



# Associa<sup>®</sup> British Columbia, Inc.

1

**IMPORTANT INFORMATION** Please have this translated

**RENSEIGNEMENTS IMPORTANTS** Prière de les faire traduire

**INFORMACIÓN IMPORTANTE** Busque alguien que lo traduzca

**CHỈ DẪN QUAN TRỌNG** Xin nhờ người dịch hộ

**重要資料** 請找人為你翻譯

これはたいせつなお知らせです。 どうか日本語に訳してもらってください。

**알려드립니다** 이것을 번역해 주십시오

**सुधी जाहती** विरुत बरवे विजे येते दिवस दा कुलुंबा बरवर्ष

March 11, 2024

TO THE OWNERS, STRATA PLAN NWS 3385  
THE RIVIERA - NEW WESTMINSTER, BC

Dear Owners:

**RE: STRATA PLAN NWS 3385 – RIVIERA  
2024 ANNUAL GENERAL MEETING**

Please find enclosed the Minutes of the Annual General Meeting held on February 27, 2024 and the 2024 approved strata fees and 2024 operating budget. Strata Fees have been raised this year by 4.07%, therefore adjustments to fee payments may be required.

### **Strata Fees Payment Options**

1. *Paying through online banking.* This method allows you to control your payment – you pay from your account rather than having it drawn from your account. It is easy and convenient.
2. *The preferred method is Pre-Authorized Payment (PAP) with automatic withdrawal.* If you are already on this program and wish to continue, you don't need to do anything further. Approval of this budget gave Associa BC Inc. the authority to maintain the withdrawal of funds from your account.
3. *Post-dated cheques* – Owners may send in a series of 12 post-dated cheques dated for the first day of each month from January 1st, 2024 to December 1st, 2024 and made payable to *Strata Plan NWS3385*.

Should you have any questions regarding this information, your strata fee payments or anything else regarding the minutes, please do not hesitate to contact the undersigned at [abc.clientservicecentre@associa.ca](mailto:abc.clientservicecentre@associa.ca) or the Associa Client Service Centre at 604-591-6060.

Yours truly,  
ASSOCIA BRITISH COLUMBIA INC  
On behalf of Owners of Strata Plan NWS 3385

Alex Gefter  
Community Manager,  
A Licensed Strata Manager

**LOCATION**

Electronically over Zoom

**STRATA COUNCIL  
2023**

Reg Nordman  
Rick May  
Ron Sheldrake  
Thomas Canty  
Denise Dalton  
Brent Atkinson  
Brian Allen

**RIVIERA SITE OFFICE**  
[riviera@shawcable.com](mailto:riviera@shawcable.com)  
604-833-4601

**STRATA MANAGER**  
Alex Gefter

[abc.clientservicecentre@associabc.ca](mailto:abc.clientservicecentre@associabc.ca)

Phone: 604-591-6060

**ACCOUNTANT**  
Cathleen Wakefield  
Accounting Inquiries  
604-591-6060

**ASSOCIA BRITISH  
COLUMBIA INC**  
#1001 – 7445 132<sup>nd</sup> Street, Surrey  
BC V3W 1J8

**24/7 EMERGENCY LINE**  
(604) 591-6060

For emergencies, please follow prompts



**ATTENDANCE**

67 Owners were represented.  
37 Owners were represented in person.  
30 Owners were represented by proxy.

Alex Gefter, Strata Manager, Associa British Columbia Inc.

Technical production of the Zoom meeting and moderation were performed by Anne Whitmore of My Meeting Online.

This meeting was conducted electronically over ZOOM videoconferencing.

**(1) REGISTRATION**

Owners and proxies were registered from 6:00 p.m. to 7:00 p.m. At 7:01 pm the Owners were given a tutorial regarding voting and other ZOOM related functionality. Some late arrivals were then processed and admitted to the meeting.

**(2) QUORUM REPORT**

There are 307 Strata Lots at Riviera. The Strata Property Act requires one-third of the strata corporation's votes (103) to be eligible voters present in person or by proxy in order to constitute a quorum.

As of 7:00 pm, as only 67 eligible voters were represented in person and by proxy, the required quorum was not met. Therefore, in accordance with amended bylaw 30(2), within thirty minutes of the appointed time, the owners in attendance in person and by proxy constituted the required quorum.

**(3) CALL TO ORDER**

The Annual General Meeting was called to order at 7:32 p.m. by Council President, Reg Nordman. The Annual General Meeting was declared competent to proceed with the business at hand.

(4) **CHAIR OF THE MEETING**

The Council President, Reg Nordman, chaired the meeting in accordance with the amended bylaws of the Strata Corporation.

(5) **PROOF OF NOTICE OF MEETING**

The *Strata Property Act* requires notice of the meeting to be given to all owners at least twenty (20) days in advance if by mail. The notice package for this meeting was mailed to all owners on February 5, 2024, constituting the required period of notice.

It was **MOVED** and **SECONDED** that proper notice of this meeting had been provided in accordance with the requirements of the *Strata Property Act*. **CARRIED BY MAJORITY VOTE**

(6) **ADOPTION OF THE AGENDA**

It was **MOVED** and **SECONDED** to adopt the agenda of the meeting as distributed. **CARRIED BY MAJORITY VOTE**

(7) **APPROVAL OF PREVIOUS GENERAL MEETING MINUTES**

There being no further errors, it was **MOVED** and **SECONDED** to adopt the minutes from the Annual General Meeting held on February 28, 2023, as previously distributed. **CARRIED BY MAJORITY VOTE**

(8) **PRESIDENT'S REPORT**

Reg Nordman's Annual President's Report 2024

2023 was a hectic year for the Council.

Repairs and upgrades were carried out to prevent a repeat of the Christmas 2022 flooding. (Insurance covered the bulk of the repair. We worry our property insurance will rise next October since we had a huge claim.)

Then we lost Ratka to illness, Rick, Ron and Jerry were on call most of the time for several months. The remaining staff really stepped up.

Jerry Silva stepped down from the Council. He did a tremendous job covering while Ratka was ill. Jerry ( cw Carla) also did a lot of office-related work during the year, including cleaning up and reorganizing the Strata office and files. Jerry is still maintaining our in-house Owner website and document repository that he built. The website is found at <http://rivieranotes>. Website where you will find forms, information, notices and tips. The site is also readable on a phone.

All other Council members have indicated they will stand again this year for Council. At times, the workload on council members (all volunteers) this year was more than if they were at full-time jobs.

Long-time Owner and retired insurance executive Brent Atkinson has indicated his interest in replacing Jerry on the Council. Brent has been critical to understanding our insurance coverage and background for many years. He spent much time interviewing the insurance community to ensure we have the best deal possible.

Our new Site Managers hit the ground running. No one can replace Ratka, but Wes and Sheila bring a new view to the role and much strata experience. Owners and staff appreciate their omnipresence, good nature, knowledge, professionalism, and proactive approach. Getting the proper replacement Site Manager resulted from work by Ron Sheldrake, me and Jerry Silva. Wes and Sheila are sharing their job. Wes calls it a two-for.

FYI, Projects summary year to date ( from Ron Sheldrake)

Parking Structure Maintenance (Ramp) – Approved and contracted, but not yet done.

Social Lounge Renovation - Completed (thank Denise, Ron and Rick for their efforts).

Tower B 4th Floor Exterior Patio Drainage Upgrade - Completed.

Tower C Elevator Modernization - Underway.

Tower A Swimming Pool Tile Installation - Complete.

Tower A Gyms Area Air Conditioning - Completed.

Building envelope maintenance - year 2 of the 6-year plan

Upcoming significant projects (funded by the CRF)

3rd level parkade metal roof replacement- needed due to vandalism.

Tower C elevator modernization - continues.

Heat tracing drain pipes - to prevent freezing.

Replace flooring in the Social Lounge and update of Tower C lobby

Brian has been doing a lot of community-building by organizing events in the Lounge. Attendance is steady, and Owners appreciate it. Brian has been diligent in keeping our CRF GICs ladder well-managed. Last year, this contributed over \$ 100,000 of interest to the CRF.

Rick has led discussions with the New West City Fire Department. This has been a movable/challenging target as they add new costly retroactive requirements.

Royal City Fire (the company) and Council, through Rick, have an ongoing discussion about their management capability and culpability in the Tower B fire panel replacement project. We are holding back their final payment until this is resolved.

Thomas (and Brian) had a tough time with our new budget. Over the last two years, Thomas kept the budget at marginal to zero increases despite all our annual costs rising. The dollar birds came to roost this year, and he saw the need to raise maintenance fees as there was no more room to cut.

Right out of the gate, on Jan 1, 2024, the government changed the Strata Act, saying that all Strata must allocate 10% of their budget to their Contingency Fund, with no exceptions. In our case, this requires finding an additional \$78,000 in contributions to the CRF. This decree impacts our budget by adding an unavoidable increase. Thomas unhappily went back at it and reworked our numbers.

As a result of this govt. help the 2024 maintenance fee increase is 4%. This hit was mitigated by how much we contribute annually to the CRF and Thomas's sharp pencil. Many strata are not so lucky to have skilled people on their Council and a history of regular CRF contributions.

Reg Nordman

#### **(9) RATIFICATION OF NEW RULES**

It was **MOVED** and **SECONDED** that the following new Rules be permanently ratified in accordance with Section 125 of the *Strata Property Act*:

*The following Rule was adopted at the Council Meeting of November 28<sup>th</sup>, 2023 and came into force thereafter. The Strata Council hereby proposes to make this Rule permanent by majority vote ratification of the Owners, Strata Plan NWS3385, in accordance with Section 125 of the Strata Property Act:*

#### **Rule 9. Parking garage electrical usage.**

- 1) *The connection by residents of an extension cord or electrical device to any common area electrical power receptacle is prohibited, unless approved by Riviera Strata Council.*
- 2) *A Riviera Strata Lot owner(s) may request that Riviera Strata Corporation install a 'Stored Vehicle Battery Charger Receptacle' (SVCR) within the Strata Lot owners Limited Common Property parking stall.*
- 3) *A Strata Lot owner cannot have the SVCR installed on their own.*
- 4) *The cost of installing the SVCR, plus a one-time electrical usage fee, set by Riviera Strata Council, will be charged to the Strata Lot owner.*
- 5) *Riviera Strata Council must approve the location of the SVCR.*
- 6) *The SVCR can only be used under these conditions:*
  - a) *Only an unaltered certified battery charger may be connected.*

- b) The rated output capacity (volts x amps) of the battery charger cannot exceed 25 watts.
- c) No engine block heaters or any other use of the SVCR is permitted.
- d) Only one charger per duplex receptacle may be connected.
- e) An unaltered 'Outdoor Use' rated, approved extension cord with a maximum length of 5 meters, may be used within the parking space.
- f) The use of the SVCR cannot be shared with another parking space.
- g) The battery charger may only be connected to a stored vehicle (driven less than once per week)
- h) Any unauthorized or unsafe use of the SVCR may result in the disconnection or removal of the SVCR with no cost refund.
- i) Use of the SVCR can be transferred to a new owner if the associated Strata Lot is sold.
- j) The battery charger may be periodically inspected for compliance.

**VOTE COUNT:**

**WITH 58 IN FAVOUR; 3 OPPOSED and 3 ABSTAINED; the MOTION was CARRIED**

**(10) ANNUAL REPORT ON INSURANCE**

The *Strata Property Act* requires the Strata Corporation to report on and the Owners to review the Strata Corporation's insurance coverage at each Annual General Meeting.

A copy of the insurance Summary of Coverage was circulated with the meeting notice package to all Owners in advance of the meeting. At the meeting, the Strata Manager provided the Owners with a summary of the recent renewal.

The Strata Corporation is insured for a replacement value of \$206,000,000.00 based on a third-party valuation appraisal carried out annually specifically for insurance purposes. The Strata Corporation has faced very difficult renewals of its insurance policy for the preceding renewals as a result of conditions in the underwriting market, however this year's renewal has seen some relief. The premium paid has remained virtually unchanged from last year's premium despite the rise in insured value.

The following is a summary of the deductibles that are now in effect:

**DEDUCTIBLE**

All Risks	\$50,000
Water Damage	\$100,000
Back up, sewer, etc.	\$100,000
Flood	\$250,000
Earthquake	20%,

Owners must insure on their personal policies any betterments, improvements or renovations made to their Strata Lot over and above the original building construction. In addition, Owners must insure on their personal insurance policies all personal property within their homes (i.e. furnishings, clothing, artwork, jewelry, electronics, etc.).

Owners must also ensure that their personal homeowner's policy includes adequate coverage to pay all or part of the deductible on a claim filed on the Strata Corporation's insurance in the event that a claim arises from the Owner's unit.

Owners are encouraged to discuss their personal insurance needs with a licensed insurance broker in order to ensure adequate coverage is in place for their personal circumstances.

The Strata Manager highlighted an important change to this year's policy that owners must be aware of as it may require action on their part: the policy has a significant change to the ADDITIONAL LIVING EXPENSE coverage.

Owners are now REQUIRED to have their own coverage for living expenses in the case of a claim which forces them to move out of the unit for a period, up to the first \$10,000, as the strata's policy coverage will now only be activated, AFTER \$10,000, effectively imposing this amount as a deductible of sorts. The coverage limit maximum is now also reduced to \$50,000 per unit. Therefore, the strata's insurance policy effectively only provides coverage for additions living expenses from \$10,001.00 to \$50,000 and everything above and below these amounts must be covered by personal insurance.

Therefore, owners are urged to ensure they have adequate coverage for additional living expenses on their own personal unit owner policy in case of a claim which makes their unit uninhabitable for a period of time.

Please make sure to discuss this with a licensed insurance broker and ensure adequate additional living expense coverage is in place on your unit owner policy.

#### **(11) APPROVAL OF THE 2024 OPERATING BUDGET**

It was **MOVED** and **SECONDED** to adopt the operating budget for the 2024 fiscal year.

The Treasurer, Thomas Canty, reviewed the Strata Corporation's spending and operations for the just-concluded fiscal year and provided for the Owners an overview of the Strata Corporation's strategy to fund future expenditures. The objective is to fund large future capital outlays through the Contingency Reserve Fund (CRF) and eliminate the need for future special levies.

The Chair took many questions from the floor regarding the proposed budget. Due to strong inflationary pressures throughout the economy for the goods and services the strata corporation requires for its daily operations, a strata fee increase of 4.07% is being proposed. After discussion was concluded, the Owners then proceeded to vote:

#### **VOTE COUNT:**

**WITH 64 IN FAVOUR; 1 OPPOSED and 2 ABSTAINED; the MOTION was CARRIED**

Please see appended to these minutes the approved budget, annual fund summary and schedule of strata fees for the 2024 fiscal year, effective January 1, 2024 through December 31, 2024.

#### **Strata Fee Payment Options:**

1. *Paying through online banking.* This method allows you to control your payment – you pay from your account rather than having it drawn from your account. It is easy and convenient - If paying this way, please remember to include the retroactive catch-up fee amounts for January and February with your

April payment.

2. *The preferred method is Pre-Authorized Payment (PAP) with automatic withdrawal. If you are already on this program and wish to continue, you don't need to do anything further, the retroactive fee amount will be withdrawn on April 1<sup>st</sup> along with that month's strata fee payment.*

3. *Post-dated cheques – Owners may send in a series of 12 post-dated cheques dated for the first day of each month from January 1<sup>st</sup>, 2024 to December 1<sup>st</sup>, 2024 and made payable to **Strata Plan NWS3385**.*

Owners are encouraged to contact the Associa Customer Service Center at 604-595-6060 or toll free at 1-877-585-4411 or [abc.ClientServiceCentre@associa.ca](mailto:abc.ClientServiceCentre@associa.ca) if they require assistance in determining the amounts owing on their account following the approval of the new Strata Fees. Also, if they have not yet done so, owners are encouraged to join Associa's online portal TownSQ where they can look up their most current account ledger and information at any time. Please contact the Associa Client Service Center for assistance in activating your TownSQ account or any other queries pertaining to strata fees or payments.

**(12) RESOLUTIONS REQUIRING 3/4 VOTE: A through E**

**12.1 CRF INSURANCE LOAN EXTENSION -- 3/4 VOTE RESOLUTION A**

***BE IT RESOLVED** as a three-quarter (¾) vote of the Owners, Strata Plan NWS 3385 – The Riviera, that the Strata Corporation be allowed an extension of the existing temporary loan from the Contingency Reserve Fund to the Operating Account for the purpose of funding the remaining payments due on the 2023-2024 Strata Insurance premium. This amount of \$716,181.30 will be repaid to the Contingency Reserve Fund by no later than October 31<sup>st</sup>, 2024.*

**RATIONALE:**

The fiscal year of the Strata Corporation is January 1<sup>st</sup> - December 31<sup>st</sup>, 2024. The Insurance policy period is October 31, 2023 to October 31, 2024. The Strata Corporation, in accordance with the Strata Property Act, borrowed the premium amount from the Contingency Reserve Fund (CRF) to cover the annual insurance premium without having to incur financing costs. However, Strata Property Act Regulations require repayment of this loan by the end of the previous fiscal year unless extended by 3/4 vote of the Owners.

*--- END OF RESOLUTION A ---*

*After some questions, a vote on the resolution was called, with the following result:*

**VOTE COUNT:**

**WITH 64 IN FAVOUR; None OPPOSED and 2 ABSTAINED; the MOTION was CARRIED**



**12.2 CAPITAL PROJECT – CONTINGENCY RESERVE FUNDING**

**TOWER 'C' 3<sup>RD</sup> LEVEL PARKING GARAGE METAL ROOF**

**3/4 VOTE RESOLUTION B**

1. Whereas the existing metal roof is damaged beyond reasonable repair.
  2. The underlying truss structure is generally sound.
  3. Be it resolved to authorize up to \$75,000 from the Contingency Reserve Fund to replace the metal roofing material, flashings, gutters and downpipes.
- Rationale: The existing roof has been significantly damaged and is continually leaking on parked cars. The flashings are badly corroded, and the gutters leak.

**--- END OF RESOLUTION B ---**

*After some questions, a vote on the resolution was called, with the following result:*

**VOTE COUNT:**

**WITH 63 IN FAVOUR; None OPPOSED and 2 ABSTAINED; the MOTION was CARRIED**

**12.3 CAPITAL PROJECT – CONTINGENCY RESERVE FUNDING**

**PARKING STRUCTURE STORM DRAIN PIPING HEAT TRACING 3/4 VOTE  
RESOLUTION C**

1. **Whereas** certain of the many parking garage area storm drainpipes are prone to frost damage.
2. The piping is otherwise generally in good condition.
3. **Be it resolved** to authorize up to \$40,000 from the Contingency Reserve Fund to install heat trace wiring and thermostats on selected critical drainpipes.

Rationale: Under certain cold weather conditions that are happening more frequently, some of the storm drainpipes that pass through the parking garage will freeze and split open, resulting in uncontrolled water ingress. Frozen drains can also result in water ingress to Towers B & C.

**--- END OF RESOLUTION C ---**

*After some questions, a vote on the resolution was called, with the following result:*

**VOTE COUNT:**

**WITH 67 IN FAVOUR; NONE OPPOSED and None ABSTAINED; the MOTION was CARRIED**

**12.4 CAPITAL PROJECT – CONTINGENCY RESERVE FUNDING**

**TOWER 'C' LOBBY REFRESH – 3/4 VOTE RESOLUTION D**

1. **Whereas** the lobby of Tower C is in very poor condition and has had little attention since the building opened 25 years ago and none of the furniture has been replaced.
2. **Be it resolved** to authorize up to \$10,000 from the Contingency Reserve Fund to purchase four (4) matching chairs with arms, a suitable coffee table, plants, vases; and redesign and installation of new mural(s) or wallpaper or wall treatment.
3. **All Designs and colors of Furniture, Plants and Murals** subject to the approval of the Strata Council.

**Rationale** One of the couches was stolen over 20 years ago, the other leather couch is no longer functional and is damaged and unrepairable, the existing coffee table will be transferred to the Social Lounge. Plants need to be refreshed with quality artificial or easy to maintain live plants. Also, the existing mural has scorching damage from the radiator and no longer fits contemporary tastes.

--- END OF RESOLUTION D ---

*After some questions, a vote on the resolution was called, with the following result:*

**VOTE COUNT:**

**WITH 65 IN FAVOUR; 2 OPPOSED and None ABSTAINED; the MOTION was CARRIED**

**12.5 CAPITAL PROJECT – CONTINGENCY RESERVE FUNDING**

**TOWER 'A' SWIMMING POOL TILE INSTALLATION – 3/4 VOTE E**

1. **Whereas** the Tower A pool's below-waterline coating frequently spalls, representing a safety hazard.
2. **Each incident** requires that the pool be closed, drained, repaired, refilled, and reheated.
3. **Be it resolved** to authorize up to \$65,000.00 (sixty five thousand) from the Contingency Reserve Fund to have the swimming pool tiled.

--- END OF RESOLUTION E ---

*After some questions, a vote on the resolution was called, with the following result:*

**VOTE COUNT:**

**WITH 64 IN FAVOUR; None OPPOSED and 2 ABSTAINED; the MOTION was CARRIED**

**(13) ELECTION OF 2024 STRATA COUNCIL**

As per the amended bylaws of the Strata Corporation, a minimum of three (3) and a maximum of seven (7) Council members could be elected for the 2023 fiscal year. The President noted that all the current Council Members are prepared to stand for election. The following Owners were nominated and/or volunteered to hold Strata Council office for the 2024 fiscal year:

Brian Allen	Thomas Canty	Denise Dalton	Reg Nordman
Ron Sheldrake	Brent Atkinson	Rick May	Nancy Yang

Volunteers/nominations were called from the floor on numerous occasions and as no further volunteers/nominations came forward the nominations were closed.

A poll was conducted for the Strata Council election and the seven owners who received the highest vote totals were elected to the 2024 Strata Council.

- 1. Brian Allen 60 votes
- 2. Brent Atkinson 60 votes
- 3. Thomas Canty 61 votes
- 4. Denise Dalton 60 votes
- 5. Rick May 62 votes
- 6. Reg Nordman 61 votes
- 7. Ron Sheldrake 63 votes

Nancy Yang 7 votes

**(13) GENERAL DISCUSSION**

Council took some general questions and comments from the Owners.

**(14) TERMINATION OF MEETING**

There being no further business, the general meeting was terminated at 9:07p.m.

The next Strata Council Meeting will be held on Tuesday, March 26th, 2024 at 7:00 p.m., electronically on Zoom and/ or in the meeting room located at 1235 Quayside Drive, New Westminster, BC.



Join TownSq now to start experiencing community your way! Meet your neighbors, manage your account, access the resources you need for better community living, such as the latest Council and AGM minutes, bylaws and rules and other important documents.

Go to <https://app.townsq.io/associa/signup>

Please contact Associa British Columbia Inc., Monday – Friday from 8:30am – 4:00pm at 1-877-585-4411 or by email at [abc.info@associa.ca](mailto:abc.info@associa.ca) if you have any questions regarding registration or log in.-

*Please be advised that copies of Council & General Meeting Minutes should be retained for a period of two years.*