

OTTAWA-CARLETON STANDARD
CONDOMINIUM CORPORATION #769

September 27, 2012

MINUTES OF MEETING

PRESENT: Rose-Marie Batley
Robert Boisvert
Lise Gauthier
Andy de Schulthess

ABSENT: Larry Boisvert

IN ATTENDANCE: Frank Paterson, Property Manager, CMG
23 resident observers

Andy de Schulthess called the meeting of the Board of Directors to order at 7:00 p.m. and a quorum was confirmed. He reminded any observers that they are in listen mode only while the meeting is being conducted and will have an opportunity to make comments or ask questions at a specified time during the informal open session.

Approval of the Agenda

On a motion by Lise Gauthier and seconded by Andy de Schulthess the agenda of September 27, 2012 Board meeting was approved as amended.

MOTION CARRIED

Approval of the Minutes

On a motion by Robert Boisvert and seconded by Lise Gauthier the minutes of the August 20, 2012 Board meeting were approved.

MOTION CARRIED

President's Report and Issues

1. Elevator Update: The legal issues are now resolved. The Board expressed its appreciation on behalf of all owners to Norm Slover for his expertise and management of this item. CCC769 has a 5-year maintenance contract beginning January 2012 with Thyssen Krupp (including a 4% discount for payment one year in advance, commencing January 2013). The elevator issue being resolved, this item will no longer be included on the agenda. The issue of elevator panel replacements will be included on the Action List.

Treasurer's Report

1. Financial Statement:

FINANCIAL HIGHLIGHTS TO 31 AUGUST 2012

Summary: (All amounts in thousands of dollars)

Year-to-Date (YTD) **Total Income** is \$0.66 over budget, at \$805.8 - while YTD

Total Expenses are \$61.1 under budget, at \$742.4 - leaving an YTD **operating surplus** of \$63.4 versus a budgeted surplus of \$2.3.

The major contributors to the favourable expense variance were Hydro (\$17.0), Natural gas (27.0), annual fees for the building's insurance (\$7.0) and building repairs and maintenance (\$5.8) less than budgeted.

At 31 August 2012, our OCSCC769 **Reserve Fund** is at \$484.6 and our **Shared Facilities Reserve Fund** is at \$36.8. (RG1 has a similar Shared Facilities Reserve Fund balance).

2. The signature requirements for the SF accounts with TD Bank are in place.
3. RG2 is owed \$11,103.42 from RGSF in our SF account for activities in 2011. Tim O'Hara at CMG is to rationalize this credit owing. [Action: Lise]
4. On October 21, 2012 there is a GIC to be renewed. Lise Gauthier will survey the Board electronically for approval on the best possible rate. [Action: Lise]
5. Budget Schedule: the September actuals are necessary for development of a 2013 budget. Frank, Andy, and Lise will develop a schedule that sees a draft budget prepared for mid-November. [Action: Lise, Andy, Frank] Any input should be provided to Lise as soon as possible. There will be a budget information meeting for all owners as has been provided in the past.
6. Canada Post Delivery: the Concierge has been given several items from the Canada Post delivery person to sort even though the correct address is clearly marked on the items. It is not the concierge's job to manage Canada Post issues. [Action: Frank]

Property Manager's Report

1. See attached Action List for updates. Completed items will be deleted from the chart for the next report.
2. Owners List: A new owners list was provided by the PM; however, it needs to include parking space locations and locker numbers as well as a list of tenants

Director of Operations Report

No Report

Shared Facilities Report

1. The job description for the gatehouse Security Guard has been completed. Robert will send it to all Board members; comments should be made to him asap. Once finalized, a copy will be given to Moctar and it will be posted on the website. [Action: Robert, all Board members]
2. Budget Exercise: all comments or suggestions re the SF budget for 2013 should be sent to Frank asap [Action – Frank, all Board members]
3. Tennis Courts: Several requests have been made regarding the tennis courts (e.g., resurfacing, power washing, new nets, major landscaping, etc.) that would entail significant costs in the 2013 budget. There have also been some requests regarding scheduling, specifically re opening the courts to all players in the mornings on the weekends. [Action: Frank]
4. Reserve Fund Study: the SFC will review the recommendations for the 2013 SF budget. The consulting firm (Buchan) is recommending a 50% increase in contributions, from \$20k per year to \$30k per year.
5. Remotes: There is currently no knowledge of who actually has remotes for the security gate and garage doors. Owners may have more than one remote in their name but used by someone else (e.g., family member or friend). Some remotes are only identified as issued to Urbandale. The SFC is working on more accurate identification of the remotes.

6. Selling Remotes and Fobs: the true cost of these items is not being recovered as well as any cost re repair. This will be addressed in the policy deliberations regarding remotes.
7. Phone Lines: there is only one phone line to the Gatehouse; this represents a security issue should there be an emergency. The SFC recommended a second line.
8. Elevator Emergency Phone Line: this line is currently directed to the Gatehouse. The SFC is considering whether this line would be better directed to Thyssen Krupp, understanding that there are false alarms when the phone button is pushed accidentally, resulting in a charge to the corporation. Frank will investigate whether this emergency phone button can be altered to make accidental calls less likely.
[Action: Frank]

Communications Report

1. Items for the Newsletter were discussed. If a Board member has additional items, s/he should contact Robert asap.
2. The cost for the plaque behind the Concierge desk was \$655, provided by the Social Committee in June 2012.

New Business

1. Urbandale is in the process of transferring ownership of 4 parking spaces (#s) to OCSCC769 and has been in contact with OCSCC769's lawyers. There will be a legal cost to prepare the documents for the transfer.
2. First General Services has indicated to the Board that it has not been paid for an invoice relating to insurance claims re flooding in late 2009. Cohen & Lord will be contacted to confirm that the claims were paid and that OCSCC769 did pay its deductible. [Action: Frank]

The floor was opened to the residents in attendance from 8:20 pm to 9:00 pm.

Adjournment

On a motion by Andy de Schulthess, seconded by Robert Boisvert, the meeting adjourned at 9:35 p.m.

The **next Board meeting** is scheduled for **October 25, 2012 at 1:00 pm** in the Party Room.

The **Budget Information Session** is tentatively scheduled for **November 22, 2012 at 7:00 pm** in the Party Room.

The **November Board meeting** is scheduled for **November 29, 2012 at 1:00 pm** in the Party Room.

Rose-Marie Batley / Secretary

OCSCC 769 - Action List – September 27, 2012

#	Item	Lead	<u>Outstanding Items</u> Comments	Date Initiated	Date Completed	ETA
15	Telephone	Frank	<p>2 quotes have been obtained; awaiting third quote; concierges will have voice message in new system; three quotes from Bell (~\$40 per line), Allstream (~\$32), and Primus (~\$36); opportunity to replace phone system and reduce lines with Allstream (see motion in Minutes); Allstream has been requested to take over phone service. Expected turnover date August 10th, 2011.</p> <p>Ian left message with Toronto office to “flip the switch”; he will advise the Board as soon as the turnover is complete.</p> <p>The switch over commenced however Allstream did not have the correct phone numbers for 769. In order to correct, all the numbers had to be reclaimed by Bell and the process to start again. The service tech was to have a sales rep contact me to restart the process but I have not heard back. Several calls have been made as a follow up. Ongoing NO CHANGE – switched to Allstream, back to Bell. Allstream no longer responding. CMG directed to repost the RFP. The RFP has gone out. Frank Paterson will bring a proposal for a functioning phone system to the Board in mid-June 2012. The phone lines are with Allstream at an average cost of ~\$400 per month. Allstream is coming to review the system. Frank is creating a list of phone and internet lines and numbers. The lines in the elevators, fire alarm, and hydro meters are not on this system.</p> <p>August 2012: the gatehouse requires a second phone for emergencies. Most phone lines are through 667 (10 lines) and 769 has 4 lines. With the new system, both the concierge desk and the PM office would have voice message capability. PM to action.</p> <p>The phone line for the front desk is not a direct line with AllStream and thus we have to find out which line it is linked to so we can get call answer on it. Waiting on the telephone tech to investigate this sometime this week. OCSCC 667 front desk phone has been successfully set up with call answer.</p>	01-Dec-10		<p>Apr 29/11 Aug 10/11 Nov 30/11</p> <p>mid-June 2012</p> <p>Sept 2012</p> <p>October 2012</p>
34	Job Descriptions	Frank Robert	<p>Job Descriptions are required for all employees - due before April 20 meeting SEND TO BOARD BY 29 APRIL 11; first draft provided September 14 for review by RMB and Robert B – these are not adequate job descriptions. NO others provided – RMB top prepare a draft job description for the concierge position. RMB’s draft jd will be sent to the BOD for comment. Robert is drafting a jd for the gatekeeper. Larry & Frank will review the Superintendent jd and bring to Board for approval. The SFC is drafting a jd for the Supervisor of the gatehouse for approval. Still in progress. A draft Gatehouse guard jd exists.</p> <p>Aug 2012: The gatehouse jd is complete – FP to send out this evening to Board members. A security manual is needed to describe protocols. Robert B agreed to help with this and adapt a manual for both RG1 And RG2. The draft jd for the Superintendent will be to Board members for September 15, 2012</p> <p>Sept 27, 2012: The review of the Gatehouse Supervisor job description has been completed. The</p>	17-Jan-11		<p>May 30/11</p> <p>June 2012 August 20, 2012; Sept 15, 2012</p> <p>October</p>

			Building Superintendent's job description is outstanding. Rose-marie and frank will meet to review.			2012
45	Voice Mail	Frank	To install voice mail on phone line for concierges in order to take messages if away form the desk; tied to new phone contract; in contract with All stream – All stream to install Aug 10th, 2011. This item is connected to the Telephone system (#15) NO CHANGE Tied to Telephone Systems #15 above. In progress.	01-Dec-10		Aug 10/11 mid-June 2012
63	Contract List	Frank	Contract list to Board of Directors listing all contracts including cost, expiry or renewal dates and any notice dates; to be completed and sent by May 20/11 – Provided to Operations Director TO COME TO ALL DIRECTORS 26 Oct- Currently working on - group together the fixed price contracts NO CHANGE This is to be completed by mid-May, 2012. Still in progress. Aug 2012: the final draft includes ADT. Frank will send it to the BOD tonight September 27, 2012 – to be update to include the elevator maintenance contract. The list requires values and roll over dates. Group maintenance contracts should be grouped separately. Frank to send to Board members ASAP.	09 Feb 11		May 20/11 Oct 1/11 Nov 10/11 Jan 31/12 May 2012 Aug 2012 Oct 3, 2012
115	Outlets for Electric Cars	Frank	Frank will have an electrician provide an estimate for the owner who wishes to install an outlet for an electric car. Bolton quote was obtained. Do we have sufficient energy in the building and for how many electric cars? Do we need a by-law for the parking space modifications? Frank will speak with Roger Tuttle re capacity. Aug 2012: Frank to determine capacity of transformers. Sept 2012: Frank contacted Bolton to determine capacity. They recommended we contact an electrical consulting firm. Frank will follow up; perhaps Roger Tuttle can recommend a firm.	April 26/12		May 2012 Aug 2012 Oct 2012
120	Concierge Duties	Frank	Laminate and leave at front desk for staff to reference as well as a copy of the job description Aug 2012: PM to complete this week. Sept 2012: PM to complete by Oct 1, 2012	June 4/12		June 2012 Aug 2012 Oct 1/12
122	Close Door button on Elevators	Frank	Aug 2012: Investigate as to reactivation Sept 2012: PM to follow up on whether the forced closure can be deactivated and whether the close door button can be reactivated.	Aug 20/12		Oct 2012
123	Tile replacement in Elevator 1	Frank	Aug 2012: obtain a quote for replacement of the two repaired tiles Sept 2012: NC	Aug 20/12		Oct 2012
125	Reserve Fund study date	Frank	Aug 2012: obtain a date for reserve fund study by October 1, 2012 Sept 27, 2012: Comments to be sent to Frank and all Board members by Oct 10/12	Aug 20/12		Oct 10/12
128	Blinds for balcony glazings	Frank	Aug 2012: notice to owners that coverings are not allowed on balcony glazings Sept 27, 2012: PM to send notice to all owners re coverings for balcony glazings	Aug 20/12		Oct 10/12
129	Remotes and Fob tracking	Frank	Aug 2012: list of remotes for entrance by unit Sept 27, 2012: reports have been prepared and are being reviewed.	Aug 20/12		Oct 2012
130	Guest Suite Maintenance	Frank	Aug 2012: follow up on cleaning and maintenance of guest suite Sept 27, 2012: PM in discussion with Spot Cleaning – there is a need to improve or be replaced; PM to obtain quotes from other cleaning firms	Aug 20/12		Oct 2012
131	Storage unit halls	Frank	Aug 2012: obtain quotes for painting walls and doors Sept 27, 2012: waiting for quotes; to contact Urbandale re storage hall floors that are not well finished	Aug 20/12		Oct 2012
132	Garage entrances	Robert	Aug 2012: investigate possible upgrades for the "P" level entrances from the garage Sept 27, 2012: obtaining quotes for painting and drywall installation	Aug 20/12		Oct 2012
134	Plumbing Cleanouts – 04	Frank	Sept 27, 2012: the PM tabled the report from the units inspected; he will ask Keller Engineering to	Sept 27,		Oct 2012

	units		investigate	2012		
135	Corridor Heat	Frank	Sept 27, 2012: Clement Marchand was asked to provide a quote to investigate the heating in the foyers/corridors. They provided one for ~\$4500. The PM is to obtain other quotes.	Sept 27, 2012		Oct 2012
136	Engineering Glazing Review	Frank	Concentric reviewed the Scandia installation in Unit 703 and the report is due October 10, 2012. The review is all without prejudice.	Sept 27, 2012		Oct 10, 2012
137	Building Automation System Quote	Frank, Larry	BIC quote to upgrade the BAS for ~\$4000 to repair and \$9000 for upgrades. BIC has not been monitoring the system. Larry B and the PM will pursuer the quote for additional information.	Sept 27, 2012		Oct 2012
<u>Completed Since Last Meeting</u>						
#	Item	Lead	Comments	Date Initiated	Date Completed	
47	Window Cleaning Invoice	Frank	Invoice has been approved and paid. COMPLETED			Sept 2012
88	Loading Zone Marking	Frank	Install Loading Zone lines/markings indicating clearly where vehicles for loading /unloading should park. Western will paint lines in the spring. Scheduled for mid-June markings similar to RG1; the motorcycle parking spots in the garage will also be marked. Aug 2012: to be completed this week. COMPLETED	21 October 11		May 2012 Mid-June Mid-Aug
90	Window UV Film	Frank	Determine whether UV protection applied to windowpanes voids the warranty Fridgen 613.247.4700, Alex, need original manufacturer of glass. He is looking into this and will contact them for warranty specs. Fridgen commented that warranty would be void as this is standard but will look for warranty papers. 05 Dec- followed up with Fridgen. Ongoing BOD will put on January agenda. Window guarantee was for 5 years only – therefore it has expired. The owners will be informed that they should not install UV film until the Board has collected additional information on what the film might do to the windows. Frank will send a letter to the thermal window supplier asking for evidence that the film shortens the life of the windows and whether there are differences among film types. Owners wishing to install window film should speak with Frank. No confirmative evidence exists. Many factors can influence window integrity. Item will come back to the Board for a decision. Aug 2012: window film is NOT allowed in the future. PM will send a note to all residents to indicate if they have film installed and approved by former PMs, they should inform the PM. A notice has been sent to all owners to file a notice with the PM if they have window film approved by a previous PM. Approximately 6 responses are on file. COMPLETED	Sep 26/11		May 2012 Aug 2012
121	Grocery carts	Frank	Aug 2012: 6 smaller carts are on order from Tennessee Sept 2012: The carts have been distributed and the PM is working on a protocol to identify the location of the carts. COMPLETED	June 4/12		Aug 2012
124	Financial statement delays	Frank	Aug 2012: investigate as to why statements continue to be late COMPLETED	Aug 20/12		
126	Postings for seminars	Frank	Aug 2012: post notices for Health and Insurance seminars COMPLETED	Aug 20/12		
127	Water system at south of tennis courts	Frank	Aug 2012: turn this system off COMPLETED	Aug 20/12		
133	Pool closure notices	Frank, Robert	Aug 2012: develop a template for pool closure notices COMPLETED	Aug 20/12		Oct 2012

<u>Deferred</u>						
#	Item	Lead	Comments	Date Initiated	Date Completed	
26	Hash Marks & Traffic Light Charges	Larry	To revisit the turning lane hash markings; City will return to survey left turn from Riverside to Rivergate Way in the spring; remove charge for traffic lights	24-Jun-10		Spring 2011
29	Donations	Board	To discuss and finalize how to handle donations	10-Nov-10		
38	Performance Audit	Frank	Not yet signed - awaiting elevator resolution Sept 2012: PM to follow up	08-Jun-09		
82	Marble Floor Buffing & Garage Tiles	Larry	Quotes and a schedule for buffing the marble floors 21 Oct- floors were inspected by Larry to determine if required now, elevator floors can be done in spring; individual lobbies and main lobby to wait until construction completed. Annual project. <i>Following lifting of hall and elevator carpets, the marble floors will be inspected to determine if buffing is required this year. Frank will work with Larry to review. Aug 2012: Frank to send quotes to BOD.</i> Sept 27, 2012: PM to recommend in 2013 budget.	May 18/11		Aug 2011 June 2012 Aug 2012 Oct 2012
86	Propane Tank Storage & Fire Extinguisher	Ian/ Robert/ Andy/ Larry	Obtain storage for the propane tanks and a fire extinguisher or the BBQ area. Robert & Andy will look for a container; Larry can build one if nothing can be found. The fire extinguisher has been ordered but is not yet installed. BBQs are not working well. Robert and Andy will price an industrial quality BBQ. Board will not replace a BBQ at this time. <i>Stinson will deliver & replace tanks for ~\$20 per month. Discussion took place as to what type of container is required (steel) and whether to share with RG1 (not at this time). Frank is to investigate a container for storage. Superior Propane has been asked to provide a quote. Aug 2012: Frank to ask Superior propane for a formal quote.</i> Sept 27, 2012: Stinson to provide info re delivery of propane tanks thus avoiding on-site storage.	Aug 4/11		May 2012 June 2012 Aug 2012 Oct 15/12
112	TV monitor for bike in gym	Frank	<i>Costing for cabling and the TV monitor, etc. was obtained. The cost was high (~\$2200) and the item was deferred to the budget considerations for 2013.</i>	Jan 3/12		
<u>Ongoing / Maintenance Items</u>						
#	Item	Lead	Comments	Date Initiated	Date Completed	
4	Painting	Frank	Superintendent has commenced; will be assigned to basement areas. Sept 27, 2012: PM will provide the Superintendent with a list of areas requiring painting.	01-Dec-10		Oct 2012
20	Door Handles	Steve	To oil as necessary	01-Dec-10		
28	Cleaning Contract	Frank	Review contract in spring; spring cleaning of doors to be done in May; changed some staff; no formal evaluation as yet <i>Frank has met with the cleaning supervisor when there are issues and will continue to do so. Response from the supervisor has been good.</i> Sept 27, 2012: Spot to have another opportunity to improve. PM to investigate and obtain quotes from other cleaning companies.	10-Nov-10		Spring 2011 Oct 2012
35	Residents Directory –for residents who approved inclusion of information	Robert Frank	Julie is contacting owners who have not responded to complete the directory; TO RMB & RB FOR REVIEW BY 24 APRIL 11; to be sent by May 19/11 – Sent listing to Board for final review; Robert will review the draft; In October 2011 CMG agreed to reissue with titles removed and	18-Oct-10 Oct 24/11 Dec 7/11		May 30/11 Oct 15/11 Jan 31,

	(name, email, unit #, phone #)		updated; new owners should be invited to participate; Owners List for BOD needs to be updated each month at a minimum This will be updated in January and July for distribution. Sept 27, 2012: The next directory is scheduled for January 2012. Robert and the PM will provide a letter to each new owner (and the Board) regarding inclusion in the directory.	April 26/12		2012 May 2012 Nov 2012
60	Garage washing	Frank	May 16 and 17 by Van's Pressure Washing. Frank will post directions for residents to move cars. Frank to call Vans regarding the inferior quality of work on the P level. Aug 2012: Frank to bring a plan to the next Board meeting and as Steve re the mid-year washing with a power hose. Sept 27, 2012: Vans provided a lower cost for the 20123 spring garage cleaning to account for the short comings of the 2012 cleaning. PM to issue a purchase order. The lower level (P) is to be given more time as it is larger and should be completed first.	annual		May 2012 Aug 2012 Oct 2012
67	Power Wash garage floor	Frank	Power wash to clear centre areas and any other accessible places in mid-winter Frank to investigate a cost for two manual cleanings. Sept 27, 2012: In-house cleaning with a general labourer for 2 – 3 days would cost ~\$450 per wash. The Board approved this cost	annual		May 2012 Winter 2013
102	Tenants' Leases	Frank	Obtain lease agreements from any owners currently renting their units. Ian will request this when notified there is to be a lease. CMG notes those owners leasing units. Frank will provide an updated list and ensure leases are on file in the office. Sept 27, 2012: an updated list of the tenants is to be provided to the Board members by October 2012 and a copy will be kept on file.	Dec 7/11		May 2012 Oct 2012
113	Window Washing	Frank	Cody quote – 2 years at \$6800 per wash; Soulard quote - \$6600 per wash. Frank to resolve in concert with Cody 201 invoice. Soulard to begin in June 2012. Aug 2012: Frank to book now for a spring cleaning near April 30, 2013 and a fall cleaning in early October 2013 Sept 27, 2012: no change	April 26/12		May 2012 June 2012 Aug 2012
134	Resident Communication	Frank	Aug 2012: copy all Board members on all resident communication and respond within 48 hours	Aug 20/12		
<u>No Action / Expired / SFC Responsibility</u>						
93	Water consumption	SFC	Investigate the feasibility of sourcing water from a well or elevator shaft. NO CHANGE	Oct 24/11		
95	Tennis Court fence	SFC	Repair weather damage to north side of tennis court fence. Quote is \$1200 to proceed. The windscreens may be affecting the stability of the fence. The regular tennis players would prefer not to have the windscreens.	Oct 24/11		Fall 2011 May 2012
<u>Urbandale Deficiency List (for correction by Urbandale)</u>						
39	Damaged Elevator Panels	Frank	To follow up with Urbandale on resolution of elevator issues. Frank to follow up with Urbandale.	08-Jun-09		
92	Balcony drain deficiencies	Frank	Confirm that all balconies with the drainage lip deficiency have been addressed by Urbandale. Half of the balconies have been repaired; CMG will arrange to repair the others, and will contact all owners of the 07 units. Repairs will have to wait for the spring for better weather. Urbandale indicates they are complete; Frank knows of 2 outstanding.	Sep 26/11		Spring 2012
105	Canopy drainage	Frank	Spring project – resolve drainage issues on canopy over front door. In progress with Concentric. Sept 27, 2012: Concentric engineering have been on-site and looked at the canopy. They are awaiting construction drawings (currently with the Reserve Fund Engineers) and then will provide their report. The drawings they require are the architectural drawings. The PM obtained them from the registry office and has provided them to Concentric on August 16, 2012. The report is to be	Dec 7/11		October 2012

			provided the first week of October 2012.			
108	Corrosion of paint on Balcony railings and joints	Frank	Urbandale should be informed and should repair. <i>Frank will visit unit 903 to examine the extent of the problem. Steve Chenier has a list of units requiring repairs. Frank to visit 903 to inspect.</i>			Jan 2012 May 2012
109	Gravel overlay on roof	Frank	<i>Concentric provided a proposal for inspection, approved by the Board. The report to be presented to Urbandale with request for repairs. In Progress with Concentric.</i> Sept 27, 2012: Concentric carried out the inspection the week of August 20, 2012 and require clarification on the wind load ratings (not noted on the drawings). They are contacting the architects to obtain the information.	April 26/12		May 2012 Oct 2012
110	Mechanical Room - rubber sleeve replacements	Frank Larry	<i>Replace the inadequate rubber sleeves connecting the piping. Keller Engineering provided a suggestion to replace the sleeves; Frank will follow up.</i> Noted on the Deficiency List.	Jan 3/12		May 2012
117	Canopy Flashing and other canopy deficiencies	Frank	<i>Concentric quotes for inspections were approved by Board; following the reports, the information will be presented to Urbandale for repairs. (In concert with #105 – canopy drainage). Materials to be ordered to repair the damage.</i>	April 26/12		May 2012 June 2012