

Notes from the Meeting for the Owners

Approximately 50 people attended our first town hall. The Board appreciates their interest and attendance.

This document provides the topics submitted before the meeting, the Board's response, and any "follow-up" and/or new questions with responses where available. It is not meant to be exhaustive but a summary of the discussion on the topic.

Carmène chaired the meeting and the three Directors present (Carmène, Branislav, and Rose-Marie) responded to the questions. Financial responses were vetted by the Treasurer prior to the meeting.

Carmène opened the meeting with a good news story about the two new staff members, Pierre and Yves. Both have been strong, positive additions to our building. This is a task for which the Property Manager has more contacts, knowledge, and expertise in what to look for in a good staff hire. The Board thanks Kim for her many hours searching for candidates and holding interviews to fill these positions so well.

Topics from Questions submitted prior to the meeting: Topic in black; Board/Management response in blue; follow-up clarification or responses to new questions in red.

1) Garage Membrane: What is the update on the garage membrane repairs?

The Board met with the membrane contractor and investigated two types of membrane: Vulkem (used previously when the membrane was repaired); and Puma, a newer membrane surface that requires less time to install and cure, has a longer lifespan, but is more expensive than Vulkem. There is a site on Laurier Ave that has the Puma membrane installed. Some Directors will view this surface and a decision will be made. The replacement will not be done over the fall and winter. Earliest installation of any membrane replacement would be in spring 2023. Some of this information is in our minutes and the item is updated each meeting until completed. Other options are also being considered given the repairs are so costly.

2) Posting Contracts on our Website: Could all standing contracts entered into by the Board be available for Owners viewing on the password protected portion of the Owners website?

Contracts for the condominium are Core Corporate Records and can be requested by using the [Request for Records](#) form provided by the government. The reason it needs to be requested is we need to redact any confidential information about the company or other items that owners are not privy to. There is a cost involved to the person requesting the information for the time to prepare and deliver the form requested. The time commitment to redact and post each contract is not covered in our management agreement.

Posting on the website does not protect the confidentiality of contracts even though the Members Area is meant to be secure. The number of contracts (new, turnovers, and renewals) is high.

What is the cost of redacting a contract?

This would depend on the contract, both its length and complexity.

3) Handicap Button

- a. Could a handicapped access button be added to both sides of the door leading to the gym and the pool to make access to this corridor easier for residents using wheelchairs, walkers, etc.?

Thanks for bringing this good suggestion to our attention. It will be added to our Board agenda for action at the next meeting. In the future, these suggestions need not wait for a Town Hall meeting. Ideas and concerns should be emailed to the Property Manager.

Kim has asked for a quote for this handicap access

- b. There are two buttons to enter the building from the parking garage. Could there be one button opening both doors?

This is physically possible. The cost to convert can be obtained. However, the Board is trying to minimize discretionary items for the 2023 budget in order to increase the contingency fund to its previous value and address priority items. There is also a safety issue having two doors. If an owner at any entrance does not know a person wanting entry, they should ask if they live here and if not, decline entry.

4) Electric Vehicles: What is the Board currently doing to facilitate the support of electric cars?

As reported in the minutes, there is an ad hoc committee investigating what should be done re EV accommodation at RG2. This committee has done thorough research and reporting on EV developments.

The committee made a report to the Board and requested a survey on EV interest be distributed to owners. The results were provided to the Board. The committee continues to research the area and record developments. The committee members felt it premature to make any recommendation at this time as situations were changing rapidly.

Any owner who wishes to have an EV outlet installed in her/his parking spot can make that request to the Board. The owner would be required to cover any costs associated with installation and connection to the unit's hydro meter. Should there be more requests than capacity allows, another panel would have to be installed to facilitate hydro connections. This would be a Reserve Fund expense.

The Board thanks these committee members for their work in this area on behalf of the owners.

Committee members noted that the previous engineering study provided to the Board was 'flawed' and that there was more capacity now than we were told at that time. One of the recent options would allow for more than ½ the owners to have EV chargers without adding more panels. Whether the original engineering study was 'flawed' or 'out-of-date for the current time', this is good news. The Board looks forward to receiving the committee's next presentation to Board, date to be determined when both Scott and Kim Dawson are available (both travelling during the fall). One hour is needed for the presentation and will be scheduled when the EV Committee is ready.

5) Boilers: Has RG1 saved money on gas following the installation of the new boilers? Has a decision been made yet to replace our gas boilers with high efficiency boilers? If not, what is holding this up?

RG1 believes they have saved money on gas expenses, whether from the new installation, warmer winters, reduced consumption, or a combination. An engineering study regarding replacement of our boilers was undertaken. The engineering firm is preparing specifications to go to tender by year end. We will be repairing one of our boilers for use over the winter while we wait for quotes for the new high-efficiency boiler. Installation of a new boiler is planned for spring/summer '23. Much depends on availability of labour and supplies.

Given the rising cost of gas and electricity this winter what <is> the Board and SFC considering to keep costs down?

The Board continues to look for energy savings. This winter we will lower the temperature in the common areas by 1° to help reduce costs. Similarly, the temperature will be increased in the AC months so that the halls and common areas are not as cold.

The temperature in the elevator foyers has been lowered by 1°C. No data of energy costs are available as it is too early to collect.

6) Owners versus Residents:

We received a request to change the terminology and will do so. When we communicate with Owners, we will no longer say residents. The owner of rented units is responsible for informing their tenants. The use of "owners and tenants" was meant to be inclusive and ensure tenants received the information in a timely manner.

7) Financial

The Closing Balance in the Reserve Fund versus the Cash Flow Table as at December 31, 2021.

This information is not yet available – only an estimate might be provided. Scott will investigate when he returns.

The Current Balance in the Reserve Fund as at October 26, 2022.

The Reserve Fund balance is provided in Scott's financial summaries at each Board meeting and is included in the minutes. We do not get the month's end financials from CMG Accounting until a few days into the next month. We will not have the October 31 balance until the month is closed and Scott receives the October financial statements in mid-November.

Why was there was no plan for future reserve funding under section 94(8) of the Condominium Act and why was the absence of notification to the Owners contrary to the section?

There is a plan; it was sent on March 17, 2022, and was to be posted to the website. It was emailed to owners and sent again as requested to the owner submitting this question.

Why were there no Periodic Information Certificate delivered to Owners under Section 26.3 of Condominium Act specifically?

PICs are required twice a year by the CAO. The Board discussed this PIC prior to distribution in May. There may have been email issues for some as it was during the storm when some internets were down. The November PIC will come out by end of November as required. It has been drafted at CMG Admin Dept and the Board will review it prior to distribution. The May PIC can be sent again with the November PIC.

PICs are due in May and November. The November 2022 PIC along with the May PIC were sent to all Owners.

What is the current operating balance?

Scott can provide the operating balance at end of September when he returns.

This information is included in the Financial Summary in the Board Minutes.

What is the projected operating balance as at December 31, 2022?

Scott does not expect any major changes from the September-end financials as discussed in the last Board meeting. It is premature to discuss a forecast at this time. He notes the projected operating balance is an estimate, and a better forecast will be available following the budget preparation. The budget presentation meeting is scheduled for Dec 7, 2022, at 7 pm. Kim and Scott are working on the draft budget now.

In the past, prior to the current board, why has there not been an operating cash reserve in 1/12th of the budgeted yearly cash expenditures? This was not an out of ordinary year, and the cash reserve was expended.

The last 2 years have been "out of the ordinary" with Covid requirements, sediment work, and a significant flood, to mention a few reasons that resulted in unforeseen expenses. The operating contingency was depleted over the course of more than 1 year. Last year

the Board committed to increasing our 1-month contingency amount over a period of time. This year-end we expect to have ~\$50k in the operating contingency and will add more in the 2023 budget. This has been accomplished by cutting back on discretionary expenses wherever possible.

Note: Budget questions are better asked at the owners' budget meeting, where more details will be available.

Reserve Fund Cash Flow Table

The balance at the end of 2022 in the Reserve Fund Study shows \$2,659,288.00 October 17 Minutes shows a balance of \$2,530,000. The difference is (\$129,288.00). How is balance to be paid?

The RF balance in the October 17 minutes is the end of September balance. A portion of the condo fees is deducted each month and deposited to the RF cash account. The balance will be covered from the contributions over the next 3 months.

Do we have to increase our RF contribution for 2023?

The RF study provides an estimate of the RF contribution for each year. Generally, this amount is deposited. However, if an expense has been paid from the RF and it is entered as a requirement expected in future years, our deposit can be adjusted for a future year(s). Normally, RG2 has deposited the stipulated estimated amount except in special circumstances.

Security of Funds

\$2,100,000.00 in GICs. Where is the balance \$430,000.00?

The balance is in the Reserve Cash Account where it currently collects 2.9% interest. Some of the \$430,000 cash balance will be invested in a GIC as there is no foreseen need for any large RF expense this year. Scott brings GIC options and a recommendation to the Board after discussion with the TDW advisor; the Board makes a decision on where to invest the \$100,000 in a GIC. This information is included in the Board Minutes.

What is the security guaranty? Government as per \$100,000.00?

Yes, it is the government guaranty for each of our GICs. No GIC is invested beyond \$100,000.

What are the rates of interest?

The rates vary depending on the options provided at the time of investment and over the many GICs (currently ~27). The current rate range is 0.5% to 3.35%. The period of the

investments ranges from 2 to 5 years. The GIC due dates are staggered over a 5-year ladder so that funds are coming available in a timely manner in case of need.

8) Landscaping: Over the past several years many trees have been lost as well as some shrubs and perennials. Some beds need major work. What are the plans for the coming years?

This is an SFC decision; the Committee is currently working on a landscaping plan for 2023. There have been several walkabouts on the property with Capital staff. Following the May storm, Capital worked over the weekend to remove the fallen trees. However, clean-up work has been taking place across the city and has depleted the labour and machinery required to complete the work.

Could owners provide input?

Yes – please send any input via Kim (SF Property Manager) in writing and it will be given to the SFC for consideration as input has been in the past. Final decisions rest with the Shared Facility Committee operating within their budget as approved by the 769 and 667 Boards.

9) Guest Suite: There needs to be a review of the Guest Suite furniture and amenities. Recent guests were told not to use the door to the outside as it's not closing properly. The light over the bed closest to the outside wall doesn't work. The shower head is 'spraying' at the joint. The outside shower curtain has stains. The tv and the wi-fi don't work well, among other things.

Any deficiencies in the Guest Suite should be brought to Kim's attention to be addressed quickly. The towels and comforter were replaced recently.

These items have been addressed although the Wi-Fi could not be significantly improved despite extensive efforts.

10) Town Hall Meetings

Effectiveness: Can the Board identify to owners how the Board plans to evaluate the two formats of open meetings vs. town hall meetings in the first meeting on October 26th?

This is the first Town Hall meeting. The Board will review the participation, the content, and the format following this meeting. Some format changes may be made.

The Board made the decision to hold closed meetings and offer Town Halls along with the AGM and Budget Meeting so that Owners had opportunities for interaction with the Board. Three Town Halls will be held prior to the AGM. Attendance at the first Town Hall meeting far exceeded that of any open Board meeting.

11) Emergency Preparedness

A question posed on the personal use of a generator.

The use of an inverter/generator would pose a risk, as well as liability issues. Individual unit questions should be directed to the Property Manager.

What is the most recent information about upgrades to the party room with increased emergency outlets and a refrigerator that can receive generator power, the cost and start date for any upgrades?

We contacted Galpower with areas they will need to investigate further and provide a report and recommendations re capacity within current equipment and the cost of upgrading for additional emergency power. The Galpower report has not yet been received. Kim contacts the company regularly to determine status.

Cathy Sutherland volunteered to chair an ad hoc committee on the draft emergency preparedness protocol for consideration by the Board. Kim received suggestions from the committee and others. Thanks Cathy.

A technician from T&M visited the building and had the list of all questions received. We are waiting for the responses as to what can be done at what cost. In preparation for potential storm issues over the Christmas weekend, a communication plan was in place should it be needed. It was not.

I still feel that some training, even if it is only a "show and tell" of our existing defibrillator, would be appropriate.

There are defibrillators in the Exercise Room, Pool, and the Library. (Noted in the section on Emergency Defibrillators in the Handbook, p 17.) Each defibrillator costs ~\$1800, batteries are \$200 each and must be replaced every 8 months. The battery condition is monitored by the concierges. When in use the defibrillator walks a user through voice commands at every step. Once a defibrillator is used, it must be replaced.

The staff are more likely to be using the defibrillators and they should be trained. WSIB requires that in a building with 5 or fewer staff on any one shift, at least one on each shift must have an Emergency First Aid and CPR/AED Certificate and receive health and safety training regularly. The training takes place over 2 days; the trainer must be certified by the WSIB. Training is scheduled in keeping with these WSIB requirements. Training is renewed every 3 years. All three RG2 staff will receive training scheduled for late January or early February.

12) Lobby Décor: Can the front entrance bench be replaced with one more in keeping with the building décor?

Art and décor are personal preferences. Kim was asked to provide a bench in the front entrance. The bench provided was donated, refinished, and a cushion added. It is robust and can withstand the use over all seasons. The Board can consider options when the main foyer is being refurbished.

Our lobby is a distinctive feature of our condo, relates directly to first impressions of our building by visitors, family, friends, or prospective buyers and needs to remain so.

Reupholstering the foyer lobby chairs should be done with the assistance of a professional.

Professional decorators are used to select material samples and cost the labour. Samples are brought to the Board to choose one that will complement the furniture in place. Certainly, a group of owners could get together and make recommendations to the Board in writing to Kim for distribution to the Board.

13) MISCELLANIOUS NUMBERS in Oct 17 BOARD MINUTES: What are these?

As noted, these are the action items that have been completed between meetings and will no longer appear in the Action List. They are detailed in the previous meeting minutes.

14) Green Bins: What is the update on green bins in condominiums?

The City will be contacting Kim in the next few months for our inspection, and we shall move forward from there.

Fred Stalder volunteered to be on the Green Bin Committee – thanks Fred. Carmène will be the Board liaison.

A new system has been installed in the garbage room by Jadoc to control odour. The City staff has not yet arrived to inspect the building and determine the best procedure and location(s) for green bins.

Questions on Other Topics:

1. **Tendering Contracts:** The Board tenders the auditor's contract regularly, why not the property management contract? Does the Board tender for auditors each year?
The Board tenders for auditors approximately every 4 years. Scott responded to this question in an email to the person submitting it at the time of submission.
2. **Sound System in Party Room:** The sound system in the Party Room "sucks". Speakers at the Town Hall sounded better without the microphones. Could it be replaced?
The system can be costed for a replacement and considered in the 2023 budget preparation. Given the priority for the Emergency Preparedness Protocol and the cost that it might entail, it may not be possible to include it for 2023. It can be on the Discretionary Spending list for consideration.

The Board did not approve this upgrade for 2023.
3. **Response to Emails from Kim:** A couple of participants voiced concern over lack of response or no response from Kim when emails are sent to her. Poor communication was noted in other areas (e.g., the restrictions on the open Board meeting format, the list of numbers of items completed since the last meeting).

There is a time permitted to respond in the communication protocol and the length of time depends on number of business days, whether the Property Manager has a response or needs to consult the Board, or wait for professional information.

4. **Parking Lot Lights:** The light in the parking lot was damaged in May. Why has it not been fixed?

The lamp to replace the damaged lamp has not arrived. Supplies are difficult to obtain and demand for parts and labour are high. When the lamp arrives, a boom is required for installation. Booms are in demand and expensive (~\$1500). When a boom is brought on the property, generally all lights are checked, and defective lights are replaced. The Corporation keeps extra lights on hand to alleviate supply issues.

Note: This has all been completed.

5. **Liability Insurance:** Does the Property Manager have liability insurance or is it covered through the contract with CMG?

The Property Manager is fully insured through CMG.

6. **Fire Alarms in a Power Outage:**

It was reported at the meeting that when there is a power outage, the fire alarms do not work. This is incorrect. The generator powers the fire panel and main alarms. One elevator on each side of the building will also have power in a power outage as do emergency lighting fixtures.

An electronic version of the Fire Safety Plan has been submitted to the City as requested and it along with a Staff Safety Plan will be kept on site as well as provided to the City.

7. **Communication when the Fire Alarm is sounded:** Can the owners receive information when the fire alarm is sounded (not in the monthly testing) as to the source of the fire (available on the fire panel)?

The rules imposed by the Fire Department stipulate that once an alarm is sounded, the fire department will respond. After the alarm is sounded, it cannot be silenced, nor can a message be relayed via the PA system. Once the fire personnel arrive, they are in control of the building and will determine when the alarm is silenced, and when the PA system is restored to the building's control. Fire emergency protocols are in the Handbook, p19. This information was verified with the Fire Department.

When there is an alarm, it is the owner's decision whether to vacate the unit. A presentation was requested but the Fire Department is not doing these at this time.

8. **Housekeeping Committee:** Could the Housekeeping Committee be an official Board committee?

The committee can reconvene as an ad hoc committee with their reports in writing only to the Board liaison. Expectations regarding action must be kept realistic as there are major and urgent activities that will take priority over minor housekeeping issues.

9. **Owners' Budget Meeting:** Does the Accounting Department at CMG not require a decision on the budget by Dec 10? If so, a meeting with the owners on Dec 7 will not allow sufficient time for feedback.

The budget meeting on December 7 is expected to be in person in the Party Room and the presentation will be similar to those prior to the pandemic. The proposed budget will be reviewed by the Treasurer and owners will be able to ask questions or raise concerns.

10. **Balcony Railing Peeling:** Could the Board hire a painter and purchase the paint to repair the peeling balcony railings?

Another excellent suggestion – thanks. It will be on the agenda for the next Board meeting. A second owner prepped and painting her balcony railing and reported it is fine so far!

11. **Elevator Troughs:** Why are these troughs are not getting cleaned?

The troughs are cleaned twice a year; the task is on the cleaning schedule.

12. **Asian Lady Beetles:** Is there a solution to controlling these beetles? They are plentiful, bite, and stink if squashed.

These beetles do not lay eggs in buildings. They are seeking warm places for the winter. Cloves and bay leaves may help deter them. They may come into the condo via plants. Farmers like them to control other insects (e.g., aphids). They are good for the environment and a pest in the building although they do no harm.

13. **Move-in Rooms:** Could a poster be placed or notice in the newsletter re what is allowed in the move-in rooms? There has been a lot of “junk storage” in these rooms.

Yes – the use of the move-in rooms will be communicated. The protocols for move ins and the requirements for use in the building are noted in the Handbook, p34.

14. **Hobby Room:** Please remind owners the lockers in the hobby room are not for storage. They are for use while working on a project.

Hobby Room protocols are in the owners' Handbook on page 27.

15. **Stairwell Doors:** The door closing on the 2nd floor of the west wing is not closing cleanly. How often are these doors checked as they need to close as a fire preventive measure?

These doors are checked often but they do not hold the tension to close tightly. Yves has repaired some since his arrival. The person-door exiting the garage to outside suffers the same problem.

16. **Communication Process:** Who do I communicate with?

For common element issues or issues related to our employees (Pierre, Nick, Yves, Moctar, Sorin), send an email to Kim.

For an issue related to the Property Manager, send an email to the President, copying the other Board members.

There is no need to cc your emails to Kim to the Board members. Kim informs the Board when needed.

If your committee has a liaison on the Board, email that person initially.

For issues relating to a conflict with another owner, communicate with that owner initially.

17. **In Camera Meeting Topics:** There remains some confusion whether items placed on the in-camera agendas are in fact in-camera items.

For the past two years the secretary has ensured that items on in-camera agendas truly are in-camera topics (e.g., personnel or individual owner items that cannot be shared in the public agenda). There are occasions when Directors need to read proposals or reports and provide direction to the Property Manager in order to get work scheduled and active. Seldom did we meet in person during Covid – much of the discussion took place via email or Zoom.

18. Sophie Duncan spoke at the end of the meeting , thanking the Board and Kim. As an owner in both buildings, she mentioned that RG2 was managed much better than RG1.