The property manager was directed to look into this possibility.

14. Adjournment

Moved by Behrooz Owraiki and seconded by Varinder Vohra that the meeting be adjourned. **CARRIED.**

The meeting was adjourned at 8:54 p.m.

Submitted by: Hester, D. P.

Reviewed by: _____

Board Approval: _____