

**SANDYCOVE HOME OWNERS' ASSOCIATION
MINUTES OF THE ANNUAL GENERAL MEETING - JUNE 1, 2014**

Present: John Bicknell, Ted Gemmell, Phyllis Bier, Pat Porth, Paul Martel, Tony Barros, Jean Laplante, Bev Kemp, Wayne Whittaker, Sharon Raycraft

1. CALL TO ORDER

President John Bicknell called the meeting to order at 2:00 P.M. and introduced the current Officers and Directors and then asked members to observe a minute of silence in memory of our community who had passed away since the 2013 Annual General Meeting. Furthermore, condolences from the Parkbridge Executive regarding the tragic death of resident Bonnie Brooks on May 30th were conveyed.

2. INTRODUCTION OF CURRENT DIRECTORS

The President, John Bicknell introduced himself followed by the Board Executives; Ted Gemmell, Vice President and Event's Chair; Phyllis Bier, Secretary and Wayne Whittaker, Treasurer. He went on to introduce the remaining Officers; Pat Porth and Tony Barros, Accessibility; Paul Martel, Membership; Jean Laplante, Events; Bev Kemp, Complaints and Sharon Raycraft, Emergency Preparedness Chair. Mr. Bicknell thanked and expressed his appreciation for the quality of involvement demonstrated by all during the course of their term.

3. MINUTES OF 2013 ANNUAL GENERAL MEETING

The Minutes of the 2013 AGM were posted as required by the Constitution. John Bicknell asked the meeting to accept them as so posted. Dave Cooper motioned acceptance with Andy Laplante as seconder

4. TREASURER'S AUDITED REPORT: Submitted by Wayne Whittaker

Wayne Whittaker presented the 2013/2014 Fiscal Financial Statement as at April 30, 2014 which was audited by Robert E. Davis [see Appendix 1 for insertion of signed statement.] A motion for acceptance was proposed by Mr. Whittaker. Lillian Gemmell so motioned followed by Frank Johnson with all in favour. Mr. Bicknell asked the Meeting if there were any further questions. There were none. Following is the statement.

SANDYCOVE HOMEOWNERS' ASSOCIATION - FINANCIAL STATEMENT

For the period June 1, 2013 to April 30, 2014

Balance Sheet April 30, 2014

ASSETS

Bank	9408.66	
GICs Due: Nov. 2014	4500.00	<i>Retained surplus \$38,908.66</i>
Sept. 2015	<u>25000.00</u>	
	\$38908.66	

Statement of Income and Expenses

	<u>INCOME</u>		<u>EXPENSES</u>
Memberships	4840.00	Hospitality	1536.32
GIC Interest	596.20	Mail out	1117.00
SCA Donation	100.00	Operations	667.26
Web Hosting	72.54	P.O. Box	169.50
	<u>5608.74</u>	Bank Charges	44.00
			<u> </u>

Statement of Retained Surplus

Retained Surplus May 31, 2013	\$36834.00
Surplus 2013-2014	<u>2074.66</u>
Retained Surplus April 30, 2014	<u>\$38908.66</u>

May 26, 2014

I have examined the Treasurer 's Financial Statements and believe the above report represents the financial positions at April 30, 2014

Robert E. Davis Auditor

5. DIRECTORS' REPORTS: Each in turn delivered their reports as followed

5.1. MEMBERSHIP COMMITTEE REPORT: Paul Martel.

I would like to thank all of you who renewed your memberships in our association, also all of you who have joined for the first time this year, including a great number of new residents. Your support gives us, your Home Owners Association strength in our dealings with Parkbridge on your behalf and further to present special events for you the members.

At this time last year we had a membership of 308. This year we have to date 602 for a gain of 294 memberships.

5.2. EMERGENCY PREPAREDNESS REPORT: Sharon Raycraft

The Emergency Preparedness Committee has had a busy time since the Annual General Meeting last June. In July 2013 we were contacted by a local Red Cross volunteer who was setting up an 'Emergency Simulation Exercise' with the various first responders that serve the Innisfil area. Sandycove Acres had been chosen as the site of an imaginary tornado touch down. After a meeting where the concept and details were explained, we were invited to have 2 representatives from the Emergency Preparedness Committee attend as observers. On October 10th the simulation took place and, even though we had been invited as observers, your EPC representatives were called into duty as "make believe persons in need of help". It was a nonstop, incredulous 3 hours – and we were asked to attend the debriefing as well. Not only did the many first responders learn more about Sandycove Acres through our committee but we also determined some of our own weak areas.

In January we held an Info Session at the Wheel with 3 of the First Responders – Innisfil Fire, South Simcoe Police and the County of Simcoe Emergency Management team. The EPC members also provided information on many subjects, including 72 hour emergency kits for people, 72 hour emergency kits for pets, car emergency kits, carbon monoxide detectors, Vials of Life and our Medical/Mobility Questionnaire. It was a great success – approximately 175 visitors in 2 hours. Because it was such a great success, we decided to have the same type of event during Emergency Preparedness Week (which is across Canada) and we had 6 Exhibitors – Service Canada, St. John's Ambulance, Red Cross, Innisfil Fire Department, Barrie Amateur Radio Club and the County of Simcoe Emergency Management Team.

Late in 2013, upon the completion of the building of the addition to the Wheel, your Emergency Preparedness Committee, with the backing of the Homeowners` Association reminded Sandycove Acres that we had been promised 2 defibrillators for the Wheel – one in the addition – in the exercise room - and one in the original Wheel. Both defibrillators were installed by the County of Simcoe paramedics.

Also, in late September and late October we held CPR and AED training for some of our residents. We are currently working on setting up more training.

One final note that I would like to address is something that came out of our January Emergency Info Session. We had asked the County of Simcoe to supply us with some Vials of Life to distribute to our residents as they had done before. However, the number that we received was minimal and we were advised that the County had lost their sponsors for this very important project. After a brainstorming session, your EPC decided to produce and provide our own Vials of Life. After asking Larry Ho of the Sandycove Drug Store if he could order the Vials (Pill bottles) for us and in turn we would pay for them, Larry stepped up and offered to donate the Vials to our cause. Needless to say, we jumped at this very generous offer and offered to supply some of the Vials to the Drug Store. After a fun hour the Committee put together 300 Vials of Life (at a cost of \$.31 each) and we will be making more when needed. Larry has been handing out the Vials when doing the new MedChecks with his customers – and the Committee handed out over 100 at our Emergency Preparedness Day on May 7th.

It is the intention of the Emergency Preparedness Committee volunteers to continue with its mandate of helping Sandycove residents help themselves. I would like to give special thanks to the members of the committee – Anne Baker, Sue Nassy, Marj Sawers, Jim Payne, Don and Kathy Richmond and Norm Raycraft – for all that they do on behalf of Sandycove Acres residents.

5.3. ACCESSIBILITY COMMITTEE: Pat Porth and Tony Barros

The Accessibility Committee has identified as top priorities to enhance accessibility in Sandycove Acres, chair lifts or other form of transport from ground level to the basement of the Wheel to access both the pool tables and shuffleboard courts on the south side and the exercise facility on the north side, and an accessible washroom in the Spoke. Ultimately, we very much hope to be consulted as and when the process of renovating the Hub is undertaken.

Management of Sandycove Acres has responded to our original submissions on the park's needs by replacing many of the low rise toilets with higher rise facilities. These are helpful, but we have hopes of greater progress in 2014 towards achieving our main priorities.

We have had several consultations with park owners, both the original landlords and Parkbridge since that company bought the park. Consultations have been cordial and have led us to be optimistic, but we have few actual achievements to report other than the more comfortable toilets.

Most recently, we have carried out an on-site inspection in conjunction with Parkbridge's Structural Engineer. From this, various options are under consideration but there are a number of structural, cost, and liability issues to be evaluated before a decision can be reached.

5.4. EVENTS COMMITTEE: Ted Gemmell and Jean Laplante

The HOA held 3 major events during the past year.

a. Seniors Alternative Living Fair, Nov. 2nd, 2013

Of the 40 retirement homes and other senior's related organizations invited, 20 attended. This was 4 more than participated in 2010, but the turnout of residents was relatively poor. We estimated that less than 100 residents attended. Those attending felt it was a worthwhile effort and were pleased with the

opportunity to gather information without pressure from the providers but the turn-out was less than half the number for a similar a similar event in 2010.

There is considerable work involved in contacting and connecting with exhibitors. Given the preparatory and cleanup work involved and the poor response from residents, the Events committee has recommended that the Board consider whether or not another similar Seniors Fair be considered in the future.

b. HOA Open House Jan. 26, 2014

Maybe the secret to getting a good turnout is to serve wine and cheese. At least 300 attended our annual open house in January.

As expected, attendance was quite large due to residents' interest in acquisition of SCA by Parkbridge. Overall, we think it was well received by those attending and relevant questions were reasonably dealt with by our president.

All in all, a very successful event.

c. Report on Home Fair April 12, 2014

53 exhibitors invited. 37 attended. This is probably the highest participation since we started this event many years ago. We estimate that well over 200 people attended and was an increase over last year. Almost without exception, the exhibitors were extremely happy with the interest and response of Sandycove residents. There were 47 prizes donated by the exhibitors. This feature helps to bring in an audience and is considerably cheaper for the vendors than what they pay at the larger Home Shows in the area.

We are grateful for the interest from residents for these events and we welcome your comments on how we might improve them in the future. Last but not least, I extend special thanks to Jean Laplante for her help in carrying out these functions and to the rest of the board members for their support.

We had a very successful Health Fair 2 years ago and are planning another one in November this year. Information will be published in the upcoming newsletters.

5.5. MEMBER EVENTS: Phyllis Bier, Bev Kemp, Pat Porth

The Sandycove Acres' Home Owners' Association originally launched its Seminar Program as an added-value service for its members. The Board Members contributing to this year's program were Jack Blenkinsop as Director, along with a committee made up of Bev Kemp, Pat Porth and myself, Phyllis Bier. Each in turn organised an interesting event that took place at the Spoke, which was always tidy and tastefully decorated according to the different seasons. Thank you Spoke Committee.

The seminar calendar for 2013 & 2014 went as follows:

September 16: Seminar on travel---Delivered by Tourism Ontario who provided many pamphlets on a variety of places to visit and things to see.

October 21: Programs for Seniors: A Community Care Access Centre (CCAC) representative along with the head of the RVH Home First Program addressed issues relating to their services.

November 18: The subject of Home Organisation, was delivered by Trudy Brooks, who had amazing ideas on how to unclutter small places.

February 24: Healthy Meals for Seniors: A Dietician from the Barrie Health Centre gave a talk on eating well with demonstrations of various quick and nutritious blender shakes.

March 17: Top Dog K9 Services lectured on canine obedience and answered many questions from the floor to help set Sandy Cove dog owners straight.

April 28: Gardening. Two representatives from Kell's Gardening spoke about weed and insect control and plant care just in time for some Spring Gardening.

The Seminar attendance ranged from 25 to 50 attendees with positive feedback from many. We are always interested in hearing from our members – good or bad; hopefully good. If anyone has an idea for a seminar, please do not hesitate suggesting it to the Board. Our contact information is listed on the HOA Page of the Bulletin. As a final thought let me remind you that there is always a greeting committee posted at the seminar entrance who is ready to process your new or renewed and very appreciated HOA memberships. Thank you.

5.6. CIVIC EVENTS REPORT: Respectfully submitted by Dave Cooper

Over the past year Dave Cooper (Former Board member) has continued to be involved in a couple of Town of Innisfil initiatives on behalf of the Home Owners Association.

INSPIRING INNISFIL has been a planning project that is forming the model for future development and activities in the Town of Innisfil. Periodically updates of the original plan have been made through public consultation and resulted in a fresh look at healthcare in Innisfil. Sandycove Acres residents through our involvement continue to have a voice in where our community goes in the future.

EVENTS' PLANNING was addressed through a new Events By-Law in mid 2013. This was of major concern to activities in Sandycove Acres as it could have had a major impact for our community as we have over 125 events during the course of any year that could be impacted by this proposed By-Law. Through consultation and a number of meetings with the 3 recreation hall committees and with the Town Dave Cooper was able to ensure Sandycove Acres had a strong voice in the eventual positive results.

PUBLIC TRANSIT

A recent effort was made to form a Transportation Committee to look into Public Transit in Innisfil and in particular North Innisfil. The Town of Innisfil has once again put this issue on the shelf as it was not included in any budgetary considerations for next year. This is something that comes up at each election as an important issue for residents and again nothing has been done. The call for volunteers was met with a poor response and therefore the Committee is not going forward.

Community Healthcare

Innisfil Community Health Committee (IHC) – Dave Cooper was appointed by council and continues to participate in this group which was formed in August 2011. This Committee is an Innisfil-wide group tasked with the challenge of bringing Primary Healthcare services to the Town of Innisfil. It is chaired by our local Councillor Maria Baier and has an active committee of 10, including the Mayor. Representing the Sandycove Acres community is Pat Dryden, Dave Cooper and formerly Rod Rice from Sandycove Acres.

Primary healthcare in Innisfil is the key mandate of this committee and although there has been a number of “healthy community” initiatives little progress has been made for bringing primary healthcare back into our community. The IHC meets regularly at Town hall and its' minutes are submitted to Council as a matter of record. Please refer to www.scahomeowners.com for more details.

The NORTH INNISFIL HEALTH SERVICES (NIHS) has been active in the Sandycove area since 1997 and was originally instrumental in bringing medical services to Sandycove. Members included representatives from the surrounding community and Sandycove Acres as well as Sandycove management and in the last 3 years Dave Cooper represented the Home Owners Association. This group has not met since the Parkbridge takeover and future activities may be concluded. The group's

primary purpose was to facilitate and/or bring primary health care services in the North Innisfil area especially in light of the closure of the BCHC offices in Sandycove Plaza in May 2011.

In summary and to repeat last year’s comments, the whole issue of Community Healthcare is a vital concern in Sandycove. The Home Owners Association has made a commitment to support the on-going efforts to bring Primary Healthcare back into the North Innisfil community. If you have any further questions on this effort please contact me following the meeting or e-mail me through the web site.

5.7. WEBSITE: Compiled and Submitted by Dave Cooper, Web Administrator

The Sandycove Acres Home Owners Association Web Site www.scahomeowners.com was introduced in March 2008 and has continued to develop and expand reporting on the many activities of Sandycove Acres. This site is managed and maintained by the Dave Cooper on behalf of the Sandycove Acres Home Owners Association. The site is used for reporting current, future and past activities of Sandycove Acres and is not restricted to reporting on only Home Owner activities. Space on our web site is also provided to the Sandycove Computer Club. Some of the key subjects regularly reported on are;

- Current and Special Events which are highlighted monthly
- Newsletters (including the complete Sandycove Monthly Newsletter)
- Seminars
- Emergency Preparedness events and information
- Healthcare in Innisfil reports from Town & North Innisfil Committees
- Activities – schedules of HUB, SPOKE, WHEEL and the VET’S Club are updated monthly – events of each club are highlighted
- Home Owner tips – Tenancies Act, Home Repairs and Selling your House
- Archives – maintains reports from past years.

The site is regularly visited by/reviewed by

Period	Home Owner Visits	Computer Club Visits	Total Visit Activity
May 2014 (<i>projected</i>)	2200	1100	3300
April 2014	2251	1155	3406
March 2014	2147	1219	3366
February 2014	1941	959	2900
January 2014	2097	1216	3313
December 2013	2372	1202	3574
November 2013	1807	1180	2987
October 2013	2063	1346	3409
September 2013	1850	1302	3152
August 2013	1610	2225	3835
July 2013	1843	NA	-
June 2013	1719	NA	-

5.8. VON PROGRAM: Pat Porth for Pat Whittaker

This program began in Sandycove in June 2010. Since then we have progressed from a single one hour weekly class at the Wheel to three weekly classes at the Spoke. The average attendance is 30 per class and because of the popularity of the program, participants are limited to attend only one of those three days. Until now, most of the trained volunteer instructors have been Sandycove residents. However because of moves and changing circumstances, the VON are now supplying outside volunteers to assist the resident instructors. Each 12 week session is funded by the Ontario government as part of their plan to keep seniors functioning safely in their homes as long as possible. All three classes will be closing for August and starting up again early in September.

6. PRESIDENT'S REPORT: John Bicknell

As you might expect, our year has been, over and above our regular activities as reported on by the responsible Directors, largely focussed on the changed ownership of our community. This year's President's Report will, therefore, be primarily about the change of ownership and our interactions to date with our new management.

As those of you who were present at our Open House in January may remember, we had asked that our formal bi-annual meeting with management, due in May, be brought forward to February. Our intent for this meeting was three-fold.

First we wanted to more fully brief our local Parkbridge management on the history, operation and mandate of the Association.

Second, we wanted to put on the table all of the issues that we considered as being unresolved; whether these were matters held over from previous management or items that we felt might arise from the new ownership.

To this end, we presented a comprehensive written document in two parts. This first described in depth our organization and the second outlined our issues and the reasons therefore; including copies of previously presented reports on various infrastructure matters.

Lastly, we wanted to get a better feel for Parkbridge's general style and approach.

From this meeting we took away two impressions. Firstly that Parkbridge appear open to input from residents and will operate in a reasonably transparent way. Time will, of course, tell if these impressions are justified.

Secondly, that they seem to be taking time to understand and assess the needs of Sandycove as they become more familiar with the differences from their other communities; primarily, that is, the implications of an community that is substantially larger than any other they have experienced to date.

It was considered that our normal six month interval between formal meetings would be too long in this transition period so it was agreed that we should meet again in two months to review the tabled issues.

This meeting took place at the end of April and I propose to discuss each of the issues under review. At this time, I would again note that Parkbridge appear to be proceeding cautiously and not rushing too many changes which, I suggest, can only be of benefit to us. I think it is also worth noting that Parkbridge have, of necessity, a more complex management structure and a more formal operational process which MAY – and I stress MAY - result in longer decision times on some matters.

As an introductory note to specific issues, Parkbridge have recently undertaken a full survey, with technically qualified staff, of the park's infrastructure, to define both short and long term needs. This, of course, had to wait until the effects of this winter could be seen. I will refer to this survey as appropriate.

ACCESSIBILITY: I simply note that this was an open issue as the current position has already been reported by Pat Porth.

SERVICES:

Snow Removal. Following their first winter in Sandycove, Parkbridge are reviewing all aspects of this. They are aware that there were some deficiencies this year although these were surely made worse by the conditions we all experienced. At this time, “how and who” have not been defined. It is planned that a full explanation of how things will be handled going forward will be presented to residents in the fall.

Garbage. The switch to Simcoe has taken place and seems to be working relatively well. Summer second pickup continues as before BUT residents are reminded that this now should NOT include Blue or Green Box items – this is important as these materials can no longer be handled by Sandycove! I think it is safe to say that the value of this service may be re-assessed given that there are only two days between the regular pickup and this extra one, and that this garbage should no longer contain heat sensitive materials.

Yard Waste. Sandycove have stated on several occasions that they will collect Yard Waste on the weeks that Simcoe does not although the definition of this has been somewhat uncertain. The latest seems to be that Sandycove will work to a similar schedule to Simcoe during the summer months. Please refer to the Waste Calendar for Simcoe’s schedules and the Newsletter with respect to Sandycove. We shall have a better idea as to how this is working after the Fall season and will re-raise if needful.

Large Item Pickup. This continues by Sandycove.

NEWSLETTER. We asked for reinstatement of mail delivery and this was considered. However we have recently been informed that this will not happen.

RESIDENTS IN BREACH OF LEASE AND/OR COMMUNITY RULES. This has been an open issue for several years with no satisfactory response. It is fair to say that Parkbridge, like previous management, are not eager to apply the ultimate “sanction” of moving for eviction, preferring to work directly with offending residents. To this end, they have introduced the “Community Standards Program” which has both a more formal approach and on-going monitoring in respect of compliance. Nevertheless, they have stated that they have in the past, and will again; take that final step if forced to that conclusion by non-compliance. We shall watch this issue closely to see how effective it is in practice.

WATER SUPPLY/FIRE HYDRANTS. There have been some concerns in respect of the removal of Fire Hydrants in some areas. In fact, these were no longer functional due to changes in the water distribution system and alternative hydrants exist. We have further explored the matter of possible metering of the supply and/or a change to the Town water supply. It must be said that this is a definite possibility in the longer term. We shall, of course, keep an eye on this but we do have to bear in mind that our existing leases do permit such a change.

PUBLIC AREA LIGHTING. We presented our concerns with respect to the lighting of public areas. This is being looked at as part of the survey mentioned earlier. Of specific concern is the question of Post Lights. Residents are reminded that these should be operational at all times as a lease condition; this is for everyone’s safety and is an integral part of the park’s lighting scheme.

ROADS & ROAD SAFETY. We have drawn to Parkbridge’s attention some specific instances where the current structure presents safety issues and these are under consideration. We have, of course, discussed the general conditions of our roads. Parkbridge agree that the conditions were not great before this winter which, unquestionably, has caused further damage in many areas. Roads were a major part of the infrastructure survey. The report will provide detailed project works for the next number of years. Based on this report, work is hoped to commence this fall on roads, hydrants etc. Hopefully this will be a

comprehensive maintenance program but we recognize a possibility that more than just “maintenance” may be needed in the not too distant future.

STREET NAME SIMILARITIES: There have been concerns that there could be emergency response delays due to this. Following discussion, Parkbridge do not feel it practical to make changes with all that would imply for residents. We have, through our Emergency Preparedness activities, emphasized this issue with all first responders. In this context, we would remind everyone of the benefit of making emergency calls on a landline which automatically provides first responders with the correct address. We would also mention the benefit of having one “old fashioned hard wired” phone which will continue working except in the direst hydro emergency.

GOLF CARTS. Many residents have concerns in respect of the improper use of golf carts. While we do not wish to create an overly rule restrictive community, we do feel that there is a safety issue here. We asked for clear rules to be published as to where these vehicles may be used and by whom. We ask all operators to respect these rules

SPEEDING. This has been a concern for some time. We have brought to management’s attention that Sandycove vehicles are frequent offenders and reminders have been given to all staff. Experiments with re-locatable speed bumps will take place in the near future as mentioned in the June Newsletter BUT the real answer lies with us all.

OFF LEASH DOG PARK. This has been requested several times in recent years. This has not been found to be practical on several levels, especially liability and hygiene issues, and will not be approved.

FERAL CATS. The situation has been much improved through the efforts of Furry Friends with the financial support of previous Management. Going forward, Parkbridge will continue financial support through “Feline Fix”, a new Town of Innisfil program of which you may have heard. We understand that Furry Friends will be working in conjunction with this program. We are looking at how best to keep you informed about this program.

At this time it is, I think, opportune to remind everyone that capital expenditures by management MAY have a direct impact on rents in the form of “above guideline increases” and therefore, as your representatives, we are walking a fine line between your needs and costs. Nevertheless, and based on the many concerns expressed to us over several years, we have felt it appropriate to continue to pursue the issues of Accessibility and Roads. Later in this meeting we should be glad of your input on this subject.

A new initiative for us is the “Parkbridge Umbrella Group”. This is made up of the various Residents Associations from Parkbridge communities in this general area. Its purpose is to provide a forum for the discussion of issues common to these communities and, in respect of problem issues, to provide a united and substantial approach to management with a view to finding solutions. This group meets formally three times a year – special meetings can be convened at any time - and, of course, can exchange information as necessary. We have joined this group and expect that it can only be of benefit to our community.

Finally, I think it appropriate to mention general community safety. Please remember our local police campaign – LOCK IT OR LOSE IT – for both homes and vehicles. Keep an eye out for suspicious activities and be prepared to report it – better safe than sorry. And also, let’s look out for one another; this is perhaps the best safety measure of all!

I would like to close by thanking all of you for your continued support of the Association. We do ask that you encourage fellow residents who are not members to add their support to yours. We are still in transition with our new owners and while at this time we have no reasons for serious concern, we firmly believe that a strong Association is your best insurance going forward.

7. OUT-GOING MEMBERS OF THE BOARD

Bev Kemp and Jean Laplante elected to stand down from the Board. The President thanked them for their valued participation.

8. ELECTIONS OF THE 2014/15 HOA BOARD

Dave Cooper served as the Nominating Chair. He announced that a call for nominations was made 60 days prior to the June 1st election and the submission of nominations closed at 5.00 pm, May 31, 2014. The Board's constitution states that only ten Officers are eligible to serve on the Board and that he was in receipt of eleven nominations. He therefore called for votes by ballot, which were distributed throughout the Membership. The instructions on the ballots requested that each voter select only ten names out of the eleven that appeared.

9 REFRESHMENTS

Juice and Cookies were served.

10. QUESTIONS FROM THE FLOOR

Mr. Bicknell took questions from the floor as follows:

- A member wanted to know the meaning of 'community compliance.' Mr. Bicknell answered that it was a level of exterior maintenance standards required by Parkbridge for individual properties throughout the park. If a property is in violation Parkbridge will forward a written report stating the infraction along with a due date for completion of the repair work. He explained that the Statement of Community Compliance is available for pick-up at the Parkbridge Office. Also available is an 'Advantage Card' that entitles the cardholder to discounts at various businesses. There will be an expanse of services in the future.
- A member thanked the Board for their hard work. However, she stated that she felt insulted that Parkbridge did not attend this event. Mr. Bicknell explained that this meeting's function relates only to the Home Owners' Association. He continued to explain that Parkbridge is planning a community meeting in the very near future.
- A member asked if the age limit for residents has changed, and does Parkbridge do any screening of its tenants. Mr. Bicknell explained that anyone over eighteen is eligible for residency and there is no screening process. By Ontario law, such action is considered as discriminatory.
- A member, seemingly upset, complained about unrealistic municipal building code expectations along with the overpricing of permits. Mr. Bicknell answered that he could not comment to these issues because they were beyond the HOA's scope of business and advised the member to obtain a copy of the Town's Building Code.
- A member reported that eleven skunks took up residence under his home over the winter. He retained a company to remove them at an excessive cost of \$2,200 and asked if the HOA could help in any way. Mr. Bicknell agreed that he was gouged, which was not the concern of Parkbridge or the HOA since he executed the removal order independently and covertly. He commented further that wildlife, in search of a winter refuge is common in the countryside and that homeowners must seal off any entrance points around their homes and under decks where animals could gain entry.
- A member asked what the HOA does with its surplus of funds. To this, Mr. Bicknell replied that the money is for a potential legal fund should the need arise.
- Jim Wilcox stated that in his opinion the quality of services previously offered by the former owners was twice as good as the quality of services offered by Parkbridge. The ploughs ripped a

10' frontage of grass from his lawn. Parkbridge repeatedly said they would fix it. To date this has not happened. Mr. Bicknell answered that when a problem of this nature arises the proper way of handling it is to send your complaint in writing to the Parkbridge Office with a copy to the HOA's Complaint Director. The HOA will then give Parkbridge ten business days to take action. If no action within that time, the HOA will take appropriate further steps.

- A new resident asked what kind of marketing does the HOA have in place. She needs answers to questions and doesn't know how to get them. Mr. Bicknell said that this would be a matter for review in the coming year. She mentioned also that she thought there should be a bio on each candidate to help her arrive at voting decision since she knew none of them. Mr. Bicknell agreed that this was a good idea.
- A member, Sam Priddle said, that he has a long experience in Marketing and would be happy to help HOA on this issue. Mr. Bicknell said he would contact him if the need arose.

10. INTRODUCTION OF NEW DIRECTORS

The Nominating Chair announced that the votes were counted and posted a list of winning names as follows.

John Bicknell, Phyllis Bier, Edwin Gemmell, Larry Laidlaw, Paul Martel, Pat Porth, Betty Priddle, Sharon Raycraft, Kathy Richmond, Wayne Whittaker

The Directors of the newly formed Board were asked to step forward and be introduced to the Meeting.

10. CLOSE

The President adjourned the meeting at 3:20 P.M.

Appendix 1: Signed Audited Financial Statement follows on page 12