



Owners who do not have access to a computer and would like a copy of the Minutes can obtain a copy from the Mondrian office on the 3<sup>rd</sup> floor of 989 Richards Street.

Non-resident owners who do not have access to a computer may have their name put on a mailing list and a copy will be sent you to each month. You must contact Lisa Kaisers at ColyVan Pacific @ 604-683-8399 ext. 224 to have your name put on the list.

A copy of the Minutes will be posted each month in the mailrooms of both buildings. Residents are requested not to remove the Minutes.

If you have an e-mail address and would like a copy sent to you by e-mail, please provide Lisa Kaisers with your e-mail address. You can e-mail Lisa at [lkaisers@colyvanpacific.com](mailto:lkaisers@colyvanpacific.com). Please provide Lisa with any changes in your e-mail address or any changes in your mailing address and contact numbers where you can be reached in the event of an emergency. It is a requirement of the Strata Property Act and your Bylaws that you provide the Strata Corporation and the Management Company of any changes in the above so that we may contact you with any information regarding the Mondrian.

## FINANCIAL REPORT

Finance Officer, Ed Fontana prepared a detailed monthly financial status report for the month of February 2004 which was e-mailed to all Council Members for their perusal.

### **Arrears Report Update**

As of March 30th, 2004, the current total amount outstanding in arrears was \$25,783.95. The arrears total owing for over 90 days outstanding was \$11,455.27 as at March 30<sup>th</sup>, 2004.

**The Property Manager informed Council that there has been little response to the statement of arrears sent to owners reminding them of their arrears owing. The Strata Council will now be implementing other methods for collecting the outstanding arrears owing. Owners who do not pay their Strata fees or special assessments will now have a lien placed on their Strata lot and will have their key fobs deleted from access to the elevators and from the use of the common facilities. You will also be assessed a late payment penalty for each month you are in arrears of your Strata fees and special assessment owing.**

Please be advised that the deadline to pay your Special Levy was January 30<sup>th</sup>, 2004. If you have not paid your Special Levy, you are requested to do so immediately. The Strata Council has instructed the Management Company to commence assessing late payment fines in the amount of \$50.00 per month for those owners who have not sent in their payment. In order to avoid a late payment penalty, you are encouraged to send in your payment as soon as possible.

**PLEASE BE ADVISED THAT FOR THOSE OWNER'S WHO ARE ON THE AUTOMATIC PAYMENT PLAN FOR YOUR MONTHLY STRATA FEE PAYMENTS, YOUR SPECIAL LEVY WILL NOT BE AUTOMATICALLY WITHDRAWN FROM YOUR ACCOUNT. ALL OWNERS ARE REQUIRED TO SEND IN A CHEQUE FOR THEIR SPECIAL LEVY AMOUNT OWING.**

**SHOULD YOU HAVE ANY QUESTIONS REGARDING THE AMOUNT OWING OR ANY QUESTIONS CONCERNING YOUR ACCOUNT STATUS, PLEASE CONTACT OUR ACCOUNT'S RECEIVABLE DEPARTMENT, SUSAN MARVEL AT EXTENSION 237.**

If you have provided the Management Company with post-dated cheques for your Strata fee payments, the onus is upon you (the owner) to make sure that you keep a record of when they run out. It is not up to the Management Company to send you a reminder that your cheques have run out.

### **Form K – Tenants Undertaking Reminder**

Please be reminded that it is the Owners responsibility to provide the Strata Corporation with a completed Form K listing their tenants name, contact numbers and the owners non-resident address so they can receive correspondence and information pertaining to their Strata lot on a regular basis. If you are a non-resident owner and you do not provide a current mailing address and a completed Form K, you will be subject to a fine of \$25.00 per month until such time the Form K has been received in ColyVan's office.

It is imperative that you notify Lisa Kaisers if you have changed your address and to contact Susan Marvel in our Accounts Receivables office if you are on automatic withdrawal and have changed your banking information.

If you are recently a new owner in the Mondrian and you have not received your Welcome Package from ColyVan, please contact Lisa Kaisers in our office at ext. 224.

### **Strata Fee Payment Procedures**

Please be reminded that if you are planning on paying your Strata fees by automatic debit, you must have your void cheque and signed Pre-authorized form into ColyVan's office no later than the 15<sup>th</sup> of the month to take effect the following month. **DO NOT LEAVE THIS FORM WITH THE ADMINISTRATOR IN THE MONDRIAN OFFICE AS MAIL IS NOT PICKED UP FROM THE MONDRIAN OFFICE ON A DAILY BASIS. PLEASE MAIL OR DROP OFF AT COLYVAN'S OFFICE. THANK YOU FOR YOUR ATTENTION IN THIS MATTER.**

If you do not want to pay your Strata fees by automatic debit, it is requested you provide the Management Company with a series of Post-Dated Cheques.

You will avoid incurring late payment penalties on your account should you comply with the above request.

### **SECURITY COMMITTEE REPORT**

Ross Allen provided Council with a report on security issues and some suggestions to upgrade some of the common areas. Council will review and discuss these suggestions for consideration.

An owner provided the Security Committee with a suggestion for implementing a Bylaw with respect to Real Estate Agents when showing suites for sale in the buildings and for Open Houses. Council will be proposing a Bylaw to deal with Open Houses and showing of suites. There will be specific procedures to follow for Owners of suites who have their unit listed for sale. You will be required to ensure that your Realtor provides an assistant to escort any prospective purchaser to and from the suite that is listed for sale when viewing. The Realtor will no longer be allowed to just "buzz" anyone into the building directly from the suite. This is to ensure security for the building.

Ross reported he received a quote from Doorworks to upgrade the garage gate and to assist in reducing the noise from the motor operations. A plastic cover will be installed above the door operator to protect it from the wet weather. Following discussions it was **MOVED/SECONDED** (Sinclair/Allen) to approve the expenditure of \$500.00 for the upgrade. **CARRIED**

## **BUSINESS ARISING**

### **Security**

#### **Reminder to all Residents as follows:**

It is important that all residents be vigilant in keeping the building as secure as possible. Do not allow anyone to follow you into the building. Insist they use their key fob to enter the building. It is your home and you have every right as an owner or tenant to question anyone who is attempting to enter the building without using their key fob. Do not allow anyone to "tailgate" you into the underground parkade.

Residents are requested to report any unsecured doors or suspicious persons "hanging" around the Mondrian immediately to the Mondrian office.

#### **Garage Gate - Reminder**

Helpful hints to assist in preventing the gates from breaking down. Residents are requested to PLEASE DO NOT ATTEMPT TO OPEN THE GATE WHEN IT IS IN MID-STREAM. WHAT THIS MEANS IS, WHEN THE GATE IS COMING DOWN AFTER A VEHICLE HAS EXITED OR ENTERED THE BUILDING, WAIT FOR THE GATE TO CLOSE COMPLETELY BEFORE ATTEMPTING TO OPEN THE GATE WHEN IT IS HALF OPEN OR HALF CLOSED. IF TOO MANY REMOTES ARE TRYING TO ACTIVATE THE GARAGE GATES, IT WILL CAUSE THE SYSTEM TO OVERRIDE THE READER AND CAUSE THE GATE TO MALFUNCTION. By following these instructions, it will help to prevent the gates from jamming and costly repairs.

PLEASE REFRAIN FROM ATTEMPTING TO "TAILGATE" ANOTHER VEHICLE INTO THE PARKING GARAGE AS THIS COULD RESULT IN THE GATE COMING DOWN ONTO YOUR VEHICLE SHOULD THE GATE MALFUNCTION. THE STRATA CORPORATION WILL NOT BE RESPONSIBLE FOR DAMAGE TO RESIDENTS VEHICLES SHOULD YOU NOT FOLLOW THESE RULES AND INSTRUCTIONS.

#### **Visitor Parking – Reminder**

The use of the Visitor Parking stalls continues to be abused by residents of the Mondrian. All residents of the Mondrian are reminded to instruct your visitor to display in their vehicle what unit they are visiting along with a contact phone number. If your visitor's vehicle does not comply with Council's instructions, the vehicle may be towed at the vehicle owner's expense. If you are intending on visiting a resident at the Mondrian for more than 24 hours, you are requested to register your vehicle with the on-site Administrator. The maximum time for parking in the visitor parking is 7 days in a row. Please be considerate of other residents when using the visitor parking due to the minimal amount of parking spaces available. Your consideration and co-operation in this matter is appreciated. Council is investigating the possibility of installing meters in the Visitor Parking. Your vehicle plate number and make of vehicle will be recorded and if you are an owner using the visitor parking to park your vehicle, it will be towed.

#### **Parking in Fire Lanes**

Residents are reminded that the Fire Lanes at the Rear of Mondrian 1 and 2 are patrolled on a regular basis by Buster's Towing and they have been given specific instructions to tow vehicles from areas that are posted indicating "NO PARKING". YOU WILL BE TOWED WITHOUT WARNING! These areas are not to be used for parking at anytime!

### **Vehicle Oil/Fluid Leaks Reminder**

Residents are reminded to please, DO NOT USE CARDBOARD AND/OR CARPET to soak up any oil/fluid leaks in your parking stall. This is a FIRE HAZARD. There are proper Foil Trays you can purchase at Canadian Tire that can be used to collect oil/fluid leaks. Please be reminded that your parking stall is for your specific use and you/or your tenant are responsible to keep your parking stall clean at all times and are responsible to clean-up any oil or fluid stains in your stall. It is not the Janitors responsibility to clean your parking stall.

### **Storage/Parking Stalls - Reminder**

Residents are reminded that no storage of items is allowed in your parking stall(s). Your parking stall is for parking your vehicle only. If your vehicle is being stored in your parking stall, you are required to provide the Strata Corporation with a copy of your Proof of Storage Insurance (which has property damage and public liability coverage). No derelict vehicles are allowed to be parked in the underground parkade.

### **Guest Suite Rental - Reminder**

Owners who wish to rent the Guest Suite in Mondrian 1 and Mondrian 2 are requested to contact the on-site Administrator in the Manager's Office at Mondrian 1 @ 604-669-1879 or e-mail her at [mondrian@shaw.ca](mailto:mondrian@shaw.ca). Please leave your name, suite number and phone number and the dates you wish to rent the Guest Suite. You will be required to provide a deposit when booking the Guest Suite. If you decide to cancel your reservation of the Guest Suite(s), please ensure you have provided at least 72 hours notice of cancellation, so the next person on the list may be contacted in the event they wish to book the Guest Suite.

### **Dryer Duct Cleaning for M1**

Contract to be awarded at the next Council Meeting.

### **M1/M2 Common Area Deficiencies Update**

The Council President is filing a claim with St. Paul's, the Warranty provider, for all outstanding common area deficiencies that have not been addressed by the Developer.

### **Building Envelope Inspection for M2**

The Property Manager will obtain 3 quotes for the inspection of the building envelope for 969 Richards.

### **Rear Alley Lights Update**

The Council President instructed the Property Manager to send a registered letter to the trucking companies who were witnessed hitting the rear alley lights on two separate occasions requesting payment for the repairs to the lights or Council will commence with action in Small Claims Court to collect the amount owing.

### **Annual Fire Inspection for M1**

The Property Manager informed Council that the Annual Fire Inspection is due for the Mondrian 1 building. She will arrange the date for inspection with Edwards Fire.

### **Electrical Vault Cleaning for M1**

Council reviewed a second quote for the cleaning of the electrical vault as ordered by B.C. Hydro. The Property Manager will arrange for the cleaning in early May. B.C. Hydro representative has been notified that this has now been arranged as per their instructions.

### **Elevator/Fire Security Monitoring Change**

The emergency monitoring for the elevators/security and fire monitoring has now been contracted with Chubb Security.

### **Insurance Renewal**

The insurance has now been renewed for the Mondrian. Due to there being several claims made over the past 3 years with respect to resultant damage from water leaks, the deductible portion for water damage claims has now risen from \$10,000.00 to \$25,000.00 per incident. Recently there was excessive damage to the two Penthouse suites in M2 building, as a result of one of the owners neglect in turning off their hose bib for the winter, which resulted in the hose bib bursting causing approximately \$70,000.00 dollars worth of damage to the two suites. In keeping with Mondrian bylaws, the owner of the suite who caused the damage has been assessed the deductible portion which at the time of the insurance claim was \$10,000.00.

Owners are reminded that if you are deemed responsible for any damage to the common areas or other suites as a result of an insurance claim, you will be assessed the deductible portion of the claim or if the claim is under the deductible portion, you will be still be held responsible for the cost of repairs. Owners are encouraged to ensure that they have suitable private insurance coverage.

Please familiarize yourself with the Bylaw in place regarding Insurance Claims.

### **Booster Pump Repairs**

Recently the booster pump in the M2 building failed. The original installer of the booster pumps was called in to inspect and investigate the reason why the pump failed. The original installer reported that the failure of the booster pump in the P2 level parking was a result of improper set-up. The company who services the equipment for the Mondrian, reviewed the original installers report regarding the booster pump failure and their reasons for the cause of the failure. DMS who services the equipment for the Mondrian on a regular basis provided Council with a report of their own and stated that the pumps were operating at the original installation settings and if this has caused the pumps to cycle in the wrong order, this would be a problem with a "faulty" set up during the original installation. DMS stated that their technicians do not make changes to the system setup cycle or program when their preventative maintenance inspection is carried out in the building. It is the opinion of the DMS technician that the installing contractor should bear the cost for any failures as issues with the booster pumps has been on going since installation.

The Council President instructed the Property Manager to contact BOSA/National Hydronics, who were the original installers, instructing them to effect repairs to the booster pumps without delay. In the event National Hydronics does not undertake these repairs, a registered letter will be sent to Bosa and National Hydronics informing them that they will be responsible for all costs associated with the repairs. The Property Manager contacted National Hydronics and informed them of Council's request and the representative for National Hydronics indicated that he would contact the manufacturer of the booster pumps who provided the original settings for the cycling of the pumps.

## **Visitor Parking Issues**

Council is considering installing a parking meter for the use of the visitor parking area. The Property Manager informed the Council that this matter would have to be voted on as a Special Resolution to all owners, as they would be changing the use of the common areas. All owners would be required to vote on this matter at a General Meeting.

## **CORRESPONDENCE**

Council received two letters of complaint with respect to garbage being left in the hallways and a complaint with respect to the cleanliness of the sidewalk in front of the entrance of M1 building.

Owners are requested to put all complaints, concerns, or requests in writing and forward to your Strata Council c/o ColyVan Pacific Real Estate Management Ltd. Urgent matters will be dealt with as soon as possible. Items not of an urgent nature will be discussed at the next scheduled Council Meeting and responded to accordingly.

## **Preventative Maintenance Reminders**

Owners/tenants are reminded that if you are planning on being away from your unit for any length of time (i.e.) vacation (long term/short term), please turn off the water supply to your condo unit (See owners manual for instructions). These measures will help to prevent any unnecessary flooding in your unit should any appliance malfunction or your toilet tank breaks unexpectedly while you are away. This will also help to prevent unnecessary damage to your unit and insurance claims that may arise as a result of a flood.

## **Insurance Claim re; Water Damage Deductible**

Currently there is an outstanding insurance deductible in the amount of \$10,000.00 that needs to be paid as a result of a plumbing defect with the bathtub stopper in an owner's unit. This insurance claim happened in 2003 in Mondrian 2 building. Due to two large insurance claims for water damage for the Mondrian, the insurance underwriters increased the deductible from \$2,500 to \$10,000 for the last insurance policy renewal. This claim has been paid out with the exception of the deductible portion remaining to be paid to the Restoration Company who performed the repairs in restoring the damage to four suites which were affected. The Property Manager forwarded a letter to Bosa requesting they pay the insurance deductible as the cause of the water damage was a result of a deficiency with the owner's bathtub plumbing and should have been covered under Bosa's Warranty. The Property Manager provided Bosa with all the information as requested pertaining to this matter. Bosa has responded to the Council by stating that they have referred this matter to their Warranty Division for their review. This matter will be discussed with Bosa along with the other outstanding warranty items that have not as yet been resolved. If necessary the Council is prepared to commence with Small Claims action to collect the amount owed.

This matter is still in progress as no further response has been received from Bosa as to what their intentions are in paying the deductible for the insurance claim.

### **Property Management Contract Status**

Effective May 30th 2004, Colyvan Pacific's Management contract with The Mondrian expires and will not be renewed. Efforts are being made to ensure a smooth and trouble free transition to the new Management Company. Owners are invited to contact council for any additional information.

### **Operating Procedures Information**

Council Members, Jack Wolman, Ross Allen, and Tracey Kulchyski will be preparing a list of standard operating procedures to assist with the Move-In and Outs, Rental of Guest Suites, Use of Recreation Facilities, Towing of Vehicles, and Mail Box Key Replacement (which is the owner's responsibility).

### **ColyVan's Emergency On Call Procedures**

In the event you have an emergency after regular business hours, 8:30 a.m. to 5:00 p.m., (please read the following as to what defines an Emergency) please follow the procedures as follows:

#### **24-HOUR EMERGENCY SERVICES**

**PLEASE NOTE THAT THIS SERVICE IS FOR BUILDING EMERGENCIES ONLY: IT IS NOT FOR PERSONAL EMERGENCIES.** Personal emergencies include lost building or suite access devices (i.e., keys, fobs, IRTs, garage remotes) access to relatives' apartments, inquires about account balances, "someone parked in my stall", neighbours are having a loud party, neighbours' security alarm is going off and similar situations. We are also unable to provide assistance on calls such as "I saw a strange person enter" and/or vandalism to your automobiles or suites. These should be reported to the Police Department.

Please feel free to report floods, broken water lines, fires, fire alarms, stuck elevators, garage gates not working and other similar building/property issues requiring immediate attention.

The 24-hour answering service is not available for general inquires concerning accounts, Council policies and other matters, which are regular administration items.

Clients using Telus Anonymous Call Blocking feature must deactivate this service (\*87) to receive return calls from ColyVan Pacific Real Estate Management Services Ltd., after hours. Please note that we will take no action on any emergency unless we have talked first to the person placing the call. If you have placed an emergency call, please keep the phone line clear so that ColyVan Pacific Real Estate Management Services Ltd. can return your call promptly.

### **ADJOURNMENT**

As there was no further business to discuss, the meeting was adjourned at 7:30 p.m.

### **Next Meeting**

The next scheduled Council Meeting is April 21<sup>st</sup>, 2004 to be held in unit #2503 M2 at 5:30 p.m.

**ATTENTION**

Please keep these Minutes on file as a permanent legal record of your Strata Corporation's business. Replacement of either Minutes or Bylaws will be at the owner's expense and not the Strata Corporation's.

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