Condominium Corporation No. 8311933 (Madison Heights)
VIRTUAL Board Meeting via Microsoft Teams
Sept 29th, 2025; 6:00pm (Mountain)/8:00pm (Eastern)
Meeting Minutes

Board Present: Crystal Donaldson, Cordell D'Andrea, Connor Tams and Thomas Paul
Administration: Victoria Chester (Administrator) and Bruce Thiessen (On-site Caretaker)
Regrets: Brenda Fischer, Katherine Kuyltjes & Saad Haque

1) Call to Order 6:05 p.m. by Connor

2) Approval of Agenda
Motion to approve the Agenda
Moved by Crystal; Second Cordell **Carried**

3) Approval of Minutes
Motion to approve the August 18, 2025 Board Meeting Minutes.
Moved by Crystal; Second Cordell **Carried**

4) Reports
4.1. Financial Report – Crystal:
a. CRA Remittance Issue:
- Taxpayer Relief request to the CRA on 11/28 has finally had a decision on Sept 10th. The decision was read to the Administrator and, while there is a "partial relief" noted, it appears to say the interest & penalties are the same. There was a lot of information read and it will be easier to understand with a hard copy, which requires a request to the CRA agent who prepared the decision. A call was made to the Agent and they were away until Oct 6th, so a second call was made with message left. The Administrator did speak with the CRA and the requested hard copy was mailed. However, with the Postal strike, it is unknown when it will be received. Hopefully we will get the document by the next Board meeting, which was mailed to the Administrators home to ensure receipt.

**Thomas declared a conflict and left the Board meeting for the following discussion.
- BFL Insurance Action against Braemore: On Aug 20th the Administrator provided the Lawyers with the $30k amount of demand the Board approved. The Draft prepared demand letter from the Lawyers was emailed today and provided to the Board. With little time for the Board to review and a couple issues seen by the Administrator, the Administrator will edit it and email the draft to the Board for comments and/or approval via email.

b. ATB signing authority change was completed August 26th. There were delays between our ATB rep on holidays and Board members not having the doc-u-sign. The daily withdrawal and maximum amount limits for E-transfers and EFT payments was increased from $10k to $25k. These needed to be increased to make sure all bills can get paid electronically when mailing a check is not available. Any capital payments due over $25k will need to be made in multiple transfers to equal the total.
c. The 2025-2026 Budget was emailed to all Owners on August 28th.
d. Per the August Board meeting decision, invoices were prepared for Unit 925 for the $25,000 deductible and the remaining balance of estimated expense as a Levy. The insurance adjuster for the owners replied that the Deductible would not be paid out by the unit owner's insurance if no claim was filed. So, as per the alternate Board decision, a claim was opened with BFL on August 20th for the remaining balance estimated at $21,000. In addition, a levy was prepared for the owners in the amount of $1000 per violation, plus the cost of the original roto-rooter invoice, totaling $3,378. The unit owner had questions regarding proof of the cause being the tenants, which was provided, and has asked for additional time to consider/understand the levies. Proposed due date of October 25th has been discussed.
MOTION to Ratify approval of $3,378 Levy to the owners of 925 due October 25th.
Moved by Crystal; Second by Cordell **Carried**

e. The Administrator attempted to use the Debit card and Mastercard to purchase some of Bruce's giftcards, which required a pin due to the amounts of the transactions. The Mastercard was rejected and then the debit card went through but was then also rejected. The Administrator visited ATB and was told the debit card was old, this is why this transaction was rejected, and a new Visa Debit card was issued. As for the Mastercard, the Administrator was told to re-set the pin, as this is a new card. After doing so, an attempt to purchase the remaining giftcard was also rejected. A second visit to ATB (lasting over an hour) was made and discovered the Debit was blocked as a 2-signer authorization – which was fixed. But still the Mastercard did not work, with the issue revolving around the 1st Mastercard that was never received and the 2nd that was delivered directly to ATB and activated. This 2nd card was input incorrectly when issued and the file has the wrong expiry date. Strangely, the card is working fine for all our on-line auto-payments but will not likely work for pin transactions. The only way to resolve this is to order a new card and set it up for all auto-payments AGAIN. Going forward, the Administrator will use the Debit card whenever a pin is required, since the Condo Corp has the funds in the account for these types of transactions. The Mastercard will remain for online payments, unless it stops working for these transactions.

f. Insight CPA has been contacted to provide a Letter of Engagement to start our 2024-2025 fiscal year-end review and the Administrator has started to prepare the new files for October 1, 2025 new fiscal year. As with prior years, all payables will attempt to be cleared by September 30th with exception of Water/Garbage with the City of Lethbridge that is invoiced 30-days in arrears.

g. Attached are Q4 YTD Budget to Actual, P & L, Balance Sheet and Reserve Fund Report. Transfer of the Board approved additional $13,500 Operating funds to Reserve was made and all invoices for the parking lot work have cleared. Following October's monthly contribution, the Reserve fund will be sufficient to pay for the Lobby ceiling and the stucco work already approved, but schedule date yet to be confirmed. The Administrator noted an error on the Reserve Fund Study – under 'other income', Column B stated there was $25k approved by the Board and the YTD Actual amount in Column C says $38,500. Column B should be $38,500, not $25k as all the funds were indeed approved by the Board.

Motion to approve the Financial report, as presented.
Moved by Crystal; Second Cordell **Carried**

**Thomas rejoined meeting

4.2 Administrator Report - Victoria:

a. Roust Exteriors has not been contacted since the last meeting update but will be called as funds will be available.

b. Rubber flaps for the garbage chute have not yet been quoted or ordered.

c. When quoting our roof, the walkthrough included dealing with drainage in pooling areas. The Elevator Equipment room landing, entering into the room from outside, is approx. 1/2" lower than the drain. This causes Lethbridge Elevator to get very wet feet, then stepping onto a slippery floor inside the equipment room. C & H Roofing agreed to fix this area last Fall but needed to gauge the amount of water. This spring C & H visited the building and their solution was placing 4 concrete pavers in front of the door. While this solution could help keep feet dry, because the area is approx. 4' square the pavers do not cover the whole area and with no railing on the roof, a mis-step while opening the equipment room door could cause a trip and fall hazard. After several attempts to arrange with C & H Roofing over the summer to meet on-site, we finally reviewed the C & H proposed option, a sort of 'French drain' matting placed under pavers. This solution does not address the tripping hazard and C & H was questioned why the roof deck could not be 'floated' to raise the deck the 1" needed for drainage and create the slope to the drain, the area appeared to have enough clearance to do this and not exceed the threshold of the door. After they investigated, C & H has now agreed to this fix. It is important to note that there will be minimal clearance (threshold height remaining) on the left side of the door.

c. Telus bill for September remained unchanged with no contact from the original Telus Rep, as such a written complaint was opened and the reply, while being very apologetic and understanding, ended with the same result – a higher price if we want a new contract. We can stay status-quo with our pricing, but we are open to possible rate increases. The Administrator recommends waiting to see if any price increases come around, and if so then consider a new contract at that time.

Motion to continue with Telus services on a month-to-month basis.
Moved by Thomas; Second Crystal **Carried**

e. Restoration of units 925, 825 & 824 has not yet started. The claims adjuster for the carrier of our flood insurance is being very picky in requiring information before a decision on coverage is made. For example the adjuster rejected the cost details previously provided because the emergency & restoration was combined and the estimates were not combined into one submittal. After On Side separated the Emergency from the Restoration, the Condo Corp paid to have the 3 units for each combined into 1 scan, which was then also rejected saying "1 scan" was not what was asked for, it is all one package – for whatever that means, insisting that On Side knows what they need to provide – when On Side is saying the way the adjuster wants it is not typical for individually owned Condo's. Just one example of many hoops we (Condo Corp & On Side) are still jumping through. Meanwhile with less than 20 hours' notice, they sent out an inspector on August 28th we were told would equal the secondary quote requirement, since WinMar understandably never provided a quote for 925 even though they said they would. When requesting results from this 'inspection' – they have not been provided and several emails with questions were not returned, as the adjuster was away. Recently the adjuster has clarified what is needed and On Side is trying to compile the information so we can get the work started.

The owners of all units have been updated, and we are working with the owners of 925 insurance adjuster and the owners regarding several questions/clarifications on the process.

925 tenants vacated on August 31st and the 'clean-out' team inadvertently took all of the rubber roof-balcony protective matts and disposed of them. The owner of 925 has been advised they must replace the matts, or the Condo Corp will replace them and charge back to the owner the estimated cost of $1200 + labour, as 10 squares was $120 last year when the fire balcony had rubber matts replaced and the whole balcony is estimated to be 100 squares.

f. Overhead Door attended unit 325 to evaluate and adjust the sliding door screen that was reportedly damaged during the window panel replacement. The supervisor felt the screen should not have been removed during the replacement but made an adjustment.

g. T-Bar main floor ceiling replacement was postponed last month and the contractor is very busy, so they asked if the job could be done over several weekends. The response was unlikely, as there will be more ingress/egress by residents over the weekend, in addition to noise & dust. The Contractor has scheduled the work to start October 6th.

h. The AGM for CCI-Alberta was missed to ask who would attend Sept 25th and vote on behalf of the Condo Corp. Katherine previously attended but could not attend this time. The error was Administrator confusion with the CCI conference.

i. The Condo Corp approved the Normac quote for building replacement appraisal earlier this year, with a proposed inspection date in October. Normac has been contacted and the date of November 4th was scheduled for on-site inspection.

j. Administrator will be away with minimal access October 7th through October 22nd. Out of Office response was discussed and it was decided that for building construction or maintenance, Cordell will be Bruce's contact. If it is a money or tenant/owner issue, then issue should go to Crystal and Katherine. Meeting package will be prepared upon the Administrators return and sent with short notice (provided on the Friday before Monday's Board meeting).

k. The Administrator also:
- Investigated food truck availability and cost, received Board approval, emailed owners and prepared invite to post at the building. Bruce is keeping track of RSVPs for tickets.
- WIX change in plan + website updates with new example-view photo.
- Draft 2026 Board meeting calendar prepared.
- New Parking stall & Storage rental agreements completed.
- Completed bookkeeping/Quickbooks along with EFT editing to remove two old owners and add new owners.

Motion to accept the Administrators Report, as presented.
Moved by Cordell; Second Crystal **Carried**

4.3 On-site Caretakers Report – Bruce:

Bruce thanked the Board for the giftcards resulting from his performance review.

a. Pest Control for one roach found in 4th floor unit: The new owners hired our Pest Control company immediately to inspect for roaches. The surrounding units were also assessed, and no roaches were found. The affected unit was treated. The Pest Control company returned to check all the traps he had set and there was no evidence. There have been flies, 'stink bugs' and bees around the building, but these won't be problem after the first frost.

b. An irrigation leak at the berm on the east lawn was repaired. As anticipated there was a leak where the 'shrub' tree was taken out and that was also repaired.

c. Active Lock was called to repair the side door lock.

d. All trees on the west side of the building were trimmed and it looks much better.

e. Parking lot crab-apple clean-up was done. The Board asked if they should consider removing or replacing those messy trees? This could be an option when the Board decides on the landscaping replacement portion of the Reserve Study Fund next year.

f. Lawn fertilization: The vendor did not contact the Caretaker, but he put up flags indicating the lawn has been fertilized and that is the only way the Caretaker knew he had been onsite to fertilize the lawn and kill weeds.

g. Generator was serviced on September 22nd, which entailed changing the oil, replacing a leaking gasket and gas, and performed the required annual load test. The tech was there all day.

h. Irrigation line blow-out was completed on September 25th.

i. Boiler start-up was completed today. There was a pinhole leak that needs to be repaired plus water heater emergency pressure relief valves that are due for replacement, per code. A quote for these items will be sent to the Administrator.

j. The Caretaker has applied to work the elections and hasn't heard back from them, but he may get called in. The Administrator will be gone, but the Caretaker should be able to work the elections it if he takes the building phone for emergencies. The Caretaker will let the Administrator know if he does get contacted to work.

Motion to accept the Caretakers Report, as presented.
Moved by Cordell; Second Connor **Carried**

5) Business Arising

5.1 CCI training reports: Cordell just got the link for the training, so he hasn't been able to get to it.

5.2. Pet Approval for unit 327 one cat.

Motion to ratify the email approval for unit 327 cat.
Moved by Cordell; Second Cordell **Carried**

5.3 Resident Appreciation Event Oct. 2nd. There are about 42 people RSVP'd so far for the event.

Motion to ratify the approval of the Resident Appreciation Event cost est between $500 & $3400
Moved by Connor; Second Cordell **Carried**

5.4 Board Leadership seminar in Lethbridge Oct. 25th. Board was asked if anyone wanted to attend. Thomas may be able too.

Motion to Approve registering Thomas for the Board Leadership seminar, if he is available.
Moved by Crystal; Second Connor **Carried**

5.5 CCI Convention & Tradeshow – Calgary Oct 25th – Katherine, Crystal & Cordell registered.

6) New Business

6.1 2025-2026 Draft Board Meeting Calendar was provided to the Board. It was always intended to reduce the number of Board meetings from 9, that was initiated in 2020, to 5 once we got through the quantity of Capital Replacements and other work to be better organized. This calendar proposes 6 Board meetings plus the AGM (7 in total) and October meeting may not be required. If an urgent situation arises that cannot be dealt with via email, an additional meeting can be called.

Motion to Approve the 2025-2026 Board Meeting Calendar as presented. **Carried**

6.2. Ratify email approvals of Bonus's provided for Bruce & Victoria's 2024-2025 Performance.

Motion to Ratify the email Approval of the 2024-2025 Performance Bonus's of $1000 for Bruce & $2000 for Victoria.
Moved by Crystal; Second Cordell **Carried**

7) Next meeting – Monday, October 27th, 6:00pm (Mountain)/ 8:00p, (Eastern)

8) Adjournment at 7:06PM

Moved by Cordell; Second Crystal