

MINUTES
SANDYCOVE ACRES HOME OWNERS' ASSOCIATION
BOARD OF DIRECTORS MEETING

February 6, 2018

Present were: John Bicknell, President; Sharon Raycraft, Vice-President; Ted Gemmell, Treasurer; Pat Porth, Secretary; Diane Elliott; Paul Martel; Linda Morris; Dennis Rodgers; Anne White

Regrets: Alan Leslie

WELCOME NEW DIRECTOR

Board welcomed new director, Dennis Rodgers, by the following motion: That the Board of Directors in accordance with the Association's Constitution and By-laws, there being no unsuccessful candidates from the 2017 election of Directors, appoint Dennis Rodgers to fill for the remainder of the Association's 2017-2018 term the Board vacancy created by the resignation of Barrie Johnson. Approved by motion of **Raycraft/Morris**. Rodgers's phone number for directors' records is 1-647-268-2850; e-mail is dennis.rodgers9@gmail.com. **MINUTES OF MEETING OF JANUARY 2, 2018**

Approved as previously circulated by motion of **Martel/Elliott**.

TREASURER'S REPORT

SCA Home Owners' Association Financial Statement, January 31st, 2018

	<u>Expenses</u>	<u>Income</u>
Opening Balance		\$ 13,325.16
Bank fee	4.00	- 4.00
Bank Balance 2017/12/31		\$ 13,321.16
RBC 1 YR <u>Cashable GIC@0.6%</u> Invested Feb. 6, 2017		\$ 10,000.00
RBC 18 month non-redeemable GIC @1.7% invested Oct. 10/17		\$ 20,000.00
<u>Total Funds as of 2018/01/31</u>		<u>\$ 43,321.16</u>

Note: 2017-2018 Fiscal year to date (May – Jan)

Income	\$2,510.00
Expenses	<u>3,922.82</u>
	\$ -1,412.82

(NOTE: Feb. 1st - Membership fees deposit \$1,050.00)

Approved by motion of **Elliott/Porth**.

BILLS FOR PAYMENT

Deborah Wall-Armstrong, \$282.50, for services rendered in consideration of water/sewage billing controversy; Dave Cooper, \$107.24, for annual domain fee for the web site; Martel, \$241.95, for various stationery supplies; Raycraft, \$148.59 for Open House supplies; White, \$96.62, for Open House supplies; Porth, \$181.45 for Open House wine, \$28.74 for flowers for Donna Orsatti. Approved by motion of **Morris/Elliott**.

GIC RENEWAL

Gemmell pointed out that our \$10,000 RBC GIC had matured this day, bringing us **\$60** in interest after a year. Oaken is one company which offers higher interest rates; at 2.75% for one year, the return would be \$275. But if we leave the money with RBC in a non-redeemable one-year GIC at 2%, the return would be \$200. For the minimal difference in return and in consideration of the fact RBC is a reputable bank with which the HOA has done business for many years, he recommended we follow that course. Approved by motion of **Gemmell/Martel**. Morris suggested that Gemmell ask for a bonus for returning, something she earns from CIBC.

OPEN HOUSE

REPORT ON OPEN HOUSE, January 21, 2018

This event was as successful as we could ever expect, with a good attendance in the neighbourhood of <300. Everyone was cheerful and social, exactly the atmosphere we have been striving to achieve since the couple of difficult years. Again, thanks to all the helpful penguins and spouses for creating that success.

We had 54 new and renewing members.

Total food and sundries (plates, glasses, etc.) costs were \$244.91, and Raycraft and White have put together a detailed report of what was purchased and consumed, etc., as guidance for next year's committee, for which thanks.

Wine cost for three 16 l boxes was \$316.45, minus \$135 which Morris sold, for which again thanks to her, for a total of \$181.45.

We have no particular recommendations for improvements next year. The formula seems to be working, and this is a popular highlight of the Sandycove year. If the Community Manager could be contained somewhat, that might be preferable.

UMBRELLA GROUP

The group, with Sandycove represented by Raycraft and Morris, met with Christina DePalma, the paralegal who has represented other Parkbridge properties in AGI battles. There was full attendance, including two properties that don't often participate. Both Raycraft and Morris, along with other attendees, were impressed with DePalma, finding her personable, a "go-getter" and knowledgeable. She is also friends with Parkbridge's lawyer, which gives her some insights into

the landlord's thinking. She believes she could handle any AGI representation for less than \$1,000, which gives us the security of knowing what we're committing for. Consensus was that unless some contrary reason arises, we would book her for our own battles.

PRESIDENT'S REPORT

PRESIDENT'S REPORT February 6th 2018

On February 5th I met with Russell Hall [Director of Operations] and Nicole Watters [Regional Manager] to discuss a number of issues with respect to our community. These discussions are summarized below.

The meeting commenced with the announcement that Hall will be moving to a new position and that Watters has been promoted to Director of Operations. This move is currently in transition and is expected to be completed within two weeks. At this time the replacement for Watters has not been made.

1. Water & Sewage Billing – New Residents

An answer had been received only that morning from Parkbridge's legal department. In essence it stated that Parkbridge is confident that it has the right to install water meters. I pointed out that this was not the question at issue, which is their right to bill when the stated terms have not been met. Hall/Watters agreed that this was not a definitive answer and that they would have to consult legal again. They undertook to make every effort to have that answer by close of business February 9th so that we would know where we stand for the Member Forum on the 11th.

2. Water & Sewage Billing – General

At some point connection to Town water and billing for all residents is still on the table. There are a number of issues – financial and planning - to be resolved so there is no time line for this.

3. Lease Renewals

I brought to their attention the fact that lease renewals had three changes from current leases that adversely affect residents' costs and services. These being [a] the addition of the land portion of property taxes [b] the addition of sewer charges to the existing water-charges-only provision, and [c] in some cases [there having been two versions of the lease in recent months] the deletion of driveway clearing. I made the further point that although at the moment, in the case of property tax for example, these charges are not being made, a policy change could happen on the basis of a signed lease. After discussion, Hall/Watters agreed that the previous versions of these clauses should be honoured in respect of all renewals. Watters will discuss with Parkbridge legal as to how this is to be done, including for residents who have already signed renewals; they will have to be contacted and will likely have to come into the office to sign a new document in some form. Watters will advise the Association as to the details in advance.

4. Residents moving within the community

Currently, residents who make such a move are subject to the new lease terms. This can mean, where a resident downsizes, the monthly cost of the "new" home can actually be higher than for the "old". Given that the reason for such a move is often either the loss of a partner – with

resulting income loss – or the financial implications of “aging in place”, such residents can be in an impossible position. This was discussed in some depth. Hall/Watters agreed that residents who plan such a move for “compassionate” reasons may – by contacting the office - be reviewed on an individual basis and, if approved, the previous lease provisions [Property tax, Water billing etc.] would apply. However, residents seeking to move for “cosmetic” reasons would under no circumstance be given this relief.

5. New Leases – Multiple occupancy provision

The current lease form actually makes specific provision for more than two persons as legal residents. I queried as to whether this represented a change of policy. Hall/Watters gave assurance that this was only used where “compassionate” reasons exist; for example a resident care giver or, as in a known example, an adult child with cognitive issues. The Association has always supported such cases but must be alert for abuse of this provision.

6. Above Guideline Increase – Documentation Request

I raised the point that, in respect of the current application, documentation had been requested and refused with the statement that it would be provided with the Hearing Notice. I mentioned specifically that the Landlord and Tenant Board procedure simply states that such documentation must be provided “on request” and that, in our opinion, that means at the time of request. I further stated that receiving such documentation at best 30 days before a hearing would not allow sufficient time for preparation, which would raise issues at a hearing. Hall/Watters undertook to investigate the reasons for the refusal.

7. Reversion to contractor-based maintenance

I expressed our concerns with the above decision with special reference to the lack of staff continuity inherent in contractor operations; this especially given the size and known complexities of Sandycove. Hall stated that continuing problems in hiring and retaining suitable staff for in-house operations made this change inevitable even though, according to him, it actually meant a “substantial” budget increase. My impression is that this decision is highly unlikely to be open to further negotiation unless there are major failings on the part of the contractor.

8. Community Standards

I raised the overall matter of community standards with special reference to our recent survey. I stressed that this was not a complaint and that we are working with Rick Moore in respect of the survey but we are looking for a commitment by Parkbridge senior management to take action when community management steps do not provide the necessary results. Hall stated that they are and will take such actions, including eviction of residents, and this is their policy. He did note that, especially in the case of evictions, the legal process takes time; the last such case took nine months.

In the context of Community Standards I raised a new issue; namely the appearance of Parkbridge Real Estate signs in the windows of homes. Hall stated that [a] this could be any realtor, not just Parkbridge, and [b] they have to permit it as they lost in court on this issue in another community. My response to this was that firstly our “old” leases specifically disallowed

such notices and, secondly, the Residential Tenancies Act allows such a clause provided certain conditions are met. My comment was that for Parkbridge to have lost in court, either Parkbridge legal was unaware of this provision or that the conditions of the act were not met – conditions that have been met in Sandycove. Hall undertook to review this decision.

9. Change of Office Hours

I raised the matter of the recent change in the hours that the community office is open to residents. Hall's explanation was that this was necessary, given the time that some residents spend in the office, to ensure that staff can complete routine work in a timely fashion. He carefully avoided any discussion of staffing levels! He stated that matters can always be attended to by phone. I responded to this in that very frequently only voice mail is available. His answer was that voice mail messages are automatically forwarded to the individual's cell phone. I made the point that this would work very well IF the extensions of all relevant staff were available in the voice mail directory. Both Hall and Watters were surprised to hear they are not and undertook to rectify this immediately. There does not appear to be any room to manoeuvre on this issue – at least not at this time.

10. Communications

I expressed the view that communication is a major failing on the part of Parkbridge and that there is a need for timely and more detailed communications with respect to policy changes and events, especially in the era of social media. This would prevent some problems from occurring and cut down on rumours that continually cause disturbance and dissatisfaction among residents. Hall accepted this as an issue, noting that there is a new Director of Communications who is currently revising their policies and procedures in all areas of communication and changes should be implemented in the near future.

DIRECTORS' REPORTS

White, report circulated previously:

SCA Home Owners' Association Accessibility Report February 6, 2018

I met with Rick Moore on December 7, 2017 to discuss the accessibility issues outlined by Tony Barros presented back in June 2017.

SPOKE:

- a) Putting an accessible washroom at the Spoke – the recommendation is to convert the storage area in the main hall, next to the kitchen. This has been moved off the capital agenda and moved to 2021. Plans are in process, as the structure of the building and the space must be able to support the renovation.
- b) Wing handles to replace regular tap handles in the washroom – work order to be issued.
- c) I questioned the double doors going into the women's washroom as unnecessary and could one be removed. Rick checked with Linda Moyles and she felt it was a privacy issue, so both doors will remain.

Hub:

- a) Lighting in the stairwell leading to the second floor needs to be permanent. Work order to be issued for a permanent switch. **Done**
- b) A paved walkway on the south side of the parking lot to the shuffleboard court would make it easier for persons with mobility issues to get to the courts. This will be incorporated with the repair of the sidewalks at the Wheel in 2019.
- c) Checked with the cleaners about items being placed on the shelves above the toilets in the women's washroom on the first floor. The cleaners have been vigilant and the one receptacle that is on the shelf needs to stay there, as there is no room on the floor.

Wheel:

- a) On the south-east side of the Wheel, in the coat area, need to add chairs with arms to assist persons getting up after taking off and putting on shoes and/or boots. Rick phoned Gary and it was agreed to place one or two of the black chairs with arms to assist persons dealing with footwear.
- b) Paint strips on the stairs, west entrance of the wheel, are faded. This will be done in the spring.
- c) A concrete pad to put down next to the entrance to the gym for walkers and scooters to park, when persons are using the gym. Noted in the capital funding along with the repair of the sidewalks, 2019.
- d) A light switch at the top of the stairs (next to the kitchen), in the hall leading to the basement very awkward to get at if turned off. Work order issued for a permanent switch. **Done**

A new list will be forthcoming outlining the issues that are still in process and hopefully will be done in the future.

I would like to set up an informal meeting on any accessibility issue that anyone is concerned about in the Park. March or April of this year, after the snow is gone, would be a favourable time.

In response to White's submission, Porth noted that she and Barros had strongly recommended removal of the inner door to the women's washroom in the Spoke as it poses a severe safety issue; she herself had been injured twice by people rushing in when she was going out, had seen one other person injured similarly, and had heard of at least two others. She said Linda Moyles's view was not that the door removal was a privacy issue, but that it was a decision to be made by the landlord who owns the property. Porth would recommend followup on this issue, where such a minor, no-cost step would remove a safety concern.

Morris pointed out that Rick Moore is trying to lock up the Hub with, in the eyes of the Hub committee, insufficient concerns for health and safety in relation to the need for access to the defibrillator and the toilets. He has proposed a variety of steps, all of which have been rejected by the Hub committee as unacceptable or impractical.

Bicknell noted that many of the changes we have proposed require heavy capital expense and, legally speaking, need not be completed until 2025.

Raycraft, EPT report circulated in advance:

**EMERGENCY PREPAREDNESS TEAM REPORT TO THE HOME OWNERS'
ASSOCIATION
February 6, 2018**

We have 44 preregistrations for the Citizens Police Academy 2018. Due to the March break, Cst. Aschwanden was unable to get a speaker for March 15th – we have agreed to shorten the Academy to 7 sessions, leaving March 15th as a ‘day off’. A short note that one of last year’s ‘best’ speakers, Brad Dewar of the OSPCA, has resigned – an appropriate contact has not yet been made. It has been decided by South Simcoe Police Services that there will not be a Citizens’ Police Academy in 2019 – due to saturation as well as an ‘overload’ (my feelings) of duties on Cst. Aschwanden.

Our EP Team will have a booth at the Home Fair, with emphasis on the Files/Vials of Life and our Medical/Mobility Questionnaire. At our recent meeting the Member in charge of the Questionnaires advised that he had been told that a new resident was told (at signing) that the Questionnaire was “we’re not doing that anymore”. Rick Moore happened to drop in on the meeting so this was immediately brought to his attention – he advised he would look into it immediately. Our Team Member will be dropping off some of the Questionnaires to be put in ‘new resident packages’.

Rick Moore also mentioned at this time, feeling that the Fire Safety Committee was started by the EPT, that he had had Mike Symes, Fire Safety Officer, check all 3 recreation halls and he now had precise information on what needed to be done to each with respect to fire safety. One of the main problems was the ‘gate’ at the Hub and the lack of ‘panic bars’ on exit doors. He stated that Parkbridge is working with Innisfil Fire to make there is total compliance. This has resulted in updated “Fire Safety Plans” being written for all halls. The issue regarding the ‘self-locking’ door at the Spoke – between the main floor and the steps that lead to the AED – which would lock out anyone who was going to get the AED to use in the main hall – was brought to Rick’s attention.

We have a new local Red Cross “Disaster Management Co-ordinator”, Stephanie Kenny (our former contact, Kerry Woodward, has moved to another position), and we have arranged to meet with her at our February 23rd meeting.

In an unanimous vote, it was decided to cancel our Emergency Preparedness Day which we had scheduled for May 5th. While the members felt some regret at this decision, it was felt that the CPA (which this year includes speakers from the Fire Department and County of Simcoe Emergency Management Team), Home Fair and EPDay were too close together – and too much overlap of information. With no Academy planned for next year, we hope to have an EP Day in 2019.

Raycraft also reported that, since the last meeting at which there were 42 subscriptions to the HOA Bulletin, there are now 262. Of those, 206 are HOA members, representing 199 households, 51 are nonmembers, and of those, five are nonresidents, from the Umbrella Group.

Morris, report circulated in advance:

MEMBER SEMINAR COMMITTEE REPORT TO HOA BOARD

February 6, 2018

Seniors Programs at ideaLAB and Innisfil Library - January

Alicja Adamczyk was the presenter for this seminar. Although it was short, it was very well presented and there were many questions on various aspects of library services discussed a little further in the question and answer session. Twenty-five residents attended and 17 renewals were taken at the door.

Audio visual set up was a little tricky as the equipment Alicja brought with her did not have the adapter necessary to hook up to our equipment even though a check prior to the seminar reported there was such an adapter.

Managing Medications – Sandycove Drug Store February 12th

Cristina Privado will be giving this presentation. Cristina took over ownership of the Sandycove Drug Store when Larry Ho retired back in September.

A/V will be necessary and I have checked with her regarding the type of computer she will be bringing and she reports she has a slow old computer, but is purchasing a new MAC computer which cannot be hooked up to our system.

I would like to suggest that perhaps an adapter could be purchased by the HOA and kept with the HOA that could be used in just such an instance in the future as I feel this could be an ongoing occurrence.

Action: **Bicknell** will check the details of the adaptor required; **Morris** will, with that information, research a source that will deliver more quickly than the one used by the computer club.

Martel: Membership is back up to 505, thanks to the large turnout at the Open House. He has sent out 270 reminder letters, covering the year from January 1, 2017, to January 31, 2018. The evidence is that we're getting more profile in the community and people are turning to us in increasing numbers.

Porth, report circulated in advance:

REPORT ON HOME FAIR

For February 6

The Community Events committee met last Tuesday to finalize plans for the Home Fair April 21. In the next three days, 139 invitations were sent out to exhibitors in 13 categories. By Saturday

afternoon, we had nine registrations, of which four have never attended before, which adds a fresh touch to the lineup. There had been others saying they're coming or expressing interest, but I don't count anyone until I've got the form in the file.

For the allocation of responsibilities, Anne will again handle refreshments. We decided to offer cookies with the coffee only to exhibitors, then have just coffee from 8:45 on. Sharon and Diane will split the prizes task and Anne will help take the ballot box up as appropriate. Linda has kindly agreed to perform the east door greeting task, hiving off to the registration desk as people start arriving, and I'll (Pat) do the western door. Paul will as usual be responsible for staffing the registration desk. All other directors will schmooze and help where needed.

Setup will be, as usual, at 4 p.m. April 20. If you know any strong people who might like to help, it would be good to sign them up.

Porth noted that additional registrations had brought the number to 15, five of whom had never participated before. Some directors suggested a new category might be make-your-own-wine outlets. One suggestion was Winescape on Commerce.

Action: Porth will research.

NEW BUSINESS

Directors' responsibilities: With the explanation of what it entails, Rodgers agreed to assume the mantle of complaints director. Martel provided his badge. The need for the "uniform" at HOA events and the expectation that all directors will attend all HOA events was also explained.

Member Forum: For this event next Sunday, the agenda will be a presentation by Bicknell on "why does my rent keep changing", followed by an update on current activities, followed by a Q and A session. Setup will be theatre style, starting at 1 p.m. Registration tables will be at both doors, since this is for members only. "Counters" will be at each door and will pass through anyone who shows a current membership card, relieving some of the pressure on the registrars.

Town Hall: Scheduled for February 20, this will feature MP John Brassard. His team will come about 6 to set up, we shouldn't have to do anything but be there, open the doors at 6:30. We should have a registration desk at the back of the room, in case anyone wants to take advantage of the opportunity to take out or renew membership.

NEWSLETTER

Water/sewage, add Dennis, EPT, seminars, change in police academy, elucidation of differences between SCAeBulletin and HOABulletin.

NEW BUSINESS

With reference to Community Standards, Morris noted a family living somewhere around Nature Trail/Hawthorne, which already had a couple, the couple's daughter and son, now is preparing to welcome a grandchild.

Action: Morris to establish the specific address and relay the information to Rick Moore.

