

Condominium Corporation No. 8311933 (Madison Heights)
VIRTUAL Board Meeting via Microsoft Teams
October 27th, 2025; 6:00pm (Mountain)/8:00pm (Eastern)
Meeting Minutes

Board Present: Crystal Donaldson, Connor Tams, Brenda Fischer, Cordell D'Andrea (6:27PM), and Katherine Kuyltjes (6:43PM)
Administration: Victoria Chester (Administrator) and Bruce Thiessen (On-site Caretaker)
Regrets: Thomas Paul & Saad Haque
Guest Owner: Unit 921 (6:48pm and departed 7:37pm)

1) Call to Order 6:15 p.m. by Connor and only to review reports prior to Board members anticipated arrival, to provide Quorum.

2) Approval of Agenda

Motion to approve the Agenda

Moved by Connor; Second Crystal

Carried

3) Approval of Minutes

Motion to approve the September 29, 2025 Board Meeting Minutes.

Moved by Connor; Second Cordell

Carried

4) Reports

4.1. Financial Report – Crystal:

a. CRA Remittance Issue:

- Taxpayer Relief decision was post-marked as mailed by the CRA on October 17th and received October 23rd. Decision letter was shared with the Board. The decision provides relief of the Interest in the amount of \$4,809.97 but maintains the Penalties of \$1,480.21 (accrued as of Nov 2024 – so anticipated to be more now). The decision not to relieve the penalties is interesting, appearing the Appeals Leader did not understand the relationship between RAP & the Condo Corp. Also stating if we had not paid the principle, the relief would have been granted, a reversal of what the prior CRA agent suggested. The Board has the right to appeal the decision not to provide relief for penalties, but discussion felt this would delay the issue another 8-10 months and the amount will hopefully be recovered in the litigation with Braemore.

Motion not to appeal the CRA decision.

Moved by Brenda; Second Cordell

Carried

- BFL Insurance Action against Braemore: On October 3rd the Lawyers were provided with our edited demand letter with request to provide us with the final document. Nothing has been received as of today. The Lawyers have been provided with the CRA decision letter and suggestion to reduce the demand to \$25,500 to reflect the reduction in CRA amount due.
- Insight CPA has been provided with the decision letter and details regarding the Braemore demand amount and status for our Financial Review.

b. Per the September Board meeting, the Owners of 925 were given an extension of the Levies due in the amount of \$3,378, however, the Administrator neglected to advise the owners of this decision until October 23rd when also requesting status of the payment and replacement of the balcony matting. No payment has been made to date and no confirmation of replacement of the matting has been given yet. The Administrator will follow-up with the owners.

c. Our Website host, WIX, attempted to use the Mastercard to process payment for the next 3-years and it was rejected. Upon the Administrators return, the Visa Debit card information was provided and rejected. The Administrator contacted WIX customer support by phone and was able to process the payment with the Mastercard over the phone. It is unknown why the system processing was rejected, but not the call in processing and why the Debit Visa did not work. All other automatic payments continue to be processed.

d. Insight CPA is well underway with our year-end Financial Review and anticipates having the Draft ready for approval at our November Board meeting. They have been invited and will attend our November meeting to present the Review.

e. Year-end Budget to Actual, P & L, Balance Sheet and Reserve Fund Report was provided to the Board. In August Budget deliberations, the Administrator projected our year-end balance carry forward to be \$40,158 and the Actual balance carry forward is \$36,435, which is inclusive of the \$24k Insurance impound savings, for a Net positive cash carry forward of \$12,435. The major difference in expenditure from August projections was the almost \$9k for On Side Flood Emergency clean-up. Also provided to the Board was the new fiscal year Q1 YTD Budget to Actual, P & L, Balance Sheet and Reserve Fund Report. The Administrator noted for Board information that our utilities ended up being 29.5% of the total Condo fees paid.

Motion to approve the Financial report, as presented.

Moved by Brenda; Second Cordell

Carried

4.2 Administrator Report - Victoria:

a. Roust Exteriors has been contacted to request a schedule date.

- b. Rubber flaps for the garbage chute have not yet been quoted or ordered yet.
- c. Roof drainage at the Elevator equipment room door work is reported to start next week.
- d. Restoration of units 925, 825 & 824 has not yet started. Onside has provided all the requested information and our insurance adjuster provided the go-ahead on October 23rd, but the total claim payable did not include the Emergency clean-up work of \$8,815.39 already paid by the Condo Corp. An email has been sent requesting the total claim payable be adjusted to include this amount. Total Claim payable via insurance (including the emergency work paid) is \$19,998.31, plus the \$25,000 deductible to be paid from the Owners insurance. 925 owners requested additional time to replace the balcony matts, which was granted with completion prior to any tenant occupancy or sale of the unit. One of the unit owners asked about a 'buy-out' of the insurance funds to complete the work on their own. An inquiry with our insurance provider resulted in the Condo Act requirement for the Insurance to pay the Condo Board resulting from work invoiced by an approved Contractor. The Condo Act requires the Condo Corp to supervise the completion of unit restoration to the minimum of the SIUD. As such, the Condo Corp would be open to liability by allowing an owner to complete the work, additionally setting precedent. As such, the owner was denied a cash buy out.
- e. T-Bar main floor ceiling replacement did not go as scheduled and Ward Bros sub-contractor left the job partially complete last week. T-Bar is now installed, and we are awaiting electrical to re-install the cameras & smoke detectors so we can get new panels installed. It is our understanding this will happen next week.
- f. As reported last month, Normac will be on-site November 4th at Noon for the building replacement value appraisal. They do not need to enter any units because they are using the SIUD materials (or equivalent) to evaluate interior replacements.
- g. The Resident Appreciation event on October 2nd went well with 67 attendees at a total cost of \$1,120.34.
- h. October 3rd the occupant of unit 529 had one roach in their bathroom. Immediate steps were taken to contact the pest controller who treated unit 429 in early September. All units surrounding 529 were to be treated. We had a bit of an issue with 629 refusing treatment and connected with both Hometime and the unit owner to make this happen, resulting in the tenant planning to vacate because they are chemical-sensitive. The new owners of 429 were advised they may be charged back for the treatment of these units, for which they were upset because the seller/owner refused to pay for the September treatment, and we advised them the end of September that sticky-traps had no further evidence of roaches. They believe it is a 'building-wide' management matter rather than an individual unit responsibility. Unit 529 has lived there since August 2024 and reported having never seen any bugs until 429 moved. The Board discussed if they should charge back unit 429 for the estimated \$651 cost for treatments. The Board felt that proper due diligence was not done in the sale of 429, and it would be unfair to charge the new owners of 429 for this second treatment cost.

Motion to not pass the recent pest control treatment charge onto 429.

Moved by Crystal; Second Cordell

Carried

- i. An owner requested to use the Rec Room space to store two canoes for 5 days without paying the fee set out by the Condo Board rules for a 1-week \$25 rental. Per the request, the Board was asked and approved, with three in favour, one against, and three abstained, the short term use free of charge. Further discussion was had regarding the decision already made and if the rental terms for this space should be revised. It was felt that if people are allowed to store their things at no cost without an agreement, a lot of problems could arise. For example, who is liable should the garage or items(s) stored were damaged? Other owners are storing items there, but they are paying for it per the Rules & Procedures. The Board had assumed there would be an agreement signed for the short duration. The Board was reminded that there is capacity/time aspect for both the Administrator & Caretaker for this short duration decision as well that supports a fee. Good discussion for the future.

Motion to Ratify the approval of the 5-day free storage of 2 canoes.

Moved by Cardell; Second Crystal

Carried

- j. The Administrator also completed Website updates with minutes, meeting date and photo of Resident Appreciation Event, New Parking stall rental agreement and bookkeeping/Quickbooks.

Motion to approve the Administrator Report, as presented.

Moved by Brenda; Second Katherine

Carried

4.3 On-site Caretakers Report – Bruce:

- a. The South Side Door Lock needed to be repaired again – the second time in two months. The repairman said there would be an adjustment for this on the bill. The Administrator checked and the invoice is for \$257 with no adjustment. The prior invoice, on August 26th, was less but it was just to repair the door, this time the parts were replaced.
- b. Drop-ceiling work, the tiles were delivered this morning and the electrician came and re-installed the lights. He will be back on Thursday to re-install the cameras.
- c. Resident Appreciation Event was well received with higher participation than last year by approximately 7 people. Caretaker believes the quality of food and catering was better than last year. Overall, it was a success. Conner and Cordell were able to join the event.
- d. 921 toilet shut off leak into unit below: The Caretaker was called by 821 at 11pm saying they had water running into the dining room. It was discovered the master bathroom shut off had failed in 921. The Caretaker shut it off and talked to everyone. Reive has now replaced the failed shutoff and the tiles in 821 have been replaced. 921 paid for 821's ceiling tiles.

The owner of 921 asked about an incident that happened 'last year' – the roof in her bedroom was leaking and ruined her carpet and furniture. She asked the Board who is responsible to pay for damages as the leak was from the roof. When the Administrator was in the unit due to the fire and was shown the leak area, she did not see any damage. The roof was replaced shortly after. 921 was advised that the furniture is not the responsibility of the Condo Corp, but the ceiling is, and the Administrator understood it had been repaired. If not, 921 is to check and to let the Administrator know.

- e. Stolen 9th floor package: The delivery person took a picture of the delivered package in front of the unit door, and then the package was gone. Two days later, the opened package was returned with a sweater inside but not a ring that was ordered. The unit put a bulletin up, warning about package thieves. The Caretaker removed the bulletin a couple of days later. The Administrator reminded the Board that people need to have pre-approval before posting on the bulletin board. If it does not have pre-approval, it should be removed immediately. The Board discussed hall cameras to deter theft, but they are not an option without beefing up the security camera infrastructure so it would cost considerable money. The Caretaker noted that packages are delivered all the time, so this is very uncommon and overall, crime in the building is way down from years ago.
- f. With approval of the Administrator, the copper pipe of the main floor recirculation line was replaced with pex because several areas were showing corrosion that would be future leaks. Reive replaced the line at the same time the water was shut off while doing another repair, so they pre-emptively changed the pipe to avoid future leaks.
- g. A Dryer bearing & Washing machine washer were repaired.
- h. On Thanksgiving the panel between the two main elevators would not attach properly and it shorted out the elevator button & light. To fix it the cavity behind the panel was made larger by Lethbridge Elevator to accommodate all the electrical.
- i. Car accident: The Caretaker reported that yesterday, at 2:19AM, a car belonging to 921 ran into the car from 625. They pushed the car over the stop bumper, damaged the electrical panel for the parking block heater plugs and pushed the fence out a foot into 37 Berkeley's parking lot. In the morning, the Caretaker took some pictures and saw a note from a bystander at 37 Berkeley, offering video evidence. Both parties have talked to the police. The Administrator asked for clarification on the damage to the electrical box and advised our electrician will be called right away to get a quote and the insurance for the tenant will need to be engaged. The Administrator asked the Caretaker to get the information from the two tenants to submit to insurance. The Police Officer said he noted the damage to the fence and electrical box for insurance. The Caretaker will forward the police report to the Administrator once he gets it. The owner of 921 will try and find out the insurance information from her tenant who had the accident.

Motion to accept the Caretakers Report, as presented.

Moved by Crystal; Second Katherine

Carried

5) Business Arising

- 5.1 CCI training reports: Cordell has not had a chance to take any of the courses, but will try to by the next meeting.
- 5.2. CCI Convention & Tradeshow – Calgary October 25th – Katherine, Crystal & Cordell attended. The Condo Boards' insurance adjuster was the presenter for the Flood session. The Board members introduced themselves to her after the presentation. The session talked about the importance of having a good property manager and shined light onto how complicated a process insurance claims are. Compliments were given regarding the Administrator handling these claims well. They collected information on a security system called, Butterfly Max, that they really liked. The other service they felt should be looked at is the 'Amazon Key. It gets installed at the building, at no cost to the building, and lets the delivery driver enter the building. It adds another layer of security and accountability to the building. Katherine will send the Administrator the information. One session was about succession planning where they learned the AGM should be treated as a shareholder meeting to recruit, and a reminder that Board members should always be on the lookout for new members, also to communicate more about the value of the Board and what is done at that level. A young adult said that being a Board member is a good resume builder. Social events are important as well. The other session that was interesting was how to finance capital projects. If there is a project that needs funding, financing can be a great option instead of a special assessment, as it spreads the cost over many years to those owners who reap the benefit. Or even a hybrid option of a special assessment and a loan. The other service that was interesting was Watchdog Management, which looks at comparables for energy, insurance and other contract options for the Condo Corp. They get paid 50% of what is saved. The Board was thinking this could save the Administrator time in the future. Board members will email the Administrator contact information for these vendors so she can investigate them.
- 5.3 CCI AGM National – None of the Board can attend virtually. National is not as important as CCI Alberta's AGM where a Board member attends.

6) New Business

- 6.1 Elevator ceiling gap photo was provided to the Board. There has been a request to get this fixed. The Administrator has asked Lethbridge Elevator for a price.
- 6.2. HR Discussions in-camera: This will be tabled until next month to acquire more information.

7) Next meeting – Monday, November 24, 6:00pm (Mountain)/ 8:00p, (Eastern)

8) Adjournment at 8:04PM

Moved by Brenda; Second Crystal

Carried