

**MINUTES, ANNUAL GENERAL MEETING
SANDYCOVE HOME OWNERS' ASSOCIATION**

June 14, 2015

Directors present: John Bicknell, Ted Gemmell, Wayne Whittaker, Pat Porth, Phyllis Bier, Paul Martel, Betty Priddle, Sharon Raycraft, Kathy Richmond

Absent: Larry Laidlaw

OPENING OF MEETING

President Bicknell called the meeting to order, introduced the current board of directors, and called for a minute of silence in remembrance of those Sandycovers who had left us since the 2014 AGM.

MINUTES OF PREVIOUS ANNUAL MEETING

The minutes of the Annual General Meeting of June 1, 2014, having been posted in the recreation halls as required, they were accepted as such by motion of **Dave Cooper/Eric Fellows**.

TREASURER'S REPORT

Treasurer Whittaker submitted the year's report (follows) and it was accepted by motion of Roy Bridge/Eric Fellows.

**SCA Homeowners Association
Annual Financial Statement
June 1, 2014 - May 31, 2015**

	<u>Debits</u>	<u>Credits</u>	
Opening Balance			\$ 8,953.90
Membership Fees		\$ 5380.00	
Matured GIC		4500.00	
Miscellaneous	\$ 951.65	215.94	
GIC Interest		987.50	
Deposit, Tangerine Bank	5,500.00		
Deposit Return, Tangerine Bank		5500.00	

Bank Charges	67.61	
Refreshments	687.12	
Emergency Preparedness Comm.	647.14	
Signs, Supplies, Postage	742.30	
Insurance	691.84	
GIC Purchase	12,000.00	
Totals	\$ 21,287.66	\$ 16583.44

Book & Bank Balance 2015/05/31 **\$ 4,249.68**

Funds as of May 31, 2015

Bank Balance	\$ 4,249.68
RBC 5 YR GIC Invested Sept. 27, 2012	25,000.00
RBC 1 YR GIC Invested Jan. 30, 2015	6,000.00
RBC 2 YR GIC U.S. MARKETSMART Invested Jan. 30, 2015	<u>6,000.00</u>
Total Funds May 31, 2015:	<u>\$41,249.68</u>

EPT Cash Float \$300.00

DIRECTORS' REPORTS

Emergency Preparedness Team, Sharon Raycraft, Leader:

**EMERGENCY PREPAREDNESS TEAM
REPORT TO THE HOME OWNERS' ASSOCIATION'S ANNUAL GENERAL
MEETING
JUNE 14, 2015**

Since the Annual General Meeting last June your Emergency Preparedness Committee has changed its name to Emergency Preparedness Team. Why? Because the EP volunteers, at this time numbering 10, are a TEAM. A team that works hard and works together to get things done.

What do we do? Last year we reported that, with the generosity and support of Larry Ho of the Sandycove Drug Store, we had reintroduced the Vial of Life program to Sandycove Acres and surrounding area. Since we began, we have, as a team, put together 1,000 Vials of Life. As one of the EP volunteers said – that's pretty good for a group of 10 people – in actuality we were a group of 8 or 9 max when we did our 'working bees'. The Vials are handed out at the Emergency Preparedness events, such as the Emergency Preparedness Symposium held earlier this month and the Home Fair and Health Fair put on by the Home Owners' Association. We also provide the 'ready to use' Vials of Life to the Sandycove Drug Store which has given out approximately 300 of the Vials to its customers. We field phone calls and emails with questions regarding weather and other types of emergencies.

What else do we do? We ensure that the fire extinguishers and First Aid kits are inspected and restocked by Parkbridge. We made a request for better signage indicating the location of the AED (defibrillator) at the Spoke after an incident on New Years' Eve. Parkbridge has obtained and put up the signage.

We have been asked for and provided Parkbridge with an outline of what we do and have done in Sandycove Acres because Emergency Preparedness, as we know it in Sandycove Acres, does not exist in other Parkbridge properties.

In April, at the request of the Chairman of the Umbrella Group of Parkbridge properties in Simcoe County, of which our Home Owners' Association is a member, we made a presentation to representatives of the other Home Owners' Associations in the Group regarding Emergency Preparedness. This included information on setting up a list of persons who might need assistance in an emergency situation, 72 hour kits for persons, pets and vehicles, Vials of Life, etc. Coming from this presentation, the Sandycove Acres Emergency Preparedness Team has been asked to do a "workshop" for the Umbrella Group Home Owner Association representatives and interested residents from their communities. Some of these communities took some of the suggestions in the presentation to heart and by the end of April had already approached local pharmacies and arranged for the donation of 'vials' for their communities. Based on this we believe that many communities will set up their own EP committees for the benefit of their residents. At least 4 of those communities visited our Symposium to get ideas for their own sites.

Personally, and on behalf of the Sandycove Acres Emergency Preparedness Team I would like to thank the residents of Sandycove Acres for their support. We thank the Home Owners' Association for its financial and moral support over the years.

It is the intention of the Emergency Preparedness Team volunteers to continue with its mandate of helping Sandycove residents help themselves. I would like to give special thanks to the members of the Team – Anne Baker, Sue Nassy, Marj Sawers, Jim Payne, James Stanton, Kathy Richmond, Don Richmond and Norm Raycraft, as well our honorary members – Barb Payne, Ed Nassy, Barb Baker, Sandra Stanton and Alan Johnson, for all that they do on behalf of Sandycove Acres residents.

Accessibility, Tony Barros, Chair:

Accessibility Report, HOA AGM, June 14, 2015

This year we were excited to finally start seeing the results of our three years of lobbying. Parkbridge installed chair lifts on the stairs to the fitness facility in the north end of the Wheel, and on the stairs to the pool room and by the shuffleboard courts in the south end. These are tremendous additions to the accessibility of two very important areas - recreation and fitness making it so much easier for more of our residents to take advantage of the opportunities to enjoy themselves, make friends, and the big benefit of enhancing their health.

The chair lifts are a climax of our recent efforts to make this adult lifestyle community easier , more accessible and comfortable for all to live in as aging inevitably creates mobility challenges for many of us who want to continue to live independently here in Sandycove. Besides the chair lifts, we also take credit for the installation of several 18” toilets in the recreation halls, as well as the cut-out from the Hub north parking lot to the pool entrance. Every little bit counts!

The accessibility committee, an arm of the Sandycove Home Owners’ Association, continues to review all aspects of easing movement throughout the whole of the park, looking to help Parkbridge achieve compliance by 2025 with the AODA (Accessibility for Ontarians with Disabilities Act), which will ensure that all businesses in Ontario are fully accessible to all Ontarians.

Some of our other suggestions on the agenda included installing an extra railing on the steps leading up to the Spoke, installing a railing in the centre of the ramp leading up to the west entrance to the Wheel, ensuring at least one set of tap handles in each washroom has wing handles, and increasing the number of interior doors in the recreation halls with wing handles rather than knobs. Have you noticed any of these changes? I encourage everyone to take a look!

We are looking forward to the creation of an accessible unisex washroom in the Spoke, and hope Parkbridge will agree to our request to merge the two small washrooms in the east basement of the Wheel into one larger unisex accessible washroom.

We also drew Parkbridge’s attention to the readiness of the town of Innisfil’s Accessibility Committee to undertake a site consultation for free, but the company has chosen to use its own engineering firm to describe the needs and oversee that they are being met. We hope to be included in any consultations or decisions.

There’s still a lot more to be done, although we’ve made a wonderful beginning. We can see that Parkbridge is starting to get serious about improving things around here, and we’re here to make sure accessibility issues remain front and centre in their considerations.

With the help of our very engaged committee, whom I thank profusely, we’re very proud of what has been achieved so far. This is an important area of the Homeowners that needs to continue. I myself understand and live with the challenges of accessibility and believe there needs to be a strong voice in this committee for accessibility on behalf of the health and happiness of all residents of Sandycove Acres.

We’d be happy to welcome more volunteers to our committee; if any of you are interested, please speak to one of the Homeowner’s board members.

Civic Affairs, Betty Priddle, Representative:

Civic Affairs report respectfully submitted by Betty Priddle

The Town of Innisfil is updating its Official Plan; they've given it a name, "Our Place" The new official plan will develop planning policies which guide the Town's growth over the next 20 years – If you live or work in Innisfil, the Official Plan affects every aspect of your daily life – where new communities, cultural facilities, schools & shopping will be built and it also protects our natural environment and shore line.

The Town wanted input from the people who live here so with that in mind they formed a Community Roundtable - it consists of town planning staff, representatives from Simcoe County, South Simcoe Conservation Authority and various town and community liaison groups – The Sandy Cove Acres Home Owners' Association was invited to sit at the table - I attended along with Dave Cooper who represents Sandycove on the Community Health Committee. First meeting was early March.

Towards the end of March the town held a community visioning day where the public was invited to participate & add their input. There was also a series of "POP-UP" opportunities at the new rec facility, on main street Cookstown and various branches of the library.

The participants from the first Community Roundtable have been invited back for another session June 25th and following that meeting the public is again invited to an open meeting at the Lakeshore Library in Alcona, June 25th from 5:30 to 8:30. There will be a mini workshop and the opportunity for discussion with Town staff.

The town obviously is making a great effort to reach out to all residents so here is an opportunity for you to influence Our Place – If you're interested in attending I've given this information to Sharon Raycraft for the SCAe bulletin or call me – my phone # is on the Homeowners page in the newsletter.

I had mentioned earlier that Dave Cooper represents Sandy Cove Acres on the Innisfil Health Committee along with our councillor Carolyn Paine. The committee is taking a very positive direction now meeting with the Local Health Integration Network which provides funding for healthcare

There are a number of very encouraging processes that are happening as the Town & their planning department are pushing for progress.

Dave's other interest, Public Transit in Innisfil, has a meeting at the west wing of the wheel on Tuesday June 16th 1 – 3.. nothing will happen immediately – this is a planning meeting to support the 2016 budget.

If you want more info on the health committee or transportation Caroline or Dave would be happy to talk to you

PRESIDENT'S REPORT

John Bicknell, President:

**SANDYCOVE ACRES HOME OWNERS' ASSOCIATION
ANNUAL GENERAL MEETING – JUNE 14TH 2015**

PRESIDENT'S REPORT

In beginning, may I say that I know certain core issues are the focus of interest for many, if not most, of you here this afternoon. My report must, however, cover a year's worth of activities so I would ask your patience while I cover a number of other topics.

MEMBERSHIP: While not yet at a level we would wish to see, it is slowly increasing. We have begun a better followup of non-renewals with promising results & this approach will continue. As always, our thanks to you who support us loyally year after year. Please ask your friends & neighbours to get with the program – our strength of membership protects their investment & lifestyle.

COMMUNITY EVENTS: Our main Community events – the Home Fair & the Health Fair – were better attended than ever with a number of new exhibitors at both. Especially popular were the guest speakers at the Health Fair. The New Year Open House was, once again, well attended.

MEMBER EVENTS: Our Winter Seminars are, as you know, exclusively for Association members. This past winter seven different topics were presented. Three were safety themed – Staying Safe in Sandycove, Use & Disposal of Medications, & Fraud & Cybercrime. There were two valuable medical themes – one with respect to hearing and the other – Baby Boomers and Beyond - from perennial favourite Dr. Mossman. The remaining two featured Driving for Seniors with emphasis on the Driving Test & Short Trip Travel. I am pleased to say that attendance was greatly increased this season – due to both improved communication through Signs and the Newsletter & the innovative thinking of the committee members as to the topics.

VON SMART PROGRAM: The Association continues to sponsor this valuable exercise program in Sandycove & last December it was expanded from three to four days a week. One hundred & forty seven residents participated during the year – the ladies far outnumbering the men! How about it guys! This winter also saw an innovative twelve week Falls Prevention program. Unfortunately we did not have as much notice as we would have liked to publicize this but a good number of residents participated & learnt useful lessons in respect of this common hazard for seniors.

NEWSLETTER DELIVERY: As you will be aware, the newsletter is now available in the immediate vicinity of your Canada Post mailbox. We were never satisfied with the decision to cancel delivery by mail, & had advocated strongly for something better. Eventually, we came up with the idea now in place. We made a presentation to management which was accepted along with the necessary funding. Our special thanks to the volunteers who will fill the boxes each month.

COMMUNITY TV: As most of you will have read, decisions made by the CRTC will, in due course, mean changes in how content packaging & pricing will be delivered starting in 2016. At this time, no details are known & it is likely to be some months before they are. What I can tell you is that we have discussed this with Total Cable & they have agreed that they will consult with the Association as to possible alternatives for Sandycove. We will, of course, keep residents informed &, if appropriate, initiate some form of survey as to the most desirable content.

INTERNET FROM NEXTCOM: E-mail service has experienced some problems in recent months. These are being addressed through a change in the host service provider. This is a gradual migration for technical reasons but should eliminate these problems in the near future. There continue to be slowdowns in general internet service. These are, in large part, caused by increasing use of video streaming services like Netflix. Nextcom has invested in, and is installing, new equipment that will permit these heavier loads to be managed. There have also recently been problems in the wider network outside of our local area, primarily in Toronto. These are not within the control of Nextcom but they are working with the providers concerned to find solutions.

PUBLIC TRANSIT: With Town of Innisfil discussions on-going, we have recently completed our survey of residents' views. Although we would have wished for a greater response, it was clear from both this & from informal input, that a large majority was not in favour. This was based on two factors. First, that public transit – which would only be accessible on public roads outside of our community – does not really serve us although we would have to share in the costs through property taxes. Second, that with public transit in place there would be an incentive for Parkbridge to cancel our internal bus service – considered by many to be essential. Based on this survey, the Association does not feel able to support public transit in discussions with the Town. Furthermore, we will advise Parkbridge, regardless of the ultimate decision by the Town, that retention of the internal service is critical to our community. I would note that, in communicating this informally, our position is supported by our Community Manager.

ABOVE GUIDELINE RENT INCREASES: Firstly let me say that, as of our May quarterly meeting with Management, no proposal for such an increase has been tabled. I must, however, remind residents that Parkbridge has stated from their very first meeting with us that Above Guideline Increases in respect of capital expenditures will be applied for, where permitted by Ontario Law. We have discussed this with Management on several occasions & have been assured of full transparency, disclosure, & discussion with the Association, as & when an application for such an increase is imminent.

GROUNDS MAINTENANCE: As has been clearly stated from the very first meeting in December 2013, Parkbridge's business model for grounds maintenance is to use Contractors, not in-house staff. Much as we may dislike it, it is unlikely that they will make an exception for 1 out of 100+ communities regardless of differences that exist. Therefore it is the function of your Association to do all that it can to make sure that the service provided is at a level necessary for the needs of our community.

A brief note about the Contractor – The Grounds Guys. This organization is used by Parkbridge nationwide but what is perhaps not understood is that they are a franchise. Parkbridge typically contracts for a twelve month period; that is, winter & summer maintenance. We are dealing with the local franchise which has both positives & negatives. On the positive side, we are able, as you will hear, to meet directly with the ownership to discuss issues. On the negative, this franchise, although being aware of the general needs of Parkbridge communities, had no previous on-the-ground experience with communities such as ours.

WINTER MAINTENANCE: I doubt if anyone here today will disagree with me when I say that there were many problems. Throughout the winter, your Directors checked on what was happening on an almost daily basis & these reports – including appropriate photographs – were passed to Parkbridge regularly. As a result, some changes were made & some improvement was seen but deficiencies & inconsistency remained.

To an extent, the lack of familiarity with Sandycove played its part, as did the cold spell in February, & the change in Community Manager cannot have helped – at least for a time. However, the Association did not, & does not, consider that these factors accounted for all of the issues.

As winter progressed, we compiled a comprehensive written report to Management on the problems. This resulted in a joint meeting between the Association, Parkbridge & the Grounds Guys Owner & Site Supervisor.

Our report was the basis of discussion & the meeting was conducted on a frank basis on both sides. Acknowledged points may perhaps best be summarized as follows:

- A lack of understanding of the needs of Sandycove; especially with respect to the extent that residents walk & the hours & number of activities taking place.
- A lack of familiarity with the physical layout of Sandycove leading to inefficient & inappropriate operation.
- An inadequate "Scope of Work" in the contract. In plain language – what is to be done, when & to what standards, &, of course, what is paid for. This inadequacy was due, it was felt, to:
 - Parkbridge not having come to terms with the size & complexity of our community.
 - Steve Tompkins – our previous maintenance manager - not having been consulted.
 - The contract having been negotiated late in the year with little time for on-the ground study by the Grounds Guys.

Based on these points, it was felt by both Rick Moore & the Grounds Guys that it would be necessary to redefine the Scope of Work, including input from Steve Tompkins, for the 2015-2016 year & that this, coupled with the practical experience gained this year, should address our concerns.

One result of this meeting was that it was agreed that a similar meeting would, in future, be held before summer & winter maintenance commences, to review what has just happened & look forward to the next season. The pre-winter meeting will give us a chance to address any outstanding concerns BEFORE the season starts.

SUMMER MAINTENANCE: Based on this, we held a second meeting to discuss summer needs. It must be pointed out that, potentially, there could be similar problems in respect of the current Scope of Work although it was felt that they should be minor compared to winter. Two issues were discussed at this meeting that the Association considered important & for which no provision had been made. These were:

- Garden waste collection in the months that Simcoe County does not collect.
- Provision of leaf vacuuming in the Fall.

As a result of our intervention I am pleased to report that garden waste will be collected by Parkbridge on alternate weeks through the summer – that is, on the weeks where there is no "large item" pick up. Equally pleasing is that

leaf vacuuming will take place although residents are asked that, wherever practical, bagging be used as the capability for vacuuming is limited due to staffing levels.

At our quarterly management meeting in May we discussed concerns with respect to the "spring cleanup". Those concerns were: Extreme lack of organization in the preparation phase with considerable duplication of work, an extended time period not entirely due to weather, & an overall result that was barely acceptable; especially in comparison to the previous contractor. The latter was, we felt, attributable to the equipment used. These concerns will be passed on for future reference & will be a part of negotiations for the next contract.

I would also mention the question of tree maintenance policy & practice. Tree maintenance will be carried by a qualified Arborist who will be on-site for one week per month in the spring and summer. As a matter of policy, only trees [or limbs] that are found to be unhealthy or constitute a hazard to people or property will be cut down. These decisions will be in the hands of the Arborist. Minor trimming work may also be carried out by Parkbridge staff as time permits. As before, residents who need work to be done should make a request to the Office.

OTHER MAINTENANCE WORK: This summer/fall, work will be done on road surfacing & drainage in the Corner Brook Trail & Norris Arm areas. Work will also be done on specific localized spots – mainly sunken drains. The overall program for road maintenance is currently under review & a schedule will be developed for this work. This will of course require a balance between need & cost when planning a time line.

The South Pool. As has been rumoured, consideration has been given to converting this to a covered year round facility. At this time at least, I can say that this will not happen. It would involve a major cost that would be passed on to residents in the form of rent increases. It would, in all likelihood, mean the loss of the outdoor shuffleboard courts & also would mean the loss of the South Pool for a year. Given these factors, the Association supports this decision. However, this Pool will undergo a full renovation later this year. This will, in all probability, mean that an earlier than usual closing will be necessary to ensure the pool is ready for the start of the 2016 season.

This brings me to the end of my report. There will, as always, be an opportunity for questions following the election of the new Board.

In closing, I must express my personal thanks to my fellow Board members for the hours of work they put in to ensure that the events & activities reported on this afternoon remain relevant & timely.

RETIREMENT OF BOARD, ELECTION

The work of the 2014/2015 Board of Directors having been officially completed, they left the stage with the renewed thanks of the President, and the election among the 11 candidates for the 10 positions was undertaken. Ballots having been distributed to members of the HOA at registration, they were collected by volunteers and counted *in camera*. Wayne Whittaker, Betty Priddle, and Larry Laidlaw having declined to run again, the slate comprised: John Bicknell, Ted Gemmell, Pat Porth, Phyllis Bier, Paul Martel, Sharon Raycraft, and Kathy Richmond plus new candidates Tony Barros, Barrie Johnson, Linda Morris, and Gail Benoit. During the ballot counting, a question period was opened.

QUESTIONS AND ANSWERS

Questioner: Will we lose our television channels, including Channel 20?

Answer: New rules from the Canadian Radio-Television and Telecommunications Commission are going to affect the ways television providers are able to “bundle” channels. This will affect Total Cable in the same way it affects us as consumers, in that our and their choice of bundles may be constrained or expanded; no one knows how it will work out. But it is definite that Sandy Cove Acres residents will still have a basic TV service as provided in their lease, at least until the contract with Total Cable runs out, thought to be in about three years.

Questioner: Will the board reconsider its decision to oppose public transit in Innisfil, considering that provision of such has been a major election issue municipally?

Answer: The board has not taken a position on the issue; it will share with Parkbridge and the town the very strong views of respondents (admittedly fewer than hoped) to its survey on transit that the main concern of Sandy Cove Acres is that no steps taken by the town to provide transit will endanger the provision of the park’s internal bus service, which is essential to those without cars and with mobility challenges.

Questioner: Will there be provision for wheelchair users on the SCA bus?

Answer: It has not been under consideration, but will be investigated.

Questioner: What is happening with yard waste pickup?

Answer: Parkbridge will pick it up every second week, alternating with pickup of large items. The HOA negotiated this plan, where the landlord had intended not to pick up at all.

Questioner: How can someone who could not attend the information session on Innisville get that information?

Answer: The plans as presented there basically mirror those announced some years ago by Sandy Cove Acres Ltd. for the property on the 25th Sideroad south of Lockhart Rd., with the exception that there are provisions for more leasehold properties. Many of the elements are still

“TBD”, i.e. up in the air in this 10- to 15-year project. HOA has emphasized to the planners that it must be understood that Innisvillagers will not have access to Sandycove recreational facilities.

RESULTS OF THE ELECTION

Nominations chair Tim Tyler announced that the 2015/2016 Board of Directors would comprise: Tony Barros, Gail Benoit, John Bicknell, Ted Gemmell, Barrie Johnson, Paul Martel, Linda Morris, Pat Porth, Sharon Raycraft, and Kathy Richmond.

MEETING WAS ADJOURNED