



# VANIER COURT – STRATA PLAN VR255

## ASSOCIA BC INC.

### STANDARD OPERATING PROCEDURES

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#### I. Strata Operating Procedures

##### Accounting

Each month's full financial package must be emailed to the Council Treasurer within 3 weeks of the end of that month. A balance sheet and income statement will be emailed monthly for other Council Members.

When a Council member requires adjustments to the financial statements, the changes will first be discussed with the Treasurer. The Treasurer will discuss any abnormalities on the financial statements with the Community Manager well in advance of the Council meeting so research can be undertaken and issues resolved, so financial statements can be approved at the meeting.

##### General Meetings

The package for general meetings will be emailed to resident owners. General meeting packages will be hand delivered by a council member or council's delegate to those resident owners who do not authorized the strata corporation to use email. Associa British Columbia, Inc. will mail general meeting packages to all non-resident owners who do not have email. General Meetings are held in the Vanier Court Recreation Room.

##### Appraisal

The Community Manager will arrange to have an annual appraisal to support insurance coverage.

##### Audits

The Strata Corporation **will not** commission an annual audit of its financial statements; however, **may** commission a review engagement thereof if the Owners by resolution require one.

##### Banking

Associa British Columbia, Inc. will open bank accounts at HSBC for all Operating and Consolidated Reserve Funds.

##### Budgets

A draft budget will be prepared by the Community Manager and the Treasurer in mid to late January based on December actuals which must be reviewed, adjusted and approved by Council prior to presentation to Owners at the Annual General Meeting.



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#### **Bylaw Infractions**

The Community Manager will provide routine site visits and may note bylaw infractions on those occasions. Any Council member may assist in identifying bylaw infractions and in reporting to Council President.

#### **Caretaker**

The Community Manager will meet with the Resident Caretaker eight (8) times a year usually prior to Council Meetings or at other mutually agreed upon times.

#### **Collection (Accounts Receivable) Procedures**

A late payment notice will be sent by the Strata Council to delinquent owners or eligible tenants by the 15<sup>th</sup> of each month.

Council by resolution **may** levy interest and or **may** fine the owner or eligible tenant in keeping with the SPA and the Strata's bylaws. Owners or eligible tenants in serious arrears will be sent a demand letter and, if payment is not forthcoming, Council by resolution **may** have a lien registered. A demand letter is to be sent by Associa to any owner or eligible tenant who owes \$2,000 or more.

#### **Committees**

The following standing committees have been created by Council resolution, pursuant to Bylaw 22, to assist with special projects or activities:

- Bylaws and Rules
- Capital Projects Planning
- Communication
- Gardening and Landscaping
- Maintenance
- Social

The committees will forward recommendations to Council for their consideration and decision.

#### **Communications with Associa British Columbia Inc.**

The Community Manager will take instruction from the President, as directed by Council, on all routine matters. The Community Manager will communicate with the Treasurer on all financial statements and inquiries. Council members will direct comments, directives, etc. through the President.



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#### **Contingency Reserve Fund (CRF)**

Associa British Columbia, Inc. will arrange for the strata corporation to contribute toward the CRF in accordance with the Strata Property Act and Regulation and with the strata corporation's budget.

#### **Contracts**

Unless the service provider or supplier previously has been engaged by Strata Council and provided the best overall benefit, Council, or Community Manager as directed by Council, for expenditures greater than \$5,000 which are funded by the annual operating budget, must obtain at least two (2) quotations and choose one quotation as providing the best overall benefit, before Strata Council, by resolution, spends the strata corporation's money.

The Council or Community Manager as directed by Council, for those expenditures are to be funded from the Contingency Reserve Fund or by a Special Levy and are estimated to cost more than \$20,000, shall obtain at least three (3) quotations.

#### **Correspondence**

Routine correspondence will be emailed to the Community Manager and placed on the agenda for discussion at the next regularly scheduled council meeting. Urgent correspondence will be dealt with through the President. In either case, routine and urgent correspondence must be forwarded by email to [council@vaniercourt.ca](mailto:council@vaniercourt.ca) if not already copied to Council.

#### **Council decision making**

Council agrees to:

- conduct Council meetings in a business-like manner;
- insist that Owners and eligible tenants deal with the Community Manager respectfully; and
- stand up publicly to defend decisions they have made and not blame decisions made by Council on the Community Manager.

#### **Council Evaluation of Associa British Columbia, Inc.**

At the mid-point of the strata corporation's fiscal year, the Community Manager will ask Council for feedback on how well the management team (Council and Associa British Columbia, Inc.) is functioning. A formal customer satisfaction survey will be given to council for their candid feedback toward year end.



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#### **Council Meetings**

The Community Manager, if directed by Council, will provide a draft agenda package for each Council meeting including supporting documentation via email at least 5 days before the meeting.

Meetings will be held in the Recreation Room, 1355 Harwood Street, Vancouver.

The Property Manager will attend one (1) AGM and eight (8) Council Meetings for up to a maximum of 2 hours. Where meetings exceed 2 hours, the Community Manager will invoice the strata corporation \$100 per hour or part thereof for extra time as agreed to in the Agency Agreement. For extra General and Council Meetings, the fee is \$400 per extra meeting for up to a maximum of 2 hours.

#### **Depreciation Report**

The Strata Corporation has agreed to adhere to Section 94 of the Strata Property Act to commission a Depreciation Report. The last Depreciation Report was completed in 2018.

#### **Emergency Procedures**

Associa British Columbia Inc. will deal with emergency situations as specified in the building Contact Sheet. Emergencies are generally handled as follows:

- The call centre will obtain information from the caller;
- The call centre will evaluate the situation and dispatch appropriate trades where necessary in accordance with the Contact Sheet, which may include confirming the extent of the damage with a Council Member and obtaining approval for dispatching a trade. If the emergency occurs after normal business hours, trades will be directed to mitigate the damage only, since trades operating after hours are very expensive. Normally repairs will continue during regular business hours on the next business day.
- The Community Manager will be contacted the next morning and will advise the Council President and make a call to the insurance company if required;
- The Community Manager will assist the insurance adjuster if necessary;
- The Community Manager and/or the emergency service provider will communicate with residents directly involved in the incident, if necessary;
- The Community Manager will provide a full report to Council at the next meeting.

Emergencies are incidents where life or the property is threatened. In all cases, the Resident Caretaker must be advised immediately as he lives on-site.



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#### **Enterphone Panel**

As advised by Associa, the names of residents will be updated on the panel by the Resident Caretaker.

#### **Insurance**

Unless otherwise directed, the Community Manager will obtain insurance through Coastal or BFL insurance for preferred rates on all risk, water damage, sewer backup, flood, earthquake, glass, errors and omissions.

Council will be prudent in making claims against the policy to keep deductibles and premiums as low as possible in the future.

Deductibles will be paid upon receipt and charged back to individual owners if applicable.

#### **Keys / FOBS**

The Resident Caretaker will hold keys for secured common areas of the property:

The Resident Caretaker will delete/add remotes or fobs from/to the system:

When a resident's key is lost or stolen, the Resident Manager will replace the key for a charge of \$5 each and \$45 for garage door remote.

#### **Maintenance – Routine**

The Community Manager in conjunction with the Resident Manager will remedy routine problems (such as fence repairs, siding repairs, glass repairs, minor roofing repairs, etc.) on becoming aware of them and will advise the President or maintenance contact person by way of email, prior to proceeding.

#### **Maintenance Standards**

Council requires maintenance to be completed to:

- the highest standards with long term goals in mind;
- good quality keeping price and medium longevity in mind;
- the lowest possible cost where longevity is not as important.

Council and the Community Manager will schedule an annual on-site condition inspection on the annual calendar.

#### **Minutes**

Where minutes are prepared by the Community Manager, the minutes will be first sent to a council member designated to review the minutes prior to distribution to residents. The



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person designated to co-ordinate the review of minutes is the Council Secretary.

If minutes are reviewed, any changes must be returned to the Community Manager within 48 hours. If changes are not received within 48 hours, minutes will be considered 'correct' for distribution.

Until minutes of previous General or Council meetings are approved by resolution at a subsequent General or Council meeting, they are transitory and are not to be considered 'final'. Minutes of General and Council meetings must be signed and dated by the chair and secretary of the meeting at which they were approved. At this point, the minutes are 'final'.

General and Council meeting minutes for resident owners will be emailed and posted on the Vanier Court website by Council and posted on **TownSq** by Associa. They will be delivered by hand or mailed to non-resident owners and mailed to those resident owners who do not have email or internet access.

#### **On Site Contact Person** (Vanier Court has a resident caretaker)

When trades/service people require access to the building, the Resident Caretaker is the contact person(s) for the Strata Corporation:

**Marcel Morais**  
**(604) 778-861-9171**  
[caretaker@vaniercourt.ca](mailto:caretaker@vaniercourt.ca).

He has keys to all secured common property rooms such as locker, utility and service rooms.

#### **Purchasing Supplies**

Purchasing of supplies will be the responsibility of the Resident Caretaker.

Delivery of supplies will be received by the Resident Caretaker.

#### **Resident Move In / Move Out**

A move-in / move-out damage deposit and fee must be collected by Associa as stipulated by the bylaw 34(3).

Any resident moving into or out of the building must contact the Resident Caretaker prior to doing so.

#### **Site Inspections** (in addition to the Community Manager's inspections)

Any Council member and the Resident Caretaker will undertake periodic inspection of common property to monitor bylaw infractions. Such infractions will then be reported to



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the Community Manager so that notices or letters may be issued.

#### **Snow Removal**

The Resident Caretaker will arrange for snow removal.

Delivery of ice melt (and or grit) will be arranged by the Resident Caretaker with Associa British Columbia, Inc.

Ice melt will be spread by the Resident Caretaker and available volunteer residents.

Sidewalks will be shovelled by the Resident Caretaker and available volunteer residents.

#### **Water Shut Off In Emergency**

The site contact who will have knowledge of where the water shut off valves, shut off the water in case of a leak, and coordinate for back up personal when he / she is away is the Resident Caretaker.

Back up personal for shut off are: [?????](#).

#### **Services Not Included**

The scope of Associa British Columbia, Inc. Community Manager / Strata Agent does not include:

- Purchase of general supplies, other than ice melt/salt;
- Municipal issues such as writing letters to the City, or lobbying for bus line changes;
- Obtaining quotes when Council has no intention of doing the work, or money to do it with;
- Meeting trades on-site for quotes (except when contracted to manage major projects);
- Updating Enterphone panels (except for Associa providing the name of any new resident to the Resident Caretaker);
- Physically deleting or adding fobs or remotes to systems;
- Performing handyman type repairs;
- Attending General or Council meetings on weekends or Friday evenings;
- Providing home or cell phone numbers;
- Providing building access to residents who have lost keys to the buildings, (residents may contact the Resident Caretaker or a Council Member in order to purchase a replacement key);
- Providing mailbox keys to residents who have lost them;





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- Accepting keys for strata lots or providing in-suite access;
- Typing or providing minutes, or agendas for meetings that Associa British Columbia, Inc. agents do not attend.



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## II. Annual Calendar

Event	Date
<b>1st Council Meeting</b>	<b>January (with Associa)</b>
<b>AGM</b> [and subsequent Council Meeting]	<b>Feb/March (with Associa)</b>
<b>2nd Council Meeting</b>	<b>March (with Associa)</b>
<b>3rd Council Meeting</b>	April ( <b>without Associa</b> )
Dryer Vent Cleaning	April
Window Cleaning	May
<b>4th Council Meeting</b>	<b>May (with Associa)</b>
Common Area Carpet Cleaning	June
<b>5th Council Meeting</b>	<b>June (with Associa)</b>
Annual Fire Inspection	August
Smoke Alarm Testing	August
<b>6th Council Meeting</b>	<b>September (with Associa)</b>
Chimney Inspections (including non-common property chimneys)	January
<b>7th Council Meeting</b>	<b>October (with Associa)</b>
Roof and Lateral Drain Flushing	October
<b>8th Council Meeting</b>	<b>November (with Associa)</b>
<b>9th Council Meeting</b>	<b>December (with Associa)</b>

Updated *October 2019*

Date Completed: [2019 October ??](#)

Agreed to by:                    Associa BC Inc.  
    Community Manager: \_\_\_\_\_

   The Owners, Strata Plan VR255: \_\_\_\_\_  
    \_\_\_\_\_