

Crossbow Point Condominium (#0310034, re-division #0410395/0510165)
Annual Committee Meeting (ACM)
January 7, 2017 at 1:00 p.m. at the Coast Hotel

1. **Meeting call to order:** Meeting called to order at 12:45 p.m. by David Minifie. No objections to Becki Kochan of PEKA recording the minutes.
2. **Approval of the January 3, 2016 A.C.M. minutes:** Motion by 208-155, seconded by 309-155 to approve the January 3, 2016 A.C.M. minutes. Motion carried.
3. **Business arising from the January 3, 2016 A.C.M. minutes:** None.
4. **Reports:**
 - a. **President's Report:** David Minifie, The Crossbow Point Board President took the opportunity to thank the following people:
 - i. Cliff Bock is a residential owner that also holds the contracts with Crossbow Point through his company, Mountain Springs Services, to provide a range of 'caretaker' services, including his high-quality operations concerning our swimming pool/hot tub - which is a top tier operation; we also acknowledge Al Dubeta who assists in this regard. Cliff is a ready volunteer when something needs to be done and when someone needs assistance.
 - ii. Bob Smerek - a long term tenant who oversaw maintenance to restore the pool tables in the amenity building to full function.
 - iii. Dorothy Staniforth and Susan Minifie for administering theatre access.
 - iv. Barb Mendaglio and Lynne Kemshead – they continue to act in a landscaping advisory capacity, and report to the Board through Anne Forbes who has taken on Landscaping responsibilities in addition to her formal Board role.
 - v. Jim and Peggy Weibe planted and maintained the flowers at the entrances to each of the 3 buildings after a one-year sabbatical. Volunteers are always welcome.
 - vi. Virginia Haase and Susan Minifie for cleaning and maintaining the library in the amenities building.
 - vii. Thank you to all those that assisted in the Spring clean-up day, decorating of the amenities building for events and those of you in attendance today for taking an active interest in our condo business.
 - viii. PEKA Management, Gibson Rencz, his assistant Becki Kochan and their colleagues, for their professional services and supporting a valuable relationship.
 - ix. Thank you to Don, Anne, Brent and Gottfried, the 2016 Board of Directors. These people have regularly devoted significant personal time during Board meetings, meeting preparation and email discussions.
 - x. Special thanks to Don Lawrence, who chose to not stand for re-election after 6 years of Board service.

The current Board members (Don, Anne, Gottfried and Brent) thanked David for all of his hard work and dedication to the condominium over the years.

- b. **The year in Review:** David Minifie gave a brief overview of the year.

- i. **Roam Bus:** The Roam bus now has a stop in front of Crossbow and is an asset to the owners and residents.
- ii. **Board meetings:** The Board held 6 regular meetings and 1 joint meeting with the Landing. When practical, dialogue between Board members was done via email and then ratified at the next Board meeting. Each Board member spends approximately 2.5 days a month attending to condominium business.
- iii. **Canmore Condominium Interest Group:** The Board participates in a Canmore Condo Interest Group where 6 condominiums are represented - sharing ideas, challenges, solutions, technical info. In 2016 the Group facilitated a Condominium Governance professional development session for Board members, with the training conducted by a recognized professional in the field (Bernie Winter).
- iv. **Governance:** The Board reviewed and updated its internal operating document outlining the Governance standards that it sets for itself, its operations and the expectations for each Board member. This past year each Board member reviewed and accepted the document, and further decided that they wanted to sign, which they did, a commitment to work to the standards set out therein.
- v. **Policy development**
 - a) The Reserve Fund Investment Policy was updated and grants the Board Treasurer additional investment discretion concerning specific limited amounts and duration of GICs.
 - b) A policy was developed and published pertaining to Multiple Vehicle Parking within Titled parking stalls. The Board mentioned this policy in the latest newsletter and details are posted on the Crossbow Point website - www.crossbowpoint.com
- vi. **Communications:** 3 newsletters were published. The Board also maintains an email distribution list to support more timely communications of these and other matters. Interested owners and tenants should contact crossbow.chatter@gmail.com or through the 'contact us' button on the website to be added to the distribution list. Email correspondence is the fastest way to receive both primary and supplemental communications. The Board will send updates and notifications to owners via email that would not be distributed otherwise.
- vii. **Steam room:** The steam room repairs dragged on longer than anticipated. A leak at the perimeter of the floor drain was discovered, which resulted in significant damage that compromised the integrity of the floor. This necessitated the closing of the room in April due to safety considerations. The Board investigated alternative renovations and repairs with the goal of achieving a long-term cost-effective solution. The decision was made to undertake the partial demolition and rebuild of the Steam Room. The re-build was completed on Dec 23, and the Steam Room was once again fully operational. We regret any inconvenience caused during the repairs.
- viii. **Hot Water Tanks:** As a preventative maintenance item this past fall, the Board approved the replacement of all 4 hot water tanks/heaters as they were approaching end of life, after being in operation for approximately 13 years. This approach allowed for a controlled and managed shut-down of hot water, minimizing any inconvenience to residents.
- ix. **Amenities building:**

- a) Fire Sprinkler system: A relatively minor leak occurred requiring clean-up and line replacement in the games room. There was minimal impact to users.
 - b) Amenities balcony: Late in 2015 a capital project was approved to replace portions of the balcony on the amenities building due to a limited amount of wood rot occurring. A partial rebuild was completed this past year, with changes to the structure (air flow; moisture control) that will ensure a much longer life in the future.
 - c) Swimming Pool / Hot Tub areas: The area was closed for about 3 weeks as the floor drains were replaced due to rust build-up (a leak in one led to a full inspection). The floor tiles and grouting were professionally cleaned, and re-grouted where necessary.
 - d) HVAC System: Repairs were made to the HVAC systems in the electrical and pool equipment room, which substantially improved the work environment in both. The air temperature level and circulation was improved as a result of various fan equipment repairs, and the relocation of the Fitness Room A/C condenser from the room to outside of the building. Equipment was installed to properly control the refrigerant flow and to extend the life of the current AC infrastructure.
- c. Social Committee: Beverly Block, on behalf of the Social Committee, reported on the years' events.
The Crossbow Point Social Association is a volunteer group of five volunteers at present. Executive committee members for the year were:
Chairperson: Beverly Block;
Secretary: Susan Minife;
Treasurer: Virginia Haase;
Members: Yolanda Machan; Peggy Wiebe; Cheryl Dubeta.

The Crossbow Point activities that are managed by the Social Committee are the Summer BBQ, providing lunch for the Spring & Fall Clean-Up, Christmas decorating and the Christmas Dinner. The Social Committee also provides lunch for the Crossbow Point Board of Directors meetings as requested. All the events were a great success this year and included the Mardi Gras February event with Bradley Bischoff providing the live music. Happy Hour with our neighbours from the Landing on April 16 was attended by a larger crowd than expected! Background music was provided by Mark Staniforth.

Refundables continue to be our only source of revenue. Major thanks need to be given to the refundable volunteers: Bernard Ouellet, Jim & Peggy Wiebe, Robert Reid, Al & Cheryl Dubeta, Rick Thrall & Cliff Block. A special thank you to all community members who are diligent in rinsing their refundables before placing them in the collection bins & a reminder to everyone else to consider doing so!

The Crossbow Point Social Association Mandate is available for your perusal at any time. It clarifies purpose, organization and duties. As stated in our mandate, all owners and residents of Crossbow Point are automatically members of the Association. Please approach members of the executive committee if you have an idea for a social gathering or event that would be open to all owners and residents!

The Social Committee has been formed to serve the community of Crossbow Point and our desire is for the community to be enhanced by the activities that the committee supports.

- d. Risk Management: A self-assessment risk management document was created and maintained by Don Lawrence. The assessments were formally reviewed twice this year and edited as applicable. A fire drill was held on October 15, 2016. In preparation for this event, Muster Point signage was installed near each amenity building. Residents were advised in advance that a drill was scheduled for October, however the exact date was not advertised. A total of 40 people representing 23 different units participated, which was similar to the participation in 2015. Quick building evacuation is essential during an emergency, and while it took approximately 4.5 minutes, a real fire could have grown by roughly 8 times from the time the alarm was sounded. Fire drills are necessary and support the condominium fire safety plan and the safety goals for residents and guests. As mentioned during the AGM, both Boards have agreed that in the event of a real fire/evacuation, either or both amenities buildings would be opened for temporary shelter. Russell Security is contracted by both condominiums and would provide access as needed since they would be on site attending to the fire alarm. Spillett Security Group has also confirmed they would arrange access if called.
- e. Insurance Claims: In late October 2015, and as mentioned at last year's ACM, the Board commissioned the installation of polypropylene glycol antifreeze into the baseboard heating system as a preventative measure against frozen and bursting hot water heating pipes, which had proven quite costly for the condominium in insurance related expenses. Over the last 15 months, this has proven to be a cost-effective investment as there were no insurance claims during this time because of frozen pipes.
- f. In-unit water shut off: Everyone should be aware that each unit has 2 water shut-off valves - generally located in the front hall closet or possibly through an access hatch in the drywall. Residents should turn the water off when leaving the unit unoccupied for extended periods of time or unit specific plumbing repairs. There are also shutoff valves located throughout the parkades. These valves shut off the water supply stack to all 3 units and should be used in the event of an emergency. There is one valve for hot and one valve for cold. These have just been clearly labeled with tags - thanks to Don Lawrence. If a water leak is suspected in a unit line, and the owner/tenant is not home, the water lines can be shut off to that unit (albeit the water supply for other units in the stack would also be closed). Contact PEKA's office or the emergency line if it's after hours to report all water leaks or property damage emergencies.
- g. Stopping/Parking on Crossbow Place road: This continues to be a problem, but is most notable when contractors stop and park outside the Landing amenities building. A center line was painted on the roadway, which seems to have improved road safety and reduced parking on road.
- h. Roof Inspections: There Board was made aware of loose roof tiles and some areas where the grout dislodged from the roof tile ridge caps. A professional roofing contractor was retained to repair tiles and complete a full inspection report to identify any potential safety concerns. An annual roof inspection has been added to operating plan and budget.

- i. Landscaping: The south west portion of land was graded and drainage added to mitigate water infiltration at the P2/P3 juncture of 155.
- j. Log Work: Due to the age of the buildings, an annual inspection, painting and replacements of the balcony rails and spindles are part of the ongoing preventative maintenance and safety program. Several balconies were worked on over the last year and such work will continue over future years. In addition, the log work around the hot-tub was fully replaced. Aluminum caps were put on posts to prevent water infiltration and extend the life of the posts.
- k. Stairs - 155 south: The log work on the stairs deteriorated over time and was ultimately replaced this past year. The stair structure was sound it did not require replacement. The original builder used logs made of spruce; all replacement log work is either of cedar or fir, which has a much longer life expectancy.
- l. Items in progress; Future undertaking:
 - i. Smoke alarm replacement: During a Board meeting in December, the Board authorized the replacement of all original wired smoke detector alarms. Banff Fire & Safety have been contracted to replace all the alarms. This work has been scheduled for February 15, 2017. If you have not already done so, it is highly recommended that owners consider taking advantage of PEKA's free key-holder service so that this work can be completed even if you are unable to be on-site.
 - ii. Landscaping: In addition to ongoing maintenance, the Board has established a 5-year plan, which will be updated annually. The plan supports quality landscaping standards of the property.
 - iii. Alberta Condominium Property Act: Bill 9 which, on December 10, 2014, was 'passed' by the legislature. Royal Assent on Dec 17 2014; It will come into force 'on proclamation". There are approximately 50 changes to the Act, with many of these relating to new construction and rules related to the obligations of developers/builders. In addition, there are improved Board governance and voting procedures, plus communications regarding certain meetings and changes to insurance coverage. The amendments also delegate to the Real Estate Council of Alberta to regulate and set standards for condo managers, such as PEKA. Further, the changes set a framework for a dispute resolution tribunal as an alternative to courts. The passing of the legislation has resulted in a regulatory review which will lead to future amendments to the Condominium Property Act Regulation. The first phase of that work is underway, dealing primarily with factors concerning developers and builders. The Board will continue to monitor the development of Regulations and determine what, if any, steps are appropriate to take to ensure compliance. We do not anticipate any difficulty nor added expense in achieving compliance. If you want to find out more about the Act and amendments, you will find more information at the Service Alberta website and various news services.
 - iv. Volunteers: There are a number of activities that need to be done and in order to continue to deliver and enhance some services, it is essential to have additional volunteers to support our community; the Board can then maximize its effectiveness over governance responsibilities and duties. Please let someone from the Board know if you are interested in volunteering on the Social or landscaping committee.
 - v. Noise: Residents are reminded that the buildings are of wood frame construction and therefore can transmit levels of vibration and noise to adjacent and

particularly to lower level units. Additional carpeting and the use of soft soled shoes/runners can help to reduce noise levels.

- vi. Cost reduction and savings:
- a. Lighting/LED upgrades: A full audit was completed in the common areas. LED bulbs were purchased and changed in the parkade. A significant savings is expected for these areas. The initial cost to change the exterior and hallway lights is not cost effective at this time, however the Board will continue to monitor and investigate options.
 - b. Elevator: The elevators were reprogrammed last fall to remain at the floor to which they were last called/sent. Previously, the elevators auto-returned to the main floor.
 - c. Carbon levy: This will affect the condominium in various ways. The first impact will be seen in the natural gas and will indirectly influence the electricity. The Board will continue to investigate options on how to reduce the carbon footprint at Crossbow. One of these initiatives is to review of the heating infrastructure for the swimming pool and hot-tub to determine potential cost reduction opportunities.

- m. Website update: Gottfried Haase, as website coordinator, provided an update: I look after the Crossbow Point website and have administered it for almost two years. When I started, I took over an already functional but unpublished website. The framework had been designed and created, as you all know, by one of our owners - Rick Thrale. Significant data input was provided comprehensively by David Minifie, Don Lawrence and many others. So, I was able to start from a solid base. Rick had selected Weebly as the web-hosting service featuring a drag-and-drop website builder. I liked the simple features as it allowed me to pick up the essentials quickly.

The immediate task for me was to keep it updated and upload all documents as requested and as needed which is typical and expected for this type of websites – just like well-managed sites of other similar organizations do it too.

Soon I started realizing, in order to maintain a coherent focus, the site must be defined

- as to the purpose for us and for others,
- as to its functionality and
- as to its appearance; simply said: its “raison d’être”. If we understand that clearly, then we can fashion our website accordingly. During my learning, I browsed on the web quite a bit to find out how others are doing things.

A website is like a sign. It represents the organization that put it up for the outside world to see. It tells that we exist and that we welcome all interested entities. It’s like a bill board.

- It has to attract attention,
- Be not be ostentatious,
- But be true to the purpose and the meaning of the organization.

On reflection, I thought Crossbow Point’s website must be an attractive communication tool, which is simple to access and easy to use and provides relevant information to all our stakeholders, all the time.

The website's purpose and service is mostly focused towards the Canmore "audience" and is a communication tool for

1. The members of the Corporation, the owner
2. The renters and guests
3. Our property manager PEKA
4. Other entities, be it individuals or organizations of Canmore at large
5. Other parties, such as prospective buyers, that may have an interest in what we have to offer

Consequently, the website should be designed and maintained accordingly to ensure the technical functionality for segments and pages containing

1. Needed information (essential)
2. Desirable information (nice to have)
3. A vault for data and facts about our Corporation
4. Relevant information about our stakeholders and community
5. Membership driven pages provided in user-friendly and easy to use format with appealing visual appearance within the context of always "being current" and relevant

It takes time and effort to keep things updated and relevant and a website is never finished, there is always something to upgrade or to improve. This is the intrinsic fact of the digital world in our new millennium. Therefore, my request to you is, to let me know if you spot anything which needs amending or improvement, or have specific suggestions to making it better. Any constructive input is welcome.

n. Treasurers Report: Anne Forbes, as Board Treasurer, reported on the following financial items:

i. **Reserve fund and investments:**

- a. All owners were sent a copy of the Manager's Report of July 18th, 2016 which included a summary copy of the new Reserve Fund Study conducted by Reliance Asset Consulting Inc. The full report is available for your viewing/downloading at our website.
- b. The fund was on target based on the projected 2015-16-year end balance of \$553,509, which aligned well with the new Reserve Fund Plan (RFP) that suggested a closing balance of \$554,095.
- c. The budgeted Reserve Fund contribution for fiscal 2017 is \$209,304 in accordance with the new RFP. A project closing balance of \$594,516 which aligns well with the RFP suggested closing balance of \$598,443.
- d. The Board is very conscious of its fiduciary responsibilities and regularly reviews funding adequacy, along with its investment strategy which uses a GIC laddered investment approach. Over the longer term, GIC values, durations and interest rates are adjusted as needed to align with expected requirements. Within the Reserve Fund, the Board also maintains sufficient minimum cash-on-hand, in an interest-bearing account, to ensure that we can meet interim or unexpected cash flow needs. The Reserve Fund is funded monthly from a portion of your condominium fees

6. **Financial review**: Gibson Rencz of PEKA reviewed the financial statements as provided. Cremers & Elliot produce an Audit exclusive to Crossbow Point.

- i. The Independent Auditor's report, conducted by Cremers & Elliot has found the financial statements have been prepared in accordance with Canadian Accounting Standards for Not-for-Profit Organizations. The audit has reviewed accounting procedures, financial instruments, annual budgets and management of the Reserve Fund. They are satisfied there are no material misstatements and the financial management procedures are in accordance with Canadian Accounting Standards for Not-for-Profit Organizations. Both Board and Management have complied with policies established by the Corporation and in accordance with Alberta's Condominium Act.

7. New Business:

- a. Electronic funds transfer: Earlier in the year an owner requested that the Board consider eliminating cheques for the great room rental and guest suite payments and allow for electronic funds transfer. There is no simple solution available given the current low cost operations and administration structure. The Board will continue to consider future options.
- b. Booking system: An owner would like the Board to investigate having some sort of online booking system available on the website for the guest suites and possibly the Great Room – in particular a system that shows the availability.
- c. Security: An owner would like the Board to consider adding additional security cameras around the property – entrance points specifically. Also, a request was made to review the time period that garage doors remain open when triggered by a user.
- d. Thank you: Owners thanked the past and present Board members for ensuring the smooth operation of Crossbow Point.
- e. Happy hour: A reminder that there is a potluck and happy hour in the Great Room after the ACM.

8. Adjournment: 2:25 p.m.

DISCLAIMER: Until reviewed and approved at a future Annual Committee meeting, at which time changes may be made, minutes are unapproved.