

**CAMERON HEIGHTS  
HOME OWNERS ASSOCIATION  
ANNUAL GENERAL MEETING**

WEDNESDAY APRIL 26, 2017

River West Christian Church, 19815 – 45<sup>th</sup> Avenue, Edmonton, AB

**I. ELECTION OF THE CHAIRMAN OF THE MEETING:**

The Board of directors for the Cameron Heights HOA has elected Andrew Jarvis with FirstService Residential to Chair this Meeting. Amanda Leclerc with FirstService Residential who has done the registration will be taking the minutes this evening. Andrew Jarvis, Community Manager of FirstService Residential, called the meeting to order at 7:05 pm. Andrew went over the Agenda and asked that questions be held for the New Business portion of the meeting. Andrew expressed an apology from FirstService Residential regarding the fees due and EFT notice delays. He explained that going forward notices would be sent out in January for the fees in March. Andrew stated that as we normally deal with condos that have payments once per month & the Home Owner's Association fees occur once per year, we unfortunately missed the date for withdrawal. This is the reason that the automatic arrears letters were sent out. Andrew said that FirstService (FSR) had not deposited duplicate cheques received, FSR ran the EFT (Electronic Funds Transfer) and that we would be mailing back the owners' cheques

**II. INTRODUCTION OF THE BOARD MEMBERS:**

Andrew introduced the Board Members: Harry Mulder, President; Cathy Vanstone, Vice President; Joe Crawford, Treasurer; Natasha Palmer, Secretary. Michael Prendergast & Lisa Darling, Directors, were absent with regrets.

**III. CALLING OF THE ROLL AND CERTIFYING THE PROXIES**

It was declared that 34 voters were present, none by proxy.

**IV. PROOF OF NOTICE OF MEETING WAIVER:**

The PowerPoint slide displayed a copy of the Notice of the AGM. Andrew asked if there was anyone who hadn't received notice of the AGM. There were none. Andrew went over the delivery methods FSR used: we sent all the notices a second time, we mailed & hand-delivered an arrears letter to those owing more than one year.

**V. ADOPTION OF THE MINTUTES OF THE 2016 AGM:**

The homeowners were asked if they have had reviewed the AGM package sent to them and if anyone had any issues with the previous minutes. Andrew asked if he could have a motion to approve. **Moved To Approve** Wayne McKendrick, **Seconded By** Karen Bent, All in favour? (Show of hands) **Motion Carried.**

**VI. REPORTS OF OFFICERS**

Vice President Cathy Vanstone presented The President's Report.

Cathy explained that the Board was a volunteer Board and that community members were welcome to join and that participation in the Home Owners Association is part of the Land Titles agreement.

The following points were made:

- The transition to the new management company took place in July 2016 from the previous company to FirstService Residential.
- There have been some growing pains but the glitches were clearing up
- the [www.cameronheightshoa.com](http://www.cameronheightshoa.com) website was introduced. The Board would like to use this platform as a communication tool between the Board and Home Owners. Home Owners can message the Board on this site, all contact information and dates important to the community will be on it. Home Owners can reference the site or call Andrew at FSR for information.
- The City Maintenance Agreement is now complete, it took a while to transfer from the developer to the city
- Seasonal Impact has been hired to do the seasonal lighting, the front entrance displays, weeding, etc.
- The City provides a basic level of upkeep
- Summer display is coming and will be themed 'Canada 150'
- Masonry fencing is the HOA's responsibility. Scorpio Masonry did the original work
- Masonry work is to start May 1<sup>st</sup>, weather dependant, there will be small and larger repairs & any inconvenience was apologized for.
- Harry Mulder stated they will try to notify the Home Owners; Scorpio plans to knock on doors where major work will be done.
- The Reserve Fund Study was discussed. CanWest is doing the study and has a draft version. There are 18,000 linear feet of fence masonry in Cameron Heights HOA area. \$50,000 per year has been suggested to save in the Reserve Fund.
- Other items being worked on: changing the terms of the Board members to ensure some overlap between years, working on the arrears letters, answering Home Owner concerns.
- Communicating with other developers to see if they are interested in joining the HOA. River Point has zero interest. There have been several attempts to contact Mike Holmes developments with no success so far. Discussion if CHHOA even wants to include them as the ratio of homes to common property that needs maintenance must be considered.

## **VII. FINANCIAL REPORT**

Joe Crawford, Treasurer, presented his report. The following points were made:

- Jan. 1 – Dec. 31 is the CHHOA Fiscal Year & the HOA fees are \$240/year
- In 2016 there was \$153,360 in the bank + interest: \$158,610
- Expenses were \$88,587 which included Management (\$27,000), Reserve Fund (\$60,000) and Maintenance (\$1700)
- This resulted in a \$67,000 surplus
- 2016 Overview: there is a large surplus which we will use up on items that were not attended to the past year. \$18,000 has been put aside for those costs. The balance will be put in the Operating Fund to be cash in the bank

- Some expenditures to be discussed at future Board meetings: One time purchases for neighbourhood beautification such as benches & flower pots
- The reason the financials are not being sent yet is the Reserve Fund Study. It is important to get knowledge from the study on the value & expenses of the masonry fences. The draft has suggested we save \$50,000 a year and we have budgeted \$60,000.
- We didn't have the landscaping contract until this week with the city.
- 2016 financial picture: \$151,000 in the bank, \$75,000 in Accounts Receivable from 3 years of unpaid HOA fees, \$152,000 in the Reserve Fund which amounts to approx. \$375,000 in assets.
- Concerning fee collection & payment options: There is a plan in place. Home Owners will receive 2 months-notice going forward, this year being the exception as we are collecting fees by today. The following methods available for paying fees in future: Pre-Authorized Debit (P.A.D.), Interac at FirstService Residential's office, cheques delivered to FSR's office.
- At the end of 2016 there were 127 properties in arrears, compared to the end of 2015 when there were 282 properties in arrears
- There are still issues collecting the fees, there is a focus on communication, hand delivering to each property. Reminder that HOA fees are mandatory
- 2017 financial look ahead: Spend what is budgeted on landscaping monthly with Seasonal Impact, FSR management, Front Entrance care, Donation to the CHCL (Cameron Heights Community League)
- HOA fees are held steady this year at \$240.00
- Summary: We are in solid financial health, the Reserve Fund is on par with the study

#### **VIII. ELECTION OF THE BOARD**

Andrew asked the current Board Members if they will be staying. All Board Members present said yes. Harry Mulder stated that there was room for 1 more. Andrew reviewed the duties of board members (Directors), that the positions of the Directors would be decided at the first Board meeting, the time commitment was 1 meeting per month and asked for nominations of volunteers. Luella Anderson moved to nominate Jeremy Strautman. The motion was seconded by Karen Bentley.

#### **IX. UNFINISHED BUSINESS**

-Financial Audit: The 2016 / 2017 Financial Audit is being handled right now by Cass & Fraser, it was sent out about 2 months ago with the hopes of it being complete for this Meeting. It is in final stages however a final copy has not yet been complete.

Andrew does not feel this is the fault of Cass & Fraser as there were a lot of arrears and questions stemming from the turnover in management companies. Gaining information from the prior management company has proved tasking.

-Holmes Development. There have been many attempts to communicate with them, we are not giving up and will continue to try. Attempts to date on contacting Holmes Development have not yielded any results. Thus far we have: Called, Mailed, Registered Mail, Cameron Heights Board has also tried contacting them. Efforts are continuing

-HOA fee collection.

Part one – Notice to owners: FirstService Residential will for all future years be sending notices: Calendar reminders have been set for the mail out

Calendar reminders have been set for automatic withdrawals on those who have filled out a PAD (Pre-Authorized Debit) It has also been added to the yearly maintenance calendar.

Part two – Arrears and outstanding amounts

The steps in collecting outstanding Arrears are as follows:

After 30 days an arrears letter is sent

After 90 days FSR will ask the board if they wish to place a caveat

One year after the caveat a demand letter is sent to the owner

If there is no response from the demand letter, the final step is foreclosure if the Board decides to

-The steps we have taken since the turnover of management are:

July - Sent welcome letters to all owners

September & November - Send arrears letters to all owners who are owing

December to February - Made phone calls to all owners owing who have not responded to the letters

December to February - From the phone calls we have found a lot of sold homes and were able to track down some new owners

April – delivered notice door to door to any units that have still not responded from any of the above steps.

April – FirstService Residential has made procedure changes to have Cheques, Debit and Pre-authorized debit payments processed here, in house, in the Edmonton office.

## **X. NEW BUSINESS**

-Question from the floor about Holmes development and the masonry fencing that borders it. Harry Mulder stated the fence was on Cameron Heights property, therefore access to maintain it shouldn't be an issue.

-New Owner stated that both his lawyer and Realtor did not catch that Cameron Heights was an HOA. Andrew stated that if there were arrears owing from before they bought the home, they should go back to their lawyer and/or Realtor to inquire about that, as that should have been caught prior to closing.

-Question: Were there any caveats registered this year? Cathy Vanstone answered that there are people this year who have caught up their arrears. The Board wanted a fresh start with a new Board and a new management company, FirstService Residential.

-Request: Home Owner would like to see more garbage cans for dog waste, etc. Harry replied that they're the property of the city but they can look into it.

-Traffic control concerns, Home Owner suggested pedestrian lights, flashing speed signs.

Answer: The Community League is looking into this.

-Concern: Residential Lot has been building for over 5 years, should be 2 years. Harry responded that he is unsure how much influence a HOA has on this. Natasha Palmer stated that Cameron Heights has a Bylaw Officer assigned to the community specifically. Natasha is in touch with them. Complaints on this topic and others have been submitted to the city. Unfortunately some developers still have control over lots but have lost interest in developing them. Call 311 with complaints. The City also has an App where you can submit a picture through of a specific complaint. Harry said that many lots have been sold over and over again, the city is backlogged

with complaints, be a squeaky wheel to get more results, use the reference number you receive when you call again or use the App.

-Question: Since our finances are healthy, are we looking to reduce fees? Harry responded that the reason we have the surplus is that we haven't spent it yet, but it will be spent on planned items such as landscaping (approx.. \$44,000) and Scorpio Masonry (approx.. \$24,000). A surplus is not anticipated going forward. There has been no masonry work yet; it was contracted last fall but winter delayed the start of work to spring.

-Question: What is the success rate for collecting arrears? Andrew answered 65-70%. Those who know they are in a HOA are paying. We are addressing letters to "Current Owners" when we get no response. Some arrears are due to empty lots, it's difficult to contact the owners, sometimes they don't know the management company has changed.

-Question: What else does the reserve fund cover? Masonry accounts for 80-90%, beautification, gardens, front sign.

-Question: Who is responsible for standing water in the greenspace? The city, call 311.

-Question: Regarding the masonry, was it guaranteed? Harry responded that the guarantee had long since expired

-Concern: Upon exiting Cameron Ravine Way, all the shrubs make it hard to see. Harry: We have talked to the city about this. We can't remove them, but the Board can take the matter to the city.

-Question: Landscaping the triangular corner beds? Natasha says it will look very different this year. Seasonal Impact will be weeding once a week.

-Question: Does Christenson Developments pay HOA? Yes.

-Landscaping: Who is responsible for the (uneven) space between the sidewalks and the masonry wall? Harry responded this was not within the scope of the landscaper and should go back to the developer. Lisa Darling has been working with the developer on these types of things said Natasha. They have called weekly and sent photographs of outstanding work.

-Comment: Thank you to the Board for volunteering!

-Comment: There are loose caps, a safety hazard, on the masonry fences. Harry said that Scorpio is going to check all the caps. Joe Crawford requested that Home Owners send the Board an email if they see work that needs to be done.

-Question: Is the temporary fencing around the park being removed? The Board has asked that the city leave it in place for now. The city will look after it.

-Question: What about the paths that end in dead ends? Natasha stated those will remain that way, that there wasn't enough room to place paths at the perimeter. Jeremy mentioned that they are fire access routes.

-Question: Is Allard looking after the garage on the back path? The Board and/or Andrew will follow up.

-Suggestion: Security vehicle to drive through the neighbourhood to dissuade break-ins. Andrew said that in his experience the cost for this would be very high to patrol a neighbourhood of 640 homes. Natasha suggested you could place a security camera on your home.

-Comment: Community Watch, Home Owner, Steven Letendre, is taking the lead on this. The training for this should be complete in 30 days.

-Natasha addressed the Facebook Page. The Board would like to avoid the sometimes negative comments that appear on Facebook pages and would like to encourage all Home Owners to communicate on the website, let your neighbours know about the website. The Board answers

emails swiftly and Home Owners are encouraged to bring their questions and concerns to the Board.

-Question: Mud from construction trucks? Call the city, they will take care of it.

-Concern: Goose droppings. As it is a city pond, landscapers are not allowed to work there.

-Question: Commercial lot, any development coming? Can it be rezoned? Time period deadlines to develop a commercial property? Andrew volunteered to look into this further. Last year 311 was called to come out and cut the weeds on the lot.

## **XI. ADJOURNMENT**

Motion to adjourn: Karen Bentley. Seconded by George Roth. Meeting adjourned at 8:24 p.m.

DRAFT to finalized at 2018 AGM