



Minutes of a Regular Council Meeting

Strata Corporation VIS 4673
Lighthouse Community Centre
240 Lions Way, Qualicum Beach, B.C.
February 18, 2019



Council Present:

Brian Gallagher, Doedy Reisler, Earl O'Hara, Garry Fisher, Rob Pitter, Harry Oppenlander, Trish Curtin and Mike McDowell

Observers Present:

Ernst and Maureen Grecht Lot 18, Bob McKerihen and Sally Kennedy Lot 79, Troy and Tamara Ladouceur Lot 172, Stevan and Jo-Anna Lapp Lot 193, Alejandro Contreras and Marylse Lafleur Lot 273, and Alexander Hapgood, Lot 279

1. Call to Order

Brian Gallagher, President, called the meeting to order at 6:50 p.m.

2. Approval of Agenda

Trish requested the following addition to the Agenda

- Hiring of a Telecom tech to assess and report on the telecom (telephone and internet) system.

Moved: Doedy

Second: Trish

CARRIED UNANIMOUSLY

3. Approval of minutes from the previous Strata Council Meeting February 18, 2019

Harry moved the February 18, 2019 Meeting Minutes be corrected to note the election of Trish Curtin as Vice-President was passed by majority vote, not unanimously.

Moved: Doedy

Second: Trish

CARRIED UNANIMOUSLY



4. Reports

a. Policies and Procedures

Trish presented a package of passed $\frac{3}{4}$ vote resolutions (excluding bylaw amendments) that were copied from prior AGMs and SGMs, which will be given to Candice for compilation into a binder for future reference. The resolution Brian requested be found regarding the approved uses of Mountain View Park including a community park was included.

Performance Bonds are to be secured from the owners of lots once a DRC Application is approved, but before construction commences, to cover the costs of any damage to common property caused by the construction.

b. Design Review Committee

- i. Lot 214 submitted an Application for a fence which included a detailed illustration. Once a letter from the adjacent owner is received, the Application will be approved.
- ii. Gate – Bids are coming in for the gate replacement. Some invoices for the power and telephone line installation costs are still being received. Harry will advise when all invoices and costs are available so the invoice to the owner/developer, Tim Peligren, can be finalized.
- iii. Garbage – Various items that are clearly not ‘household refuse’ are still being left at the garbage/recycling collection area. Owners are again reminded to refer to the signage at the collection area and that no unacceptable items are to be left there.
- iv. Inspections and maintenance – Roto Rooter is coming to do the annual maintenance of all three systems and will also complete some small repairs, including the vent. Candice is going to place the annual inspection reports on the septic systems into a Schedule of Maintenance & Work Manual.
- v. Special Projects – Culvert work at Wallace Wood Way and Klein Ridge Road, as well as repairs to the road washout on Paul’s Place will now move forward. Scope of work will be defined and bids will be secured. Performance Bonds will be required from lots 244 and 245 to cover the costs of any damage to common property caused by



construction. Earl reported he would be meeting with the Drainage Committee owners on the weekend, now that the snow is gone.

- vi. Report on Maintenance and Repair Estimate Compared to Actual – Report is attached.
- vii. Gate remotes and Mailbox Keys and Locks – Brian moved that a $\frac{3}{4}$ vote resolution be prepared for the AGM to have owners be responsible for the costs of gate remotes, mailbox keys and mailbox locks. Mike seconded and the motion passed by majority with Earl voting in opposition.
- viii. Common Water System – Well 15 requires some engineering and Brian is to follow-up with the Developer, Tim Peligren, about that. The Strata needs to secure a CPCN (Certificate of Public Convenience and Necessity) to operate the water system, which has been classified as a small system. The Strata has been operating the water system on a temporary certificate.

c. Financial Report & Expenditures for Approval

- i. Year to Date Revenue and Review of Receivables – Courier and meeting costs will be broken out to track the costs for those items which are included in the Administration budget line. The emergency (storm-related) expenses and the snow removal budget overruns (including sand and salt) are not being included in the financial summaries. This serves to ensure those expenses do not diminish the funds available for the regularly scheduled maintenance and repairs. Some of the emergency expense costs will be covered by insurance. Any budget surplus remaining after scheduled maintenance and repairs are completed, will go toward the uninsured emergency expenses and the snow removal overrun amount. Any balance thereafter will be covered by the contingency reserve fund.
- ii. Rob was asked by our insurance company to submit an invoice for his work as it would be covered and the strata will be reimbursed.



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- iv. Report on Collection – Collections activities were delayed by the need to confirm the Bylaw 1 (2) fine amount, given the amendment of bylaw 28 at the AGM. It was decided the fine would remain \$50 for this year, with refinements to the bylaws at the AGM. Trish is now proceeding with collection activities and she noted that now received fees for about half of the lots listed in the February 18, 2019 Minutes.

Trish moved to proceed with placing a liens on lots 204 and 238 for outstanding fees.

Moved: Trish
Second: Doedy

CARRIED UNANIMOUSLY

- v. Year to date Expenses and Payables – Nothing to report.
- vi. Report on Special Projects – Nothing to report.
- vii. Report on Budget Compared to Actual – Nothing to report.
This item will be removed from future Agendas.
- viii. Water System Reporting – Don submits his monthly reports to Doedy with his invoices and his report is attached. Don completed and submitted the Annual Water Report VIHA has requested.

5. Council Task List

- a. Brian will oversee the creation of a Maintenance and Work Manual.
- b. Brian will contact the Developer, Tim Peligren, regarding well 15 engineering
- c. Harry will gather invoices for the power and phone line installation at the gate house.
- d. Earl is overseeing the Drainage Committee and will report at next meeting.
- e. Rob and Mike are overseeing the culvert work and gate quotes.
- f. Brian and Trish are working on securing a Telecom assessment/resolving the telephone and internet issues.
- g. Harry will follow-up on the Geotech report for Abbey Road and arrange to have the YIELD sign moved.



6. Unfinished Business

- a. Notice of Civil Claim Suit – Noel Stephen & Judith Munkholm – No recent news. In the unlikely case of an adverse judgment, we have more than adequate insurance to cover it. An update will be requested.
- b. The Owners List Updating is progressing.
- c. Telus Optic Upgrade - It does not appear as though Telus has plans to upgrade in our strata for several years. Reliable information is being sought directly from an appropriately authorized individual at Telus.
- d. Ivanore Motions – The motions and the response are attached as exhibits.
- e. Revamp of Web Page – Candice will asked to oversee this as she is in the best position to determine the details.
- f. Geotech Assessment of Abbey Road – A Geotech visited and inspected the site, and verbal information was provided. A Report has not yet been received.

7. New Business

- a. Handyman – Adam Blue has been providing handyman services. Council members are to e-mail their suggestions for items for Adam’s attention to Candice.
- b. Clean up old and verify current website access requests – Candice has been cleared to undertake this project.
- c. Telecom Tech Assessment – Trish moved the Strata hire a qualified Telecom Tech to assess and report on the phone system.

Moved: Trish
Second: Brian

CARRIED UNANIMOUSLY



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- d. Gate Signage – Harry moved that the YIELD sign just inside the entrance gate be relocated on Abbey Way, next to where Tim’s office was. It was noted that there is already a stop sign at the bottom of the hill where Meadowood approaches the gate area from inside the strata and it makes no sense for traffic coming in the gate to yield to either traffic at the stop sign coming down Meadowood or those turning left onto Meadowood from Abbey Way.

Moved: Harry

Second: Trish

CARRIED UNANIMOUSLY

8. Events

- a. The Village Community Volunteers have prepared a Schedule of Events, which has been posted at the mailboxes and a copy is attached hereto.

9. Correspondence

E-mail from Lot 21 confirming strata fee payment was submitted in advance of due date.

E-mail from lot 53, requesting snow from the road not be pushed onto their lot.

E-mails from lot 79; inquiring whether the insurance on their storage unit remained valid in light of the claim being made by the strata for storm damage, requesting a hearing about the telecom system, inquiring whether Council would have a plan in place by March 18, 2019 for resolving the telecom problems, inquiring about gate clickers and using a cell phone to buzz open gate.

E-mail from lot 216 inquiring about yard debris disposal.

E-mail lot 259 asking who to contact to confirm property boundary between two private yard areas.



E-mail from lot 279 attaching a DRC Application for a fence.

10. Bylaws

Discussion held in camera regarding bylaw infractions.

11. Next Meeting Date

- a. Next meeting is planned for Monday, April 8, 2019 at the Lighthouse Community Centre

12. Adjournment – 9:15 p.m.

Moved: Brian

Second: Trish

CARRIED UNANIMOUSLY

Brian Gallagher, President

Date

Lorraine Webb, Secretary

Date

Strata Corporation VIS4673
Comparative Income Statement

February 2019	Actual 11/01/2018 to 02/28/2019	Budget 11/01/2018 to 02/28/2019	Annual Budget 11/01/2018 to 10/31/2019
REVENUE			
Strata Fees	160,744.00	169,113.50	338,227.00
Garbage Fees	40,344.00	34,600.00	34,600.00
Strata Forms	375.00	0.00	0.00
Interest Revenue	114.35	0.00	0.00
Fines	4,225.00	0.00	0.00
Other/Extraordinary Income	10.00	0.00	0.00
TOTAL REVENUE	205,812.35	203,713.50	372,827.00
EXPENSE			
Non Maintenance Expenses			
Accounting	0.00	1,333.32	4,000.00
Legal & Consulting	0.00	4,050.00	12,150.00
Courier & Postage	1,939.88	0.00	0.00
Strata Administration	6,208.28	8,169.32	24,508.00
Computer Hardware & Software	286.73	166.64	500.00
Hydro - Utilities	2,497.83	3,000.00	9,000.00
Gate Equipment	0.00	5,000.00	15,000.00
Garbage Collection	8,687.36	11,533.32	34,600.00
Property Taxes - Lot 13 & 14	0.00	500.00	1,500.00
Insurance	4,002.35	7,038.32	21,115.00
Insurance - Claims Recovery	5,809.07	0.00	0.00
Interest & Bank Charges	182.66	166.64	500.00
Telephone	330.06	1,000.00	3,000.00
Gate Monitoring	165.00	1,166.64	3,500.00
Bookkeeper	5,047.14	4,500.00	13,500.00
Strata Meetings & Supplies	3,817.36	0.00	0.00
Miscellaneous Committees	0.00	666.64	2,000.00
Capital - Culvert Replacement	9,430.00	8,333.32	25,000.00
Capital - Phone Line/Move	0.00	1,500.00	4,500.00
Capital - Generator	0.00	4,333.32	13,000.00
Repairs Misc. Equipment	366.76	3,266.64	9,800.00
Non Maintenance Expenses Total	48,770.48	65,724.12	197,173.00
Maintenance Expenses Total	59,935.08	68,557.20	175,154.00
TOTAL EXPENSE	108,705.56	134,281.32	372,327.00
NET INCOME	97,106.79	69,432.18	500.00

Stratia Corporation VIS4673
Comparative Income Statement

February 2019	Actual 11/01/2018 to 02/28/2019	Estimate 11/01/2018 to 02/28/2019	Annual Estimate 11/01/2018 to 10/31/2019
Maintenance Expenses			
Snow Removal - Road Clearing	31,384.67	10,666.40	13,333.00
Snow Removal - Road Sanding/Salting	0.00	4,487.20	5,609.00
Snow Removal - Sand & Salt Material	6,517.61	1,600.00	2,000.00
Snow Removal - Storage Units Roofs	0.00	400.00	500.00
Snow Removal	37,902.28	17,153.60	21,442.00
Security Cameras - Camera R&M	0.00	166.64	500.00
Security Cameras	0.00	166.64	500.00
R&M Supplies - Small Tools	67.16	166.64	500.00
R&M Supplies	67.16	166.64	500.00
Fire Equip't - Hydrants service/rep	0.00	333.32	1,000.00
Fire Equipment	0.00	333.32	1,000.00
Vegetation Removal - Tree Trimming	0.00	3,500.00	10,500.00
Vegetation Removal - Roadside Mowing	0.00	1,333.32	4,000.00
Vegetation Removal - Emergency Tree Clearing	18,401.25	0.00	0.00
Vegetation Removal - Common Area Trim	0.00	833.32	2,000.00
Vegetation Maintenance	18,401.25	5,666.64	16,500.00
Roads Maint - Grading Gravel Roads	498.75	5,000.00	15,000.00
Roads Maint - Crush Aggregate	1,030.44	4,000.00	12,000.00
Roads Maint - Culvert & Ditch Clean	0.00	666.64	2,000.00
Roads Maint - Pavement Repace & Sup	0.00	1,333.32	4,000.00
Roads Maint - Pavement Crack Sealing	0.00	2,333.32	7,000.00
Roads Maint - Pavement Ext/Corner	0.00	3,333.32	10,000.00
Roads Maint - Road Sweeping	0.00	833.32	2,500.00
Roads Maint - Signs, Cleaning & Paint	0.00	833.32	3,500.00
Roads Maint - Emergency/Other	0.00	1,666.64	4,000.00
Road Maintenance	1,529.19	19,999.88	60,000.00
Washroom - Cleaning Contract	584.00	584.00	1,752.00
Washroom - Building Repairs	0.00	50.00	150.00
Washroom - Plumbing Repairs	0.00	50.00	150.00
Washroom Maintenance	584.00	684.00	2,052.00
Water/Sewerage - Contract	14,421.41	14,620.00	43,860.00
Water/Sewerage - Call Out Mileage	389.55	0.00	0.00
Water/Sewerage - Chlorination	344.81	0.00	0.00
Water/Sewerage - R&M	0.00	1,333.32	4,000.00
Water/Sewerage Maintenance	15,155.77	15,953.32	47,860.00
Gatehouse Refurbish/Repairs	4,628.43	1,666.64	5,000.00
Gatehouse Maintenance	4,628.43	1,666.64	5,000.00
Water System - Well Pumps	0.00	166.64	500.00
Water System - Hydrants	0.00	166.64	500.00
Water System - Blending Equipment	0.00	166.64	500.00
Water System - Chlorination	0.00	500.00	1,500.00
Water System - Reservoir R&M	68.25	100.00	300.00
Water System - Piping Repairs	0.00	333.32	1,000.00
Water System Maintenance	68.25	1,433.24	4,300.00
Telephone Equipment Repairs	0.00	1,333.32	4,000.00
Telephone Equipment Maintenance	0.00	1,333.32	4,000.00
Storage Unit - Moss Removal	0.00	0.00	2,000.00
Storage Unit - Roof Repairs	0.00	3,333.32	8,000.00
Storage Unit - Structural Repairs	0.00	666.64	2,000.00
Storage Units Maintenance	0.00	3,999.96	12,000.00
Transfer to Contingency Reserve Fund	(18,401.25)	0.00	0.00
Maintenance Expenses Total	59,935.08	68,557.20	175,154.00

Feb 2 2019 Daily Reservoir Readings

Date	Time	depth	Temp.	Well#1	Well#2	Well#9	Well#13	Res.Flow	total
					60180	55239		171231	
	1 850	10.9						171318	
	2 820	10.8						171397	
	3 830	10.9						171486	
	4 900	10.9						171593	
	5 920	10.9						171682	
	6 845	10.9						171759	
	7 815	10.8						171840	
	8 805	10.8						171928	
	9 845	10.8						172010	
	10 815	10.8						172092	
	11 810	10.9						172182	
	12			SNOW					
	13 870	10.9						172347	
	14 900	10.9						172431	
	15 850	10.9						172510	
	16 830	10.8						172589	
	17 840	10.8						172709	
	18 835	10.8						172848	
	19 810	10.9						172964	
	20 810	10.9						173068	
	21 900	10.8						173186	
	22 905	10.8						173304	
	23 815	10.8						173420	
	24 820	10.8						173546	
	25 830	10.8						173688	
	26 845	10.8						173812	
	27 830	10.9						173940	
	28 920	10.8						174084	
	29								
	30								2853 CM
	31								
Meter Readings					60922	56261			
Total consumption					742	1022			
comments									
Don Buchner									

TOTAL CONSUMPTION FOR Feb 2019 = 2853^{CM} or 627.660 Imp Gal.
 DAILY CONSUMPTION = 102 or 22,440

THANK GOODNESS IT HAS BEEN A QUIET MONTH WITH NO SURPRISES OR MISHAPS. ALL IS RUNNING SMOOTHLY AND ALL TESTS HAVE COME BACK CLEAN.

Business as usual:
 Page 1

Don Buchner
 EOC # 6464

Feb 2019 Daily Residual Chlorine Readings							
Date	reservoir	SL 51	SL 27	Washrooms	SL 201	SL 177	SL 269
1	.2				.2		
2	.2			.2			
3	.2				.2		
4	.2				.2		
5	.2			.2			
6	.2				.2		
7	.2			.2			
8	.2				.2		
9	.2				.2		
10	.2				.2		
11	.2				.2		
12							
13	.2				.2		
14	.2				.2		
15	.2				.2		
16	.2				.2		
17	.2				.2		
18	.2				.2		
19	.2				.2		
20	.2				.2		
21	.2				.2		
22	.2				.2		
23	.2				.2		
24	.2				.2		
25	.2				.2		
26	.2				.2		
27	.2				.2		
28	.2				.2		
29							
30							
31							

SCHEDULE OF EVENTS

APRIL

- 02 Village Community Volunteers Meeting 1575 Pady Place 10:00 a.m.
- 09 Community weeding
- 13 Spring Clean-up Mtn. View Park 10:00-2:00 BBQ lunch
- 16 Easter Egg Stuffing
- 21 Easter Egg Hunt Mtn. View Park 11:30 a.m.

MAY

- 07 Village Community Volunteers Meeting 1575 Pady Place 10:00 a.m.
- 14 Community weeding
- 20 Garage Sale Mtn. View Park 10:00-1:00

JUNE

- 04 Village Community Volunteers Meeting 1575 Pady Place 10:00 a.m.
 - 11 Community weeding
-

THIS IS A POSITION PAPER SHOWING HOW LQRD RESIDENTS FEEL.

The Corcan/Meadowood Group has put forth their efforts over the last 15 years and has accomplished nothing. I believe it is time LQRD tell the CMG how they feel.

The elected representative for Area F, Ms. Leane Salter, has agreed to take on this responsibility as a full time effort for the LQRD residents.

MOTION FOR EMERGENCY ACCESS.

A letter to the Corcan/Meadowood Group stating the LQRD are not happy with the lack of progress for a secondary access.

The elected official Ms. Leane Salter, for area F to be the only representative for emergency access dealings for the LQRD.

Access to funds held by the CMG is given to Ms. Salter with the names and contact information from all donators.

When the funds have been resolved a feasibility study will be completed ASAP.

The bridge currently under review by the District of Nanaimo through the quarry is designed to withstand maximum loads for pedestrian and emergency access.

Ms. Salter to enter into a public/private partnership with the District of Nanaimo, the province of British Columbia, the Federal government, areas H, F, and Melrose to help in assist in payment for emergency access.

If taxes are required it is to be indicated the time frame and amount per resident.

A final referendum outlining all of the above and the wishes of the community to be held.

Emergency access for LQR

I attended the Corcan Meadowland Gr meeting for last 2 Yr
No empathy for res.
unaware of the facts 40 K vs 5 K
fire rises .
Most vulnerable is above the Hwy bridge
Telling people to pack is joke
The Nanaimo fire report is joke
The Meadowland group for 15 years has done nothing
\$30 K to be cleared for study
Given to Rep for area "F"
replace any other group .
Work with Melrose and groups like "H"
Look into a public private partnership with Nanaimo Province Fed area H and Melrose
Look at tax sharing with specifics on cost time and achievability
Deal in facts truth and reality .

Motion for emergency access

A Letter to the Corcan/Meadowland Group
The elected area "F" official Leanne Salter be the only active representative for emergency access for area "F"
The funds held by the CMG be clarified with the donators and its use be resolved with options
and area "F" rep. be the final say in the questionnaire. Then funds given to Rep. for the study
The bridge being designed by The District be confirmed designed to with stand all loads for emergency access.
The Rep enter into a PPP with Dist. Province, Fed area "H", "F", and Melrose to negotiate an agree through tax dollars
to pay for the access.
The tax deal to be specific and limited in time for this project . Then final referendum.

Sewer System

Through-out history two things have stood out as crucial for the development of a thriving community, good clean water and the disposal of human waste .

Over the last few years the water system in the Village, used by some 150 homes, has been improved and monitored by independent agencies to ensure it complies and exceeds the quality acceptable by the regulation set out by the Health Board.

During the last year the Strata appointed a two man committee to commission and investigate the sewer system in the village . A report was written and received and the Strata is bringing the sewer systems, 3 to be exact, over the next couple of years to an acceptable standard, monitored and inspected by independent agencies going forward to ensure it complies with the minimum of health standards . Within the village approx 35 homes are connected to a septic sewer system with 3 fields attached to it , Lailahs Loop, Dar's Place and Country Rd.

However some 240 homes are on a pressure or gravity type of septic system on their own property. The maintenance of these system affects us all in the fields and if not maintained to the highest possible standards could result in long term problems.

My motion is the following :

" As per the guide lines outlined by the Nanaimo Health Board these septic systems should be checked by an independent agent, qualified in the inspection of these type of systems, that they are in a good quality working condition and are being maintained every two years . This proof would be provided to the board by way of a certificate of compliance for each home every three years .

The Strata will work to help reduce the cost as it has done for the septic system home owner's to around \$85 for a two year certificate . Failure to comply would allow the Strata to authorize the inspection and apply said cost to the home owner's strata fees .

November 23rd.2018

RESOLUTION:

Inspection

As per the guidelines outlined by the Nanaimo Health Board, "Sewage System Standards Practice Manual Sept 2007" and "How a septic system Works", state that all septic systems in the LQRD will be checked every 3 years by a qualified sewer system expert. A certificate will be produced and provided to the Strata. The Strata will work to help reduce the cost as it did for the sewer system to approximately \$85 dollars or \$30 per year.

If a resident chooses not to conform the Strata will authorize the inspection take place with cost to the property owner. Records for the inspection will be maintained by the Strata.



Strata Corporation VIS4673
1773 Country Road
Qualicum Beach, BC
V9K 2S3

December 16, 2018

Mr. Thomas Ivanore
1790 Canuck Cres.
Qualicum Beach, BC, Canada
V9K 2S3

Strata Lot 258

Subject: Hearing before Council

Dear Mr. Ivanore,

Regarding your two requests made at your presentation prior to the December 3, 2018 Council meeting:

Motion for Emergency Access

While Council unanimously agrees that highway access, and emergency access from the end of Corcan Road, are subjects that should be important to all of us we also unanimously feel that because we have no standing with the CMRA we are not in a position to even ask, let alone demand, that they take a long list of specific actions. Even if we did have standing, we could not speak for the owners on a subject like this without a mandate from them.

We have asked CHOA if it is possible to have Leanne Salter address the SGM, either as an agenda item, or informally after the official meeting is over. We think it is pretty likely the latter is allowable. This would at least inform a significant number of owners, some of whom are likely members of the CMRA who would have the ability to present some of your proposals to that organization.

Sewer Inspections

As you have been advised previously, Council cannot compel an owner to do anything on his private yard area without a bylaw, and passing a bylaw would require a $\frac{2}{3}$ vote by owners. Council feels that such a bylaw would have no chance of being ratified, and therefore decline to propose such at the upcoming SGM.

If you feel strongly enough on this point and believe you have the support of enough other owners, you can present a petition to Council with the signatures of 25% of the owners and Council will be compelled to put a resolution to add a new bylaw on the agenda of the next General Meeting.

We do think that providing good information to all the owners is an excellent idea, and will add the RDN SepticSmart document to welcome packages that are sent to new owners. We will also look into other ways of publicizing it, including putting it prominently on the home page of lqrv.ca.

We hope the foregoing is satisfactory. Should you have any questions or comments, please do not hesitate to contact us.

Sincerely,

Strata Council VIS4673

HEARING:

Bob McKerihen and Sally Kennedy (lot 79)
To Strata Council at the Regular Council Meeting on March 18th, 2019

For those of you who don't know me, my name is Sally Kennedy and I am the joint owner of lot 79 with my husband, Bob McKerihen.

In our strata's bylaws and the BC Strata Property Act, common property is defined as including facilities for the passage or provision of services, including telephone.

Telus provides lines only to the telephone room by the gate.
The telephone system in our village was designed and installed by the developer and has been failing to cope with the demands of the strata for a number of years.

Part of Strata Council's responsibility is to maintain common property to the best of their ability within the budget adopted by owners. We would suggest that owners typically want the best value for their dollar, and it is because of this that our community is starting to experience problems with common property, namely the phone system, the water system, and the gates.

The telephone system is integrated with the gate control system.

I'm going to diverge from the phone system for a brief moment, but you will understand why. These gates are meant to be for our security, but they are sometimes left open for weeks on end. As such, we have frequent visitors who simply want to explore the property. These uninvited guests, particularly quad bikers, are informed by the signage that they are subject to our bylaws, but in reality our bylaws only apply to strata owners! The signage is incorrect and needs to simply state that uninvited guests are trespassing on private property.

Further, a more appropriate security control would be boom barriers, where a bar or pole would pivot to allow the boom to block vehicle access through the control points, and could be operational year-round. The boom barriers would also open and close faster, which would prevent trespassers from following authorised users through the control points.

But back to the phone system.

Following informal discussions with Brian and Dana last year, Bob was tasked with searching for a technician to look at the Strata's telephone and gate systems. Bob researched his network of contacts through his business as a custom builder and secured interest from Len McIlwrick of Coho Communications. The issues were discussed, reiterated in an email and Len was willing to come and assess the situation in our village. Bob sent an email to Strata Council in December with full details of the discussions he had with Len and how to contact him. Contrary to the public comment to Bob at the SGM in January, no formal response or instruction has been received from Strata Council.

We've been attending council meetings since last year. The email Bob sent in December was not noted as received correspondence on the agendas for the January or February meetings, and so it was re-sent in February. Shortly after that, we requested a hearing. When the minutes for the February meeting were issued, we read that our correspondence had been received, but we had no idea if the issue was discussed or was being added to the agenda at a future date. Finally, on March 9th, we received an email advising that Council **'does not have a plan for resolving the telephone issues at this time'** and that the **'situation wasn't going to change prior to this hearing'**.

We have become increasingly aware of the number of strata owners who have not been able to get a telephone service.

It is not acceptable that a system which is legislated by the province to provide service for every strata owner is available only to some. The design, construction, and maintenance of the telephone system was inadequate from the beginning and previous Strata Councils should have been upgrading the system to provide for the future as the population grew. We are not blaming this on our current Strata Council, but we will blame them if they allow this situation to continue.

We specifically ask that Strata Council hire a qualified technician to assess the situation to our lot within one month of this hearing, and that a working phone line be in place to lot 79 by June 30th, 2019, with a demark assigned in the strata phone room for lot 79. We also ask for a letter of assurance to Telus that this line is available for connection by that date.

This is simply a repair to a deficient system, and we understand that resolving this problem is entirely within the power of this Strata Council to initiate immediately, without the three-quarter vote. We would strongly suggest that this technical assessment work could evaluate the other phone and security control issues in our strata and solve them at the same time.

We know that eventually our community will be serviced by a fibre-optic system. That is all well and good, but we are entitled to a working phone system now. In our opinion, waiting for the fibre optics is not an option and during the interim period, the state of the phone system directly contravenes the province's Strata Property Act.

Bob's offer to assist with the resolution to this problem still stands.

We believe we have made it quite clear that the Strata's position on this issue is in violation of the Strata Property Act. This is unacceptable, and we will be tenacious until the situation is resolved for the entire community.

Thank you for giving us the opportunity for this hearing.



Strata Corporation VIS4673
1773 Country Road
Qualicum Beach, BC
V9K 2S3

March 26, 2019

Sally Kennedy and Bob Mckerihen
1920 Wallace Wood Way
Qualicum Beach, BC
V9K 2S3

RE: MARCH 18, 2019 HEARING REGARDING TELECOM SYSTEM

Dear Sally and Bob:

Thank you for making your in-person presentation to Council on March 18, 2019 and for providing a copy of your presentation notes to those in attendance.

Council faced a number of unusual and significant challenges at the beginning of this year that regretfully, resulted in your December 28, 2018 e-mail failing to receive the timely attention it warranted. Council is committed to resolving our telecom system problems. Your assistance since the hearing has been most appreciated and we look forward to continuing to work with you on this project.

As you have become more aware of since working with Council, there are a few significant barriers impeding our progress at this time. First and foremost, Council does not have any reliable information from Telus as to what they require before they will be willing to once again provide services to new strata residents. Neither do we have any reliable information regarding any plans Telus may have to replace our strata-owned system with a state-of-the-art Telus owned system. A senior representative of Telus' technical support department has passed our request to be put in contact with an appropriately authorized individual along to his supervisor. Council is also approaching Shaw and Bell requesting they provide us with proposals for replacing our current system with their own infrastructure.

As you know, it has proven very difficult to find qualified telecom technicians to assist with maintaining the existing system and/or to provide a technical assessment of it. Council is encouraged by the exchange of information between yourself and Coho Communications on those two fronts. Although you most recently informed Council that Coho Communications is not immediately available, this remains a good lead that will be followed up upon. In the mean time, all available system drawings and such are being gathered so it will be on hand when Coho Communications or another telecom tech firm is available to assist.

It is important to appreciate that Council's ability to resolve the telephone system problems is very limited by the available funding. Less than \$5,000 remains available in this year's budget for system repairs and Council must consider how those funds are best allocated. As a professional assessment is key to determining what repairs are required to our system and how best to proceed, logic dictates it be given priority.

The gate is slated for replacement this year and bids for the work are currently being gathered. Your recommendation of using a boom type of gate to reduce unauthorized vehicles following behind residents' vehicles has been noted for the DRC members working on that project.

While Council will do all it can to resolve the strata's telecom problems as quickly as possible, there are a number of variables beyond our control, which means we cannot promise when the project will be completed.

Again, your assistance with this project is most appreciated and Council looks forward to working with you as matters progress.

Best regards,

Strata Council