

MINUTES
SANDYCOVE HOME OWNERS' ASSOCIATION
ANNUAL GENERAL MEETING

June 9, 2019

Directors present: John Bicknell, President; Sharon Raycraft, Vice-President; Ted Gemmell, Treasurer; Pat Porth, Secretary; Barbara Cripps; Diane Elliott; Paul Martel; Linda Morris; Dennis Rodgers

Regrets: Anne White

Members present: 150, plus 126 by proxy.

MOMENT OF SILENCE

A minute of silence was observed in memory of those Sandycove Acres residents who had passed away since the last Annual General Meeting.

MINUTES OF ANNUAL GENERAL MEETING JUNE 10, 2018

These having been posted as required by the Constitution, they were accepted by motion of Dave Cooper, seconded by Jim Ready.

FINANCIAL REPORT

Independent auditor's report

(Complete audit report comprises 8 pages including the auditor's financial statements. What follows is a summary of the audit. A copy of the full report is available for anyone wishing to view it.)

To the Members of the Sandycove Home Owners' Association

Opinion

We have audited the financial statements of the Sandycove Home Owners' Association which comprise the statement of the financial position as at April 30th, 2019 and the statements of revenues and expenses, changes in net assets and cash flows for the year then ended and notes to financial statements including a summary of significant financial policies.

In our opinion, the accompanying statements present fairly, in all material respects, the financial position of the Association as at April 30th, 2019 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

STATEMENT OF FINANCIAL POSITION

April 30, 2019

ASSETS

CURRENT

Cash	\$ 14,153
Term deposit	<u>30,514</u>
	<u>\$ 44,667</u>

LIABILITIES AND NET ASSETS

CURRENT

Accounts payable	\$ 1000
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NET ASSETS	<u>43,667</u>
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LIABILITIES AND NET ASSETS	<u>\$ 44,667</u>
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STATEMENT OF REVENUES AND EXPENDITURES

Year Ended April 30th, 2019

REVENUES	\$ 5,655
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EXPENSES

Accounting fees	1,050
Website and Annual Open House	788
Mailings and postage	1,945
Insurance	429
Interest and bank charges	49
Legal fees	1,260
Office	<u>1,012</u>
	<u>6,533</u>

DEFICIENCIES OF REVENUES OVER EXPENSES	<u>(1,239)</u>
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OTHER INCOME

Interest from term deposits	514
Miscellaneous	<u>107</u>

		<u>621</u>
NET ASSETS – BEGINNING OF YEAR	\$	44,285
NET ASSETS - END OF YEAR	\$	43,667
DEFICIENCIES OF REVENUES OVER EXPENSES	\$	<u>(618)</u>

Report was accepted by motion of **Nick Borysenko**, seconded by **Pat Laidlaw**.

APPOINTMENT OF AUDITOR

The Debbie Sitzer Professional Corporation was appointed as Auditor for the 2019/2020 term by motion of **Ted Gemmell**, seconded by **Isabel Donaldson**.

PRESIDENT’S REPORT

It has been a busy year in many ways with five special community events in addition to our regular programs. You will hear more about these from the Directors concerned later this afternoon. It has also frequently been a frustrating one when dealing with Parkbridge.

Before I get into details I need to mention that I will be covering some items that those of you who have attended some or all of our Member Forums will have heard - apologies for this but it is necessary both for the official record and for those who missed out on the relevant Forums.

I would like first to talk about relationships with Parkbridge. I doubt that there are many of you here today that are satisfied with Parkbridge’s policies, practices and attitudes to residents. Equally, your Board has experienced a lack of transparency and responsiveness in our official dealings with local management. This with respect to both individual resident’s issues and specific policy matters.

Because of this we decided that, even if it would make our role more difficult in the short term, we needed to escalate our concerns to the highest level. We therefore laid out our overall position in a letter to Parkbridge’s CEO and requested a face to face meeting. This request was granted and a meeting was held in late May.

Parkbridge was represented by Mark Gow - the new CEO - and Lachlan MacLean – Vice President for Property Operations. We presented an extensive list of issues with, where appropriate, examples including issues with respect to individual residents. These were discussed – in a full and frank manner – over a period of two hours. Mr. Gow, not surprisingly, made no immediate commitments but made it clear that he understood that all is not well in our community. He indicated that they would take away our concerns for internal discussion - and doubtless some fact checking – and that a further meeting would be scheduled to discuss results. We await this and will, of course update you as to the outcome.

I come now to a matter that is surely of concern to all of us. That is the actions by Parkbridge to terminate leases and, eventually, evict residents over community standards.

Let me say first of all that the Association - in the interest of both our lifestyles and financial investments – supports the enforcement of community standards if, and only if, done in a reasonable manner and for reasonable cause.

Two such cases have come to our attention this year, both of which I have been involved with directly. Let me say up front that in the one case, the action was, by personal observation, justifiable and, in the second was so confirmed by a neighbour who was actively trying to assist the resident concerned.

The first example involved an Association member who called on us for assistance at a relatively early stage of the legal process. I do not intend today to describe in full detail what turned into a seven month saga. Suffice it to say that, despite the failure of the resident to co-operate in certain ways, the legal representative we found for him was able to mediate a stay for thirty days on the basis of firstly rectifying the issues within that time and secondly that there be no repetition. Both the legal representative – above and beyond her legal role - and I had to help deal with the “clean up” as the resident did nothing, but it was achieved within the time period.

Unfortunately, within a short period of time, certain of the issues reoccurred and Parkbridge took action. I was called again as the eviction was taking place. I was able to intervene with the police and enforcement officers on scene to obtain a delay to permit the resident to seek legal advice which I immediately arranged. What was discovered was that the resident had received an official notice – from the Landlord and Tenant Board – which he had failed to open. Regrettably this not only stated what was to happen but also explained that a further appeal was possible. BUT the date so to do had passed! The legal representative saw no more options and neither did the Association.

The second case involved a non-member and I was only contacted following receipt of the final Landlord and Tenant Board eviction notice following a hearing on an application by Parkbridge. The resident said that this was the first he knew about it although there would have been at least four previous official notices sent from either Parkbridge or the Board. I was asked to contact Parkbridge to see if a delay could be granted. In spite of the resident’s lack of membership I agreed but it was refused categorically.

This second case highlights a dilemma for the Association – strictly speaking a non-member is not entitled to our help for an individual problem. But should we break the rules when such a life changing matter is involved?

I come now to the subject of Above Guideline Increases. The application in progress at the time of last year’s meeting came to a hearing sooner than expected. On the advice of our legal representative, negotiations – on our behalf - were opened with Parkbridge prior to the hearing. These resulted in an offer that did not cover all the items we believed to be questionable and so we refused it. On the morning of the hearing Parkbridge made a better offer which calculation showed removed all of the items concerned. This offer reduced the increase by 37.5% and was accepted by both the Association and other residents present.

We now come now to the latest application.

As with the previous application, we encountered difficulty in obtaining the documentation from Parkbridge and had once again to resort to The Landlord and Tenant Board to force it to be handed over.

This is a small application - if it were to be granted in full the average increase would be about \$2.15 per month. As always, I want to be up front with you – we have identified some items that can be challenged but the majority of the costs claimed appear to be valid under the rules. Thus, a successful challenge is not going to reduce the increase substantially. Indeed, the Board discussed as to whether the expenditure of Association funds for legal representation would be justified in this case. Ultimately we decided that we should do so.

Next I want to talk about lease renewal. Parkbridge has advised us that they will NOT inform residents that their lease is due to expire. Expiring leases will automatically become month-to-month. When asked if a resident could ask for a renewed lease the answer was vague – “it depends on circumstances”. On being asked what this meant, no answer was forthcoming. This lack of information concerned us; basically why was this? Was there some negative for residents?

We therefore decided on legal consultation to review our previous knowledge of the implications of a month-to-month lease. This took place and after a meeting with our representative where we jointly studied the Residential Tenancies Act, previous Landlord and Tenant Board decisions and general lease law, we were advised as follows with respect to three critical areas:

1. The lease is 100% unchanged when it becomes month-to-month.
2. Parkbridge’s right to terminate the lease is unchanged. Month-to-month does NOT offer an easy way to push out residents with lower monthly payments.
3. The right to lease assignment on selling remains.

Post Lights. Parkbridge has been ambivalent with respect to the maintenance of Post Lights - various residents have been treated in different ways. We were unable to get a satisfactory answer from Parkbridge as to the reason for this. We therefore decided to financially support a test case with the Landlord and Tenant Board since, if unchecked, residents could be facing hundreds of dollars in maintenance. A hearing took place May 24th and we are waiting for the Board’s decision.

Following the cancellation by Parkbridge of the community Phone Directory we have, as you know, introduced an on-line version as part of our service to residents. We have been a little surprised that more residents have not signed up for it – currently only about 50% have done so. If you have not, we urge you to – using the form in the newsletter.

There have been some concerns as to the fact that the directory is accessible to people outside of Sandycove. We did take this into consideration in our planning. To prevent this we would have to password protect the directory and then have a system to change and redistribute a password EVERY time a resident leaves – and this assumes we know they have gone. We considered this to be impractical and - given that printed directories undoubtedly make their way to nonresidents

– unnecessary. We have however removed the link to the directory from the Association web site. We will look at expanding the content in the coming months.

Hydro Rates & Rent Control petition. The petition was submitted early this year on behalf of the Parkbridge Umbrella Group representing the communities in this general area. It went to Premier Ford, the provincial ministers concerned, the Ontario Energy Board and the four MPPs who represent the communities. We received a response from Premier Ford that, sadly, I can only describe as waffle. The Vice President of Consumer Protection at the OEB responded – after three months - simply with a statement of why the rates were changing; nothing more. Regrettably no one else - including our own MPP – even acknowledged our letter.

At a recent Umbrella Group meeting it was decided firstly that we will not give up on this and secondly that we will concentrate our efforts on MPP Jim Wilson who had previously been of major assistance in the area of rent control. This effort will be headed by an Umbrella Group representative who worked with Mr. Wilson previously and myself.

Finally I would like to touch on some outstanding matters from last year’s report.

Winter Maintenance: We had a joint meeting with Parkbridge and Babcock prior to the season and presented a list of concerns arising from the previous year. Babcock undertook to implement change and train staff accordingly. In general the work went well although there were, inevitably, some incidents, most of which were quickly dealt with. In a wrap up meeting at the end of the season we identified that co-ordination between various operator functions as a factor needing a fix plus increased awareness of “where” snow needs to go when seniors’ safety and needs are concerned.

Water & Sewer Billing. We reported last year that we were at the point of applying to the Landlord and Tenant Board with respect to billing that we had been legally advised was, for specific residents, improper. Shortly after this Parkbridge made an offer that would have reduced the billing by about 50%. We told management that, although we would of course consult the residents concerned, we felt that an application to the Board would be forthcoming as this was still not in accordance with the lease terms.

Two days later Parkbridge agreed to accept the lease terms going forward and to cancel and refund all billing to date. This meant refunds for 62 residents in amounts of hundreds of dollars and similar savings going forward for some time.

On this subject, a specific point has arisen. As we have reported on previous occasions, “old” leases do have a clause permitting installation of a meter and billing for water ONLY – NOT for sewers. Likewise we have reported that Parkbridge gave a written undertaking that this would never be enforced for “existing” residents but only for “new” residents. I want to stress that this undertaking has been honoured.

However, in strict terms, an assigned lease does mean a “new” resident and we have been told – unfortunately from an unreliable source and with incomplete detail – that meter installation is happening in such cases. We are endeavouring to verify if this is indeed the case but if you are in

the position of assigning your lease, you need to be aware of this if discussing monthly payments.

I am sure that there are other matters that you may wish to hear about and, as always, there will be an opportunity for questions following the election of Directors for the new term.

Before closing I wish to offer both my personal thanks and that of the membership to the retiring members of the Board – Sharon Raycraft, Pat Porth, Diane Elliott and Barb Cripps. Between them they have given many years of service to our community and to the team effort that is needed for the Board to do all that it does.

I would also like to publicly thank the folk that turn out to help with the set-up of our various events. With none of us getting any younger, this is invaluable. In particular I wish to thank Norm Raycraft who, in spite of a number of physical issues, has year after year continued to help in any way asked. He will be missed.

Finally, on behalf of the Board, thank you for your continued support of the Association.

DIRECTORS' REPORTS

Emergency Preparedness Team (Sharon Raycraft)

The Emergency Preparedness Team was responsible for the opening and closing of Cooling Centres at the Wheel and at the Spoke on at least 8 occasions in the summer of 2018, due to the extreme high heat and humidity. Many, or perhaps most, residents, are under the misconception that Parkbridge does this – please note that the opening and closing of Cooling and Warming Centres is done by volunteers – your fellow residents – who are members of the Emergency Preparedness Team.

Over the past 12 months we have seen an increase in the number of Medical/Mobility Questionnaires that we receive – both new and updates. By bringing this confidential service to the attention of our residents by way of the Newsletter, HOABulletin and the bulletin boards in the Recreation Halls, we are reaching more people. The “Questionnaire” provides a prioritized list of residents for First Responders in the event of a serious emergency or evacuation. In April of this year, the Emergency Preparedness Team members met with representatives of the County of Simcoe Emergency Management Group, the Town of Innisfil Fire Department and South Simcoe Police Services in order to ensure that those agencies are aware of what information is available to them, if needed (and we hope it never is). Please be aware that this confidential information is not provided to First Responders by the landlord, due to privacy laws and also because Sandycove Acres is an independent living community, like any small town, and not an ‘assisted living’ facility. We strongly recommend that any residents who might need assistance in the event of major emergency should complete a Questionnaire to have their information added to the Priority List.

The Team continues to distribute the very important File of Life, as well as forms necessary to update both the File of Life and the Vials of Life, which we previously provided – free to our

residents. This program enables paramedics and fire fighters who respond to a 911 call to have immediate access to your medical and prescription information.

We also met with a representative of Project Lifesaver in April – this is a new initiative involving a number of agencies, including South Simcoe Police Services. The main purpose of Project Lifesaver is to be able to track persons who wander away from their homes. It works hand-in-hand with the Vulnerable Persons Registry. More information can be obtained from any member of the Emergency Preparedness Team.

On May 4th, as part of the very first “2 for 1” event - we held our “Emergency Preparedness Day” in conjunction with the Home Fair. We had lots of visitors to the exhibits by the Amateur Radio Emergency Services group, Innisfil Fire Department, South Simcoe Police Services, County of Simcoe, Project Lifesaver and our own displays. This was the first of our events that the Red Cross was unable to attend – due to flooding in many locations in Ontario and Quebec.

A Citizens’ Police Academy is being held again this year, in July and August. There are still some seats available to this informative and entertaining (and free) series of speakers. Information for signing up is in the Newsletter, SCAeBulletin and HOABulletin.

I am pleased to announce that Linda Moyles is the new Team Leader of the Emergency Preparedness Team and I am confident that Linda and her Team will continue on with the current initiatives and mandates and will come up with some new ideas as well.

The Emergency Preparedness Team, while under the ‘umbrella’ of the Home Owners’ Association, is a group of resident volunteers who are firm believers in ‘being prepared’ and in educating **all** residents about emergency preparedness. It works with the Town, County and the landlord for the benefit of **all** Sandycovers.

On behalf of the members of the Emergency Preparedness Team, I would like to thank the Board of Directors personally for all their support in the past and I am sure in the future. I would also like to thank all the Team Members both past and present, for all their hard work and for believing in what we do.

Member Seminars (Linda Morris)

Member Seminars are presented by the Home Owners’ Association as an added-value service for members of the Sandycove Home Owners’ Association.

The Seminar series was started in 2009 and has continued on a regular basis from Fall to Spring on the 3rd Monday of each month at the Spoke for a total of seven seminars each term.

From 2009 to the end of this term, the Home Owners’ Association has held a total of 65 seminars on a wide and varied assortment of subject matters.

The seminars are information sessions given by professionals in their field and specifically geared to and focussed on the interests of seniors and retired Sandycove residents who are

members of the Home Owners' Association. They generate knowledgeable information for the purposes of educating and informing residents what services and support groups are available concerning a multitude of services and information which is important to assist us with some issues that we face at this time of our lives.

They are organized by a committee from the HOA Board of Directors struck at the beginning of each term commencing after the June Annual General Meeting. Your 2018/2019 Home Owners' Association Seminar Committee consisted of me as Chair, Anne White and Dennis Rodgers.

At the initial meeting of the Seminar Committee this past term, subject matter and presenters were discussed and short listed to seven. The roster of presenters was arranged and contact was made with those organizations and individuals we felt could impart information on a variety of issues geared to and focussed on the interests of seniors and retired residents living here at Sandycove.

This term, our seminars covered Safe Driving, House Maintenance, Processes of Downsizing, Fire Prevention, Hearing Loss, Cannabis4Seniors and IOOF Seniors Homes.

The seminars ranged in attendance, depending on subject matter. Our largest was May's Seminar with IOOF Seniors Homes with 103 members attending. This was followed closely by Cannabis4Seniors, which was felt a worthwhile topic due to the changing laws coupled with the need to become more educated regarding use, benefits of, acquisition of, differences of product and the advantage to discussing with your family physicians regarding any major complications that might arise regarding your present individual prescribed medications.

Since the Home Owners' Association will be undertaking the task of arranging the upcoming seminar series if you would like us to cover a topic you would like more information on, please let us know and we will see if we can arrange it. Some very good ideas and suggestions have been forthcoming from the members in the past and we are always open to any more suggestions.

As the members of the Seminar Committee may change in some form after today's Annual General Meeting, please forward your suggestions through the Sandycove email address, by mail or through the Sandycove website. All contact information is located on page 1 in the Home Owners' submission to the monthly Newsletter.

If there is any further information you would like with regards to our seminar series, please do not hesitate to let us know.

Member Forums (Linda Morris)

In November 2017, the HOA announced it would be holding "Forums" for Home Owners' Association Members only. Initially, the forums were to be held quarterly to assess the level of interest. To date the HOA has held six forums dealing with various issues. Our last forum was held on May 26/19.

The Forums provide an opportunity, in an informal setting, for members to meet with the Board to get updates on Association activities and to raise and discuss matters of community concern.

The first Forum was held February 11, 2018. At the time, the Board was getting continuing calls from residents in respect of the often confusing notices from Parkbridge about Property Taxes, Guideline Increases and Above Guideline Increases (sometimes all at once). It was, therefore, decided this forum would concentrate on the various aspects of the content of these letters.

Unfortunately, the Parkbridge way of doing business has caused several concerns since acquisition and we as a community have been deluged with changes, some of which have been of great concern to residents and to the Board. Some have required considerable negotiations to reach a suitable and fair solution; some have required the advice of legal personnel in addition to engagement of legal services to deal with some of these issues.

The Home Owners' has addressed these concerns and has been working in the best interest of residents here and will endeavour to ensure that this community is dealt with fairly and within the laws and legislation that covers our community.

The HOA feels that the forums are beneficial to both the HOA and our members. It is a way of keeping abreast of what concerns us all here in Sandycove. It is a time for dissemination of information in an informal manner for members to feel they can come and get information on what is going on in their community and what the Home Owners' Association is doing on their behalf.

Community Health Care (presented by Dennis Rodgers on behalf of Dave Cooper)

The **Innisfil Community Health Committee (ICHC)** is an Innisfil-wide Town appointed Committee tasked with the challenge of bringing Primary Healthcare services to the Town of Innisfil.

With the 2018 Town of Innisfil elections the new council has chosen to discontinue this committee. Prior to dissolving, it was Chaired by our local Councillor and Sandycove resident Carolyn Payne; further representing the Sandycove Acres community on the committee were Dave Cooper (Vice Chair), Pat Dryden and Diane Elliott.

Tremendous success has been achieved for the community with the opening of the **Rizzardo Health & Wellness Centre** located at the Town Centre. Doctors' offices opened in March this year and during 2019 a number of additional services will be opened, including a walk-in clinic, full laboratory, radiology and pharmacy services. Mental health services, tele-health support, and a community food kitchen are among the planned activities for the centre. RVH will be locating some services at the centre and supporting further uses.

If you have any further questions please contact **Dave Cooper**, 705-431-8628, dcooper000@sympatico.ca.

Web Site (scahomeowners.com) (presented by Dennis Rodgers on behalf of Dave Cooper)

Now in its 11th year, the Sandycove Acres Home Owners' Association Web Site www.scahomeowners.com has continued to develop and expand reporting on the many

activities of Sandycove Acres with a primary focus on Home Owners' Association business and activities. This site is managed and maintained by Dave Cooper for the Sandycove Acres Home Owners' Association. Some of the key subjects regularly reported on are:

- Minutes** of Monthly Board meetings and **Annual General Meetings**
- Current and Special Events** are highlighted regularly including **Member Forums**
- Monthly Sandycove Newsletters**
- Seminars**
- Emergency Preparedness** events and information
- Activities** – schedules of **HUB, SPOKE, WHEEL** and the **VET'S Club** are updated monthly – events of each club are highlighted
- Home & Health Fairs**
- Parkbridge Coffee Chats**
- Archives** – maintains reports from past years.

The site is regularly visited by/reviewed by

Period	Home Owner Visits
May 2019	3508
April 2019	3337
March 2019	2736
February 2019	2344
January 2019	2315
December 2018	2619
November 2018	3005
October 2018	2730
September 2018	2641
August 2018	2756
July 2018	2675
June 2019	2548

Community Events (Diane Elliott)

The Community Events Committee, comprised Dennis Rodgers, Anne White and myself, HOA Directors. This Committee has had a very busy year, with a total of six events being offered to the residents of Sandycove. Community events are open to ALL residents of Sandycove, regardless of whether they are an HOA member or not. I will summarize the events here for you.

Innpower Presentation: Innpower representatives provided an overview of the breakdown of charges and how the energy charges are reflected on our bills. They reviewed several programs which offered financial assistance to residents and fielded many questions from those present.

Health & Wellness: This Fair had 39 vendors registered from various health sectors – to name a few: personal services agencies, mobility devices, hearing aids, chiropractic, Rizzardo Health Center. There were over 100 residents who attended the fair, with positive feedback from both residents and vendors.

Municipal All Candidates Meeting: Candidates for Mayor, Deputy Mayor and Council representative provided the residents with an overview of their platforms. There was an opportunity for residents to ask questions and it was very well attended.

January Social: This event offered residents an opportunity to meet the HOA Directors on a social basis. The HOA was very pleased to see new residents as well as our established residents attending.

Fraud Presentation: The HOA together with the SCA Computer Club co-hosted a Fraud Presentation to cover all its forms; i.e., Cyber, Romance, Family member, email, etc. Brock Godfrey gave an excellent and thorough presentation. He is a 22-year Senior Volunteer with the Canadian Anti-Fraud team with the Canadian Anti-Fraud Centre, a joint operation of the RCMP and OPP and the Competition Bureau of Canada. It is hoped that even though we had lower attendance than anticipated, residents who did attend received valuable information on how to recognize scams/frauds and ways to help protect themselves.

Home Fair: The 2019 Sandycove Home Owners' Association Home Fair joined the EPT and provided two events on the same day/time. Both events were successful with over 200 residents attending. The Committee was fortunate to have Linda Moyles whose assistance was invaluable with emails and phone calls. The Home Fair had 34 committed vendors, ranging in services from roofing to gardening and everything in between.

QUESTION AND ANSWER

Members were encouraged to ask questions or describe their problems; most were answered by Bicknell.

NEW BOARD

New members of the board of directors for 2019/2020, elected by acclamation, were Michael James, Lynne Patterson, Rose Ficco, and James Greenwood. Returning directors are John Bicknell, Ted Gemmell, Linda Morris, Paul Martel, Dennis Rodgers, and Anne White.