

**CARLETON CONDOMINIUM CORPORATION NO. 486
ANNUAL GENERAL MEETING
HELD ON OCTOBER 6, 2010**

The Annual General Meeting of Carleton Condominium Corporation No. 486 was held on October 6, 2010 at Merivale High School, 1755 Merivale Road, Ottawa. The following Directors and invited guests were in attendance:

David Fleming	President
Catherine Bodington	Vice-President
Gerry Dupont	Treasurer
Bert van den Berg	Secretary
David Dupont	Director
Tuan Lee	Ouseley Hanvey Clipsham Deep, Auditors
Emile Deslongchamps	DES Services Inc., Financial Manager
Josee Deslongchamps	DES Services Inc., Property Manager
Carol Murphy	Recording Secretary

1. Call to Order and Announcement of Quorum Present

The President, who welcomed everyone and introduced the Directors and guests, called the meeting to order at 7:00 p.m.

A quorum was confirmed as follows:

Present	41
Represented by Proxy	<u>11</u>
TOTAL	52

A total of 25%, or 50 units, were required for quorum under the *Condominium Act*.

2. Appointment of Scrutineers

Motion: To appoint A. Huebner, Unit 907; W. Johnston, Unit 510; and E. Faulkner, Unit 816; to serve as Scrutineers.

Moved: S. Hynes, Unit 406

Seconded: G. Gordon, Unit 814

Carried.

3. Proof of Notice of Meeting

The President declared that he had a sworn declaration that the Notice of Meeting had been duly distributed to the owners in accordance with the 1998 Ontario Condominium Act, the Declaration and By-Laws. With quorum being present, the meeting of owners of CCC 486 was duly constituted to conduct business.

4. Approval of Minutes of October 7, 2009 Annual General Meeting

Motion: To dispense with the reading of the Minutes of the Annual General Meeting of October 7, 2009.

Moved: L. Friesen, Unit 101

Seconded: W. Johnston, Unit 510

Carried

Motion: To approve the Minutes of the Annual General Meeting of October 7, 2009, as presented.

Moved: G. Su, Unit 511

Seconded: E. Zwicker, Unit 506

Carried

5. Approval of the Minutes of July 15, 2010 Special General Meeting

Motion: To dispense with the reading of the Minutes of the Special General Meeting of July 15, 2010.

Moved: G. Gordon, Unit 814

Seconded: D. Woodcock, Unit 813

Carried.

Motion: To approve the Minutes of the Special General Meeting of July 15, 2010.

Moved: C. Woodcock, Unit 813

Seconded: D. Stewart, Unit 302

Carried

6. Auditor's Report

Tuan Lee, of Ouseley Hanvey Clipsham Deep, presented the audited financial statements for the period ending April 30, 2010.

J. Duffy, Unit 913, did not feel the term “surplus” was accurate – would prefer the term “balance” be used when referring to the bottom line figures, as the term “surplus” can mislead people into thinking there is extra money over and above what is needed.

D. Woodcock, Unit 813, questioned the \$129 inter-fund balance in the audited reserve fund statements – stating he did not feel this was a material amount. He questioned whether it was in the right place and whether it was a legal requirement to report this balance.

D. Woodcock, Unit 813, asked if the revenue from Status Certificates was included under Miscellaneous Revenue. G. Dupont said it was not. Miscellaneous revenue was from keys and fobs.

D. Woodcock, Unit 813, pointed out that one of the Notes to the Report referred to major repairs and replacement but that landscaping was included under the Reserve Fund. D. Fleming said the replacement of trees is considered a replacement of existing common elements and is therefore drawn from the Reserve Fund but that items such as pruning are maintenance and drawn from the operational funds.

D. Woodcock, Unit 813, asked why landscaping was budgeted at \$6,800 but the actual cost was \$14,300. G. Dupont said the Board would look into this issue.

J. Duffy, Unit 913, pointed out that the financial statements this year were much more detailed than in the past and complimented the auditing firm for providing clear statements.

Motion: To approve the audited financial statements for the year ending April 30, 2010, as presented by Tuan Lee, of Ouseley Hanvey Clipsham Deep.

Moved: E. Zwicker, Unit 506

Seconded: W. Johnston, Unit 510

Carried.

7. Appointment of Auditor

Motion: To permit the Board to retain the services of Ouseley Hanvey Clipsham Deep Auditors, and to set the remuneration for the period ending April 30, 2011.

Moved: J. Duffy, Unit 913

Seconded: D. Woodcock, Unit 813

Carried.

8. President's Report

Motion: To dispense with the reading of the President's Report.

Moved: G. Su, Unit 511

Seconded: Woodcock, Unit 813

Carried.

D. Woodcock, Unit 813, asked why the Corporation was not satisfied with the present lawn maintenance contractor as he felt the contractor was very reliable. D. Fleming advised that the Board was generally satisfied with the services provided except for a few instances following a rain when grass was scuffed and damaged in places because it was too wet.

Dorothy Stewart Unit 413 asked if the Board was satisfied with the flowers. D. Fleming said the Board was not satisfied and that there is a later item on the agenda to discuss this issue. He did explain that this year the contractor had experienced labour problems and that there had been insufficient staff available to perform the spring planting of annuals. Flowers are not part of the annual landscaping contract – the planting of annual is treated as an extra to the contract.

D. Fleming explained that as of September 29, 2010 TSSA released elevator #1. Retrofit work has commenced on elevator #2. The work on elevator #1 was completed in three months and it is hoped that work on elevator #2 will also be completed ahead of schedule. Notices have been posted on the bulletin boards explaining the temporary problem with the elevator – caused by both the old system and the new operators being used simultaneously. This problem will be alleviated when two of the three elevators are complete and will be completely resolved when all the elevators have been refurbished. He asked the residents to be patient. No decision has been made on the refurbishment of the interior of the elevators – the Board will make this decision once it has been confirmed that there have been no cost overruns for the retrofit project.

D. Woodcock, Unit 813, asked if elevator pads would be provided. D. Fleming assured the owners that they would be provided for use in the new cabs.

C. Chaudhary, Unit 912 felt the lighting in the elevator was quite dim and wondered if it could be made stronger. J. Deslongchamps said she would check with the contractor to see if lights with a greater wattage could be installed.

E. Zwicker, Unit 506, asked if the interlocking tiles approved for the balconies were permanent. D. Fleming stated that the Board has now been advised that the tiles which were being considered by the Board are no longer available. He advised that anyone wishing to put something down on their balcony floor submit written specifications to the Board for approval by the engineers. The Board will issue an information sheet when more updated information is received.

Ron Chiarelli asked if the Board had looked into Duradek. D. Fleming said that there was one balcony that had a similar product applied and it is being monitored.

Motion: To accept the President's Report as presented.

Moved: G. Gordon, Unit 814

Seconded: M. Labelle, Unit 1106

Carried.

9. Treasurer's Report

The Treasurer distributed his report with the Annual General Meeting package. He added the following comments.

- A restructuring of staff was carried out over the course of the last year and three positions were replaced by two full-time in-house positions, thereby reducing the total staffing by 22%. He added that the present staff are outstanding.
- Hydro costs are expected to increase again in January 2011 by an additional 2.5%, for a total increase of 17.5% over the last year.
- The Board is looking into ways to reduce expenses and makes every effort to obtain several quotes on major contracts. They will further consider converting certain HVAC systems to gas.

- The increase in condo fees for next year will likely be in excess of 5%.
- There is an anticipated increase of 10% in water and sewage costs for next year.
- In order to avoid having to replace the carpets prematurely, the Board has tried to extend the life of the present one by having the on-site staff carry out a major cleaning project – which is still underway. Results are positive.
- The Treasurer asked residents to help keep the carpets clean and to help the board keep the condo fees down.

D. Woodcock, Unit 813, noted that in 2008 the Reserve Fund was at \$1.3 million, while it is now at \$1.16 million with condo fees increased by 2.8%. He felt a much closer look at the Reserve Fund was needed. G. Dupont explained that the Reserve Fund balance was higher than the anticipated because some of the contracts scheduled in the last Reserve Fund were not yet carried out. The Board will be looking into the 4% inflationary increase very closely at the time of the next Reserve Fund Study.

D. Woodcock, Unit 813, said he was asking for a closer look at the condo fees and maybe establishing a moratorium to keep fees from escalating. G. Dupont said the Board would be looking at this closely; however the Board felt that owners wanted to maintain the building at a certain level.

D. Woodcock, Unit 813, felt that the reduction of three employees to two was not a good idea as the two new employees are being worked too hard. G. Dupont and D. Fleming did not agree in that these employees were performing well, are happy and have asked for additional work and responsibility.

Doris ??, Unit ??, asked if temporary staff could be hired at peak periods to assist the employees. G. Dupont and J. Deslongchamps responded that this has been done in the past but that it is more work to teach the employees than to have staff carry out the work.

Dorothy Stewart, Unit 413 pointed out that no one had cleaned the shower in the change room for 10 days.

C. Woodcock, Unit 813, appreciated what the Board was doing but she did not feel that, since the staff was reduced to two, the building is looking as good as it had been and thought that additional help was needed. D. Fleming was surprised to hear this as at the last AGM owners talked about reducing the staff and the Board did as asked. G. Dupont said that Dennis' main job was cleaning. It was pointed out that the previous staff **had not done** their work properly for years and that the two new staff members are catching all the jobs left behind by previous staff.

D. Woodcock, Unit 813, felt that the new employees were given additional duties such as in-unit inspections and monthly fire alarm testing. G. Dupont explained that the employees have asked Management for additional responsibilities. As well, the Board has looked at other condominiums in the area and found that most of them have two employees. He asked owners to complete the necessary work sheets if they have complaints about the cleanliness of the building.

S. Hynes, Unit 406, asked if Dennis was receiving overtime for cleaning the carpets on Saturday. J. Deslongchamps said he was.

S. Hynes, Unit 406, asked if the tiles could be extended in front of the elevators. D. Fleming responded that the Board is looking into replacing the carpets in those areas once the elevator refurbishment is completed.

C. Chaudhary, Unit 912, felt that it would be money well spent to replace the carpets in front of the elevator with tiles and place a runner in these areas in winter.

C. Chaudhary, Unit 912, asked if the building was classified as residential or commercial by Hydro Ottawa. G. Dupont said it was commercial. The Corporation had requested the change to commercial 4 or 5 years ago, which at the time saved quite a bit of money.

The owner of Unit 713 encouraged the Board to continue looking into ways to reduce maintenance and energy costs. G. Dupont agreed that the Board would do that.

Motion: To accept the Treasurer's Report as presented.

Moved: S. Hynes, Unit 406

Seconded: G. Yeldon, Unit 113

Carried.

10. Discussion about Recruiting Volunteers for Spring Planting

D. Fleming explained that the Corporation had a budget for purchasing and planting flowers and that the Board would like to establish a volunteer committee to plant the flowers in the spring. The responsibility for this committee would fall under the responsibility of a Board member but volunteers are needed to do the actual planning.

J. Burton, Unit 708, said he had been responsible for a gardening group previously and it did not work. He offered to meet with the Board to discuss this issue.

C. Chaudhary, Unit 912, said she has not had time in the past to help but would be willing to do so this year. She suggested purchasing perennials and maybe a few annuals. She felt it would work if there was someone strong enough to lead.

11. Discussion about Converted Car Wash to a Pay-Per-Use Car Wash

D. Fleming explained that the Board received a request from an owner to convert the existing car wash to a paying car wash in order to help reduce water costs. It was pointed out that a car wash was one of the original services provided by the condominium.

A. Payne, Unit 612, felt it would be setting a dangerous precedent and is a regressive step.

Mr. ??, Unit ???, asked if there was going to be a charge to wash cars, why not implement a charge for using the showers before entering the pool.

An owner said he agreed with the previous opinions expressed in that the car wash was one of the services provided to the Corporation.

L. Friesen, Unit 101, agreed with above comments.

C. Chaudhary, Unit 912, asked about the possibility of having a timer installed, similar to a timed shower.

12. Election of 4 Directors

There were three vacancies on the Board. The following people agreed to stand for election:

- D. Fleming, Unit 204
- C. Bodington, Unit 712
- D. Dupont, Unit 716

Motion: To nominate D. Fleming, C. Bodington and D. Dupont for re-election.

Moved: G. Su, Unit 511

Seconded: R. Smedmor, Unit 1110

Carried.

Motion: To close nominations.

Moved: E. Zwicker, Unit 506

Seconded: L. Friesen, Unit 101

Carried.

D. Fleming, C. Bodington and D. Dupont were elected to the Board of Directors by acclamation.

13. Other Business

M. Labelle, Unit 1106, asked if the tulip bulbs cost \$8,000.00. She did not feel that the Corporation needed the bulbs. G. Dupont responded that in his report he was referring to many costs, including the costs of tulips and mums. The high costs for flowers is the reason why there was the discussion item on the agenda asking for volunteers for the spring planting.

An owner asked why the Corporation did not hire a landscape contractor to plant the flowers. D. Fleming advised that it has been done by contractors but that the landscape contractors do not have enough staff for this labour intensive period of work in the spring..

S. Hynes, Unit 406, asked if the Corporation would be hiring the same landscape contractor as last year. D. Fleming responded that the Corporation was asking for tenders and that the Board would have a performance review meeting with the present landscaper. He added that some of the bids already received are quite high.

The owner of unit 713 asked if all the entrances and exits to the building had cameras installed and photographs taken. D. Fleming said that most entrances are already covered by camera but advised that the Board was looking into replacing the security equipment and has received a quote of \$34,000 for this project. Instead, the Board has chosen to upgrade the current recording equipment to allow us to retain pictures longer than the present 48 hours. He added that 24-hour security is very expensive.

C. Chaudhary, Unit 912, asked if new owners and residents received a notice about not allowing people they do not know to enter the building by buzzing them in and holding the door open. D. Fleming added that some residents, when going away, give their fobs to relatives, which then allows them to enter the garage and the building. Security information is included in the residents' Handbook which is included in the package that is going out to residents. B. van den Berg explained that one of the problems with providing information is that very few people do not read the material. He suggested that residents read more of the information and notices provided.

D. Woodcock, Unit 813, asked why office expenses increased by 56% and why the elevator retrofit expenses were \$480,000. G. Dupont explained that the office expenses increased because of the additional copying and mailing for the Special General Meeting and the additional distribution of Roof Top Lease information. D. Fleming advised that the funds paid to the elevator contractor were due as the first phase (receipt of materials and equipment) of the contract had been completed.

J. Duffy, Unit 913, suggested that the pages of the AGM package be numbered and those pages indexed on the agenda.

W. Johnson, Unit 510, commented that he was glad the drains in the garage were repaired.

A. Huebner, Unit 907, asked if notices could be delivered to the owners to save mailing costs. D. Fleming responded that according to the Condominium Act notices of Special and Annual General Meetings must be mailed. Some other notices are hand delivered.

D. Woodcock, Unit 813, noted that leaving notices and mailings in front of residents' doors shows that they are not at home.

J. Burton, Unit 708, asked if the Board could ensure that a microphone is available for next year's Annual General Meeting. J. Deslongchamps explained that this is a problem with the school in that there are insufficient students taking the AV classes. She suggested it might be time for the Corporation to purchase their own microphone or

change the venue of the meetings. D. Fleming advised that there are additional costs to changing venues.

C. Frances, Unit 707, asked if anyone knew when the cell phone towers are to be installed on the roof. J. Deslongchamps said that the equipment was delivered yesterday and work is to commence by the end of the week.

E. Zwicker, Unit 506, expressed thanks to the Board for all its hard work.

14. Adjournment

Motion: To adjourn the meeting at 8:15 p.m.

Moved: W. Johnston, Unit 510

Seconded: D. Woodcock, Unit 813

Carried.

Date

Secretary