

LMS 4383 – The Mondrian

Minutes from Special General Meeting – August 15, 2011

Location: Holiday Inn Hotel & Suites, Columbia Ballroom, 1110 Howe Street, Vancouver

Special General Meeting (SGM) held to consider the following resolution:

Be it resolved by a ¾ vote of The Owners, Strata Plan LMS 4383 (the "Strata Corporation" The Mondrian) that the existing strata management contract with Crosby Property Management Ltd. Be terminated upon provision of two months notice as per Section 39.1 of the Strata Property Act.

Minutes:

7:05pm – President declares that quorum is not present, official start of SGM therefore delayed to 7:30pm. Chair of meeting passed to Ross Allen by way of vote. Other business will be discussed until 7:30pm.

Other Business:

- Building Washing Delays,
 - o Design of building has limited drops and washing speed. Cleaning is underway, M2 will start next week, M1 cleaning is underway.
- Townhouse Frontage Cleanliness & Maintenance,
 - o Rotted door frames not yet repaired. Work was quoted in fall of 2010 but delayed due to weather. Work will start after the pressure washing is complete. Ilona will provide work schedule to townhouse owners by September 15, 2011.
 - o Improvements to the frontage of the buildings has been proposed in the past but voted down by Strata Members due to cost. It's proposed that pressure washing of the lower building exterior occurs annually in the spring to remove green algae and other debris. This annual pressure washing could be completed by the Janitors or a third party.
 - o Proposal that cork be used as a potential improvement for frontage. This has been considered in the past, although a cork surface would not deter dogs from urinating in that area. Also proposed that frontage improvement plan be incorporated into next year's budget rather than as a special resolution.

- Question about why Owners do not receive email notifications for work or other notices?
 - o Crosby stated that their new system “Crosby Connect” can send out these emails, but that feature won’t be ready until Crosby has completed updating that system.

- The dogs in the building are causing ‘toilet’ issues outside of the townhouses. Some dog owners don’t pay attention. Suggest we put up signs to remind dog owners to not use the area for that purpose.

- Question about what we are doing to reduce outstanding Accounts Receivable?
 - o The process to collect outstanding overdue AR is to fine the strata lot owner and send them notices of their infraction. A lien is then recorded against the property. The Strata Corporation then applies to the courts for a forced sale of the property when the outstanding amount has reached a certain threshold.

7:36pm – Official SGM Meeting started

Strata Council President presents reasons for considering a change in property management.

- Emergency phone plan provided by Crosby has not worked. Last Christmas the emergency service nearly caused a huge issue.
- Summary of Crosby’s Property Managers:
 - o Original Property Manager was not strong enough.
 - o Next Property Manager had a personal conflict with the Building Resident Manager, which delayed building maintenance and repair issues.
 - o Three months after requesting a change in Property Managers, Crosby assigned Emil. Emil is a nice guy but puts a lot of paperwork on council and sends a significant number of emails strings to council that are not organized in a logical manner. By example,
 - A lawsuit was filed against the Strata Corporation, the first notification Strata Council received from Crosby was an email asking what we wanted to do about the lawsuit. Crosby did not provide any options or advice on how to proceed until asked by Strata Council.
 - Pipes in M1 need to be addressed, Crosby asked Strata Council “what do you want to do?” rather than providing some options and alternatives for consideration.
 - Ilona often can not get a hold of Crosby in a timely manner, which causes her to contact the Strata Council President for direction.

- Concerns from Strata Lot Owners in attendance:
 - o Call girl in M2 has not been addressed. Strata Lot Owner notified Crosby of the issue months ago, issue still not resolved.
 - o If Crosby is voted down there was a question of which Property Management Company would be contracted to take their place.
 - Quotes from three property managers have already been received (Ranco, Southview, National Pacific). It was suggested that Strata Council also contact Gateway to discuss the opportunity.
- Bruce Adanak from Crosby spoke to the group,
 - o Admits that emergency service failed at Christmas. Crosby is working to build an in-house call center that should provide a more reliable emergency service in the future.
 - o Crosby has a resident alert system which can phone everyone in the building if needed in an emergency.
 - o Crosby Connect system was just launched on Aug 1, 2011 to provide minutes and send email notifications. This system should improve communication.
 - o Summary of the Crosby Property Managers assigned to the Mondrian:
 - Kevin Greene, June 2004 to July 2006
 - Nathan Ens July 2006
 - Mariana Pandey, left due to issues with the R.M.
 - Emil Filip, June 2009 to present
 - Bruce is open to assigning a new Property Manager to the Mondrian but the request has not been made from Strata Council.
 - o Property Manager is not an engineer, they are more of a coordinator that gathers and communicates information. The Property Manager should still be willing to make recommendations. Bruce will work with Emil or another Property Manager to improve ability to make recommendations.
 - o Are the alternatives Property Management Companies as strong as Crosby?
 - Crosby has a strong financial system
 - Dedicated AR Clerk for each building
 - Dedicated Admin Assistance for each building
 - Strong legal program with Clark Wilson LLP
 - Part of a national vendor program with discounts from preferred vendors.

- Past Strata Council President voiced his disappointment with service level from Crosby over the years.
- Current Strata Council Vice-President voiced disappointment with Crosby's ability to provide detailed financial inquiries.
- Current Strata Council President voiced concerns over Crosby's history of making small improvements when threatened with terminating the contract, but then reverts back to the same issues and non-satisfactory service level over time.

Vote of Resolution Held:

Votes from those in Attendance:

In Favour	40
Opposed	2

Proxy Votes:

In Favour	53
Opposed	3

Total Votes

In Favour	93
Opposed	5

Resolution passed. Strata Council has 60 days in implement new Property Management Company.

9:15pm Meeting Adjourned