

First Avenue Athletes Village Housing Co-operative

Member Information Meeting

Thursday, January 26, 2012

Main Lobby

7:00 p.m.

Minutes

Attended: as per sign in sheet [59 signed in].

1. **Meeting opened:** 7:10 pm.
2. **Thom Armstrong, Executive Director of CHF BC**
Thom Armstrong welcomed the members and made some introductory remarks. He explained that we are distributing information and notices via a member email group. Meeting notes will go out by email in a few days. Let the office know if you do not receive them.
3. **Introductions**
Catherine Porter, President of CHF BC. Ms. Porter will also be one of two CHF BC appointees to the Athletes Village Co-op board.
Darren Kitchen, Government Relations Manager, CHF BC. Darren will be the 2nd federation-appointed director to the Co-op's board.
Mariam Petrosian, General Manager for COHO Repair Services.
Viktoria Harbuz, Maintenance Co-ordinator
Kerry Panter, Member Services Director for CHF BC.
Sue Moorhead, Education Director for CHF BC.
4. **Building issues**

Mariam Petrosian and Thom Armstrong addressed the following building issues:

- a. *Enerpro and water billing* – Enerpro only billed members for 1/10th of the water consumed up to November. Enerpro absorbed the cost of unbilled usage. Going forward, individual water billing will be based on correct readings of the meters. Member water bills received so far indicate average household usage. COHO will provide comparative data to the members.

Engineers' audit indicates that metering for apartment heating is accurate. There may be a few anomalies. If you are concerned, send a copy of your bill to the office.

COHO will continue to pursue energy monitoring issues with the City, Enerpro and engineers until all are satisfied that the system is producing accurate meter readings and billings.

First Avenue Athletes Village Housing Co-operative

- b. *Hot and Cold water* – COHO has been working with Hallmark and engineers to resolve hot and cold water problems. Some pipe heat tracers did not have proper controls. This has been corrected. Problems persist. Contractors will start inspecting faucets and related equipment soon. Member noted cold water becomes hot water in high usage times [5-6 pm]. COHO will keep members informed of progress.

Question: when cold water runs hot, are members being billed for the energy it takes to heat the water. Answer: yes. Once the problem is fixed the Co-op's board will decide what to do about member costs incurred, and how to recover from contractors. Member noted that they would have more control over water consumption if water flow was stronger.

Building construction warranty was for 1 year after construction completion. Major design issues can be pursued with the designer. The building was commissioned for the Olympics, decommissioned, and commissioned again 9 months after being vacant. The Co-op has a lease agreement with the City of Vancouver. The Co-op can pursue these issues with the City Project Office, and see what recourse is available through the lease.

- c. *Heating System* – System was serviced for winter, and a flyer on how to use the thermostats was issued to all households. If you have heating problems, please report them to COHO. Members expressed concerns about no numbers on thermostats, and lack of control over heat in their units. Engineers designed them to work with the radiant heating system. COHO is working on having experts come into the Co-op to give education sessions on the system.

Member asked about the possibility of adding a cooling system for the building. COHO was told this was not possible due to a decision made by the City early on. COHO will verify if this is accurate.

- d. *Laundry room renovations* – The City of Vancouver has finally approved building permits for the laundry room renovations. 10 vented commercial grade washers and 8 dryers will be installed. Next step is to re-price the project, and get a schedule of work from engineers. Current machines are not vented, and cannot be set up for card or coin pay systems. Mariam will explore whether more dryers [than 8] can be installed.

Member asked if Smart Card pay laundry was a done deal. Not necessarily. The resident board can decide whether to charge for laundry once they have become familiar with the Co-op finances.

Concern was expressed that in-suite dryers are creating excess dust and moisture and may be a health concern. COHO will explore and ensure machines working properly.

First Avenue Athletes Village Housing Co-operative

- e. *Pedestrian egress between visitor and Co-op parking areas* – Initially, this door was locked on the visitor side, which is a fire code violation. Lock was removed. Lack of lock means anyone entering the first underground gate can walk into the member parking area. COHO had a building consultant look at the issue and they suggested two ways of legally securing the door:
 1. Install an elector lock. In case of fire or power loss, the lock disengages. Also disengages if someone presses on it for 15 seconds.
 2. Change the second overhead gate so it includes a pedestrian passageway.

The City and Fire Department must approve any changes. COHO will do the pricing, and the Co-op can decide on a plan of action. This is not considered a serious design issue, but is a security issue. Door is currently code compliant.

- f. *Fans* - after members complained that unit fans were too noisy, a new Panasonic Whisper Quiet fan was installed in one unit as a test. Because of size of fan and connection access, the drywall had to be opened for installation. To replace fans, the cost will be \$800 to \$1000 per unit. Fans must run 24 hours, as per building design. New building code will have this requirement. Resident board will have to consider whether to replace all noisy fans with new model, and where the funding for this would come from, after the first annual meeting.

COHO Repair Services will provide members with information on how to clean the fans [to reduce how hard fans have to work, and make for a healthy environment].

Members expressed concerns that the incoming and outgoing air flow [especially in units that open to the outside] is not functioning correctly. COHO to investigate.

Thom Armstrong noted that experts say it usually takes 2 to 3 years to work out the kinks in new buildings, especially with the introduction of new technology.

- g. *Work Order system*: Mariam Petrosian introduced the COHO work request and follow up system. A diagram of the system can be found in the co-op's section of the CHF BC website. If a member submits a work order, they should receive a response within two working days. If not, email the Co-op coordinator at lminuk@coho.bc.ca. When reporting maintenance problems, please use a separate work order for each item. This system will enhance communication and repair follow through. An additional staff person will be assigned to the Co-op maintenance co-ordination.

Members requested a list of who to contact about various co-op issues [including maintenance, financial, administrative and education]. CHF BC and COHO will provide a chart.

A list of unit and common area deficiencies was sent to the City along with the budget proposal. COHO Repair Services will meet with the City to settle on the budget amount. Once agreed, the City will pay to rectify the deficiencies.

First Avenue Athletes Village Housing Co-operative

5. **Member Development and Education Plan**

Kerry Panter presented the outline of a comprehensive member development and education plan to be delivered for co-op members and directors. Pre-AGM and post-AGM education will be provided to members and to directors.

Members asked that the co-op's first annual meeting be scheduled later than the end of February to allow more time for the program to be delivered. Information on a new date will be circulated to all members.

Training materials will be posted on the Athletes Village Co-op members' section of the CHF BC website. Address: www.chf.bc.ca.

Thom Armstrong previewed the members' section of the website, and explained how to sign up. The website will include co-op documents, education programs and notices, and a co-op discussion board. Note: legal notices [such as the AGM notice of meeting] will also be delivered to members' mailboxes or doors.

Members were asked if they would prefer to hold the AGM in the co-op lobby, or at the Creekside Community Centre. By show of hands the preference was overwhelmingly for the lobby. COHO will purchase a microphone system on the co-op's behalf.

6. **Barter system**

Leeanne Ekland, #502, introduced the co-op barter group, and the StreetBank barter website. Members are invited to join the group. There is also a private Facebook page for co-op members [not an official co-op site].

7. **Introduction of Sequoia**

Sequoia Jordan, the first baby born in the co-op, was introduced by her happy parents, Jordan and Rejoice of #402. Their daughter was born in the bathroom of their neighbours unit – community at work!

Meeting adjourned to lounge for socializing and refreshments at 9:45 p.m.