

2011 WSFHOA ANNUAL GENERAL MEETING
 Tuesday November 29, 2011
Calgary Co-op Meeting Room, 917 - 85 St SW, Calgary, AB

Attending: 47 votes - 21 Home Owners and 26 proxies.

Handout: 2011 AGM Agenda, 2010 AGM minutes, 2011 Financials (Income Statement, Balance Sheet, Cashflows w/ 2010 data for comparison), a current list of HomeOwners with Outstanding Dues, and the 2012 Budget & Fee Derivation.

1. **Call to Order** at 7:30pm by President Roy Remus; noted that attendance has exceeded the 10% quorum requirement (36) so this is a valid AGM. Gave a short overview of the handout provided to each attendee followed by a short welcome to attendees with introduction of both remaining Directors, their roles, and review of the meeting agenda.
2. **2010 AGM Minutes** were reviewed and discussed; Motion to accept as submitted, by SSharp, 2-DBurns, all-in-favor(AIF).

3. Reports of Directors

- a. **Landscaping** (Patricia Kirk) - continued with contractor Passionate Gardener / Kate Kennedy for all perennials and annuals; reduced replacements this year as perennials are taking over nicely for total cost of \$3920 in 2011 for planting and weeding vs \$5000 in 2010. Question about WSP island weeding – confusion between Kate and Carlson, who does most weeding, resulted in Carlson not weeding island until August. Carlson cost \$1500 to replace sprinkler heads and fix irrigation leaks due to long and harsh winter, and added misting system to 73rd St bed as plants there grew and blocked sprinklers. Question about mowing frequency – 3 or 4 times a month June-Sept with as needed in May & October; asked Owners to advise a director at 668-1153 if there is a problem. Discussed Association continuing to mow WSGate boulevards – it is HomeOwner responsibility and costs Association about \$70/mowing or \$1300/yr; some Owners are not conscientious and it looks inviting to have it all done evenly so it was agreed Association continue to mow it. Motion to accept report, passed AIF.
- b. **Finances** (RRemus) – due to problems with software and lack of a dedicated Treasurer we hired accounting help by George Sinesios, referred by Home Owner Jim Doikas, to straighten out the books for 2010 and 2011 to yearend. George organized our files, transferred our data to updated SA software after many attempts to repair our SA software failed, oversaw our 2010 audit process and looked after our 2011 invoicing and banking. Comparative 2011 & 2010 Income Statement, Balance Sheet And Cashflow Sheet handouts were reviewed and discussed. Noted that biggest change in expense is \$4436 savings in planting and maintenance offset largely by \$2668 additional professional fees to manage our finances due to software failure and lack of a Treasurer Director. Discussion followed on the growing use of PayPal on our website to pay fees and a request to make that process easier. Noted that our Accounts Receivable has grown \$9k to \$32k but the longterm delinquent portion shown on the handout has decreased from \$36k to \$25k due to fee recovery from home sales and some increased compliance with invoicing. Also discussed new and past proposals to recover more of outstanding fees through legal means and more aggressive invoicing, as well as potential advantages of hiring a property mgmt company to oversee this work. Motion to accept report, passed AIF.

- c. **Social** (RRemus) – no action in 2011 despite plans of 2010 AGM for a BBQ or family day with a bouncy tent; discussion of advantages of social/recreational activity in helping us get to know our neighbours and feel like a community. No motion or action agreed on.

4. **Old Business** (RRemus)

- a. **website** has been very useful for property sale lawyers and those interested in our development; has largely 2010 information so will be updated shortly.
- b. **graffiti** issues have decreased greatly – no removal expense in 2011.
- c. **Proposed 2011 Fee increase** – deferred due to lack of Director resources.
- d. **Black Knot** – major cleanup along OBCR cost over \$1200; call 311 to get City to remove any that is seen on City trees or hire arborist for Owned trees; it is a black furry mold-like growth on a Mayday or Schubert tree branch – see internet.
- e. **Missing tree** on WSGate median near OBCR, run over in 2007 – call 311 again! No motions or action agreed on.

5. **New Business**

- a. **Property Management Company** – RRemus introduced Steve Osmond of CA Mgmt Svcs (Condo 1) to give a presentation on their services, history in the area and general experience as hiring them is proposed by the current Directors to address our ongoing limited Director resources, need for experienced Treasurer and to recover our large amount of outstanding fees. Steve outlined the main services they would provide:

- offload and augment our limited Director resources;
- handle all ongoing accounting and banking needs, fee invoicing, home purchase lawyer's requests, monthly & AGM financial reports for the Directors, annual returns, and recovery of outstanding dues owed;
- able to make things happen including handling delinquent fees;
- Can optionally provide administrative assistance for newsletters, etc.

Steve noted he is doing similar work for the (larger) Cougar Ridge HOA and (much larger) Panorama Condo Assoc, etc., with satisfied clients. He is already working well with our landscaper, Carlson, at Cougar Ridge. He then took a moment to describe the improvements his company was able to do for Cougar Ridge relating to their delinquent fees. He took a few moments to explain their process for recovering HomeOwner delinquent accounts.

- begin with 1-3 letters to the Owner requesting payment of arrears;
- if needed, send the account to collections to get Owner to pay;
- if needed, they send a letter in draft form to the Owner which would go to their mortgage company if they continue to be in arrears, so that they can see it first and hopefully respond with a payment;
- if needed, that letter goes to the mortgage holder which normally results in payment from the mortgagor or Owner;
- if this all fails, the account goes to the lawyer to file for foreclosure on the home and this guarantees payment.

The time period from the first letter sent, to being in the lawyer's hands depends on the balance but may take 2 years. Most accounts are resolved without going that far. All costs for this recovery or collection are borne by the homeowner. CA Mgmt charges \$2.00 per house per month, totalling \$24.00 per year on each household (+G.S.T.) This is a flat fee for the contracted services but for an additional cost they can also help with other jobs like sending out the newsletters. CA Mgmt reports directly to the Board and sends out monthly accounting to the Board with a yearly summary at the end of each fiscal year.

There were some concerns about tracking and recovering all the costs incurred by their company on the delinquent accounts that the homeowner will eventually have to pay. The homeowners present at the meeting were assured that any fees that go out for collections comes back eventually to the Association. The Association would sign a one year contract with the option to renew each year. The Association is not tied into a long term contract. The Board has until 90 days before each yearend to terminate its annual contract with CA Mgmt.

b. **2012 Expense Budget** (RRemus)

The handout was reviewed with major discussion as the amount for professional fees; final consensus was that the \$45732 forecast for 2012 included \$4500 more in professional fees than forecast for the Property Mgmt Co'y but this provides for an amount of delinquent fee recovery expenses that could be expected in the first year of this effort. Budget also includes the identified costs to repair 400ft of ruptured OBCR irrigation piping and broken stonework on our entrance feature walls. Roy noted that the budget may be on the high-side of foreseen expenses in order to provide for prudent planning as we start some new-to-us legal work and every effort would be made, as always, to minimize expenditures. Motion to accept the budget as proposed, by SJalving 1st and TKirk 2nd All in favour.

c. **Capital Reserve** (RRemus)

Discussed the Capital Reserve portion of the Annual Fee, using updated replacement costs for our capital assets. The value of \$102,000 less our current capital reserve amount of \$2568 leaves us deficient some \$99,432. Given a 20 year life for these assets installed in 1999-2001, we have only 10 years left so need to build at \$9943/year. It was noted that this annual contribution may have a variable effect on future annual fees depending on whether we have annual operating fund excesses to contribute to the reserves. Motion to use fees and operating excess to build the proposed capital reserve at \$9943 / year the next 10 years. Patricia Kirk 1st and Ernie Nicz 2nd the motion, AIF.

d. **2012 Annual Fee** (RRemus)

Based on the accepted budget and capital reserve commitment the annual fee must increase from \$100 to \$150/year for 2012. Motion set forward to accept the increase to \$150/yr by Ernie Nycz 1st and Don Burns 2nd the motion. Motion passed with 19+26=45 votes for, and 2 votes against.

It was suggested we investigate the need to change the caveats on all the homeowners' titles to note the increase in the association dues. The change will be made asap on the website and in communications to homeowners & home sale lawyers.

6. **Election of New Directors*** as of Jan 1, 2012. Discussion and volunteers elected by acclamation:

- a. President – Ernie Nicz; (President will be prime contact with PpyMgr)
- b. Landscaping, Irrigation and Hard Assets – Domenic Stante
- c. Social/Entertainment – Debbie Tetz w/ Shari Remus to assist.

7. **Meeting was Adjourned** at 9:30pm

*Post-Meeting: HomeOwner Gord Fraser volunteered to be Auditor. Need 2nd one.

...slr,rar