

Park Management Report

For Annual General Meeting

February 3, 2015

Highlights;

1. Water and Road maintenance
 - a. Road sanding and snow removal
 - b. Water wastage charges
2. Repair and Maintenance
 - a. Water and Sewer breaks
 - b. Water and Sewer freeze ups
 - c. Vandalism of properties and back charges
3. 72 hours low pressure water problem
 - a. City water and sewer crew response
 - b. Pressure regulator
 - c. Outcome
4. What to expect in 2015
 - a. Start of construction
 - b. No drill and blast
 - c. Connection of services
 - d. New system to be activated
 - e. Turnover of roadways and water and sewer
 - f. Completion should be around October 2015
5. Local improvement tax should begin in January 2016
6. CMHC probably won't insurance until Local Improvement Tax is in place. However as we believe it will be at the max \$ 358 we are going to work on having them start sooner assuming that the \$ 358 will be applied.

1a. For the first time in a very long time CC#8 is not looking at a snow removal and road sanding cost. As the ownership of roads and water and sewer are due to become the City's at projects end, the City stated they would be looking after the sanding and snow removal this year. Any work done to date would be done by either City forces or a subcontractor to the City. The Board or Management hasn't had to arrange any sanding or clearing this winter. We were quite pleased with the City for taking this task earlier than expected. It shows a willingness to move things forward as far as responsibilities are concerned.

1b. In addition to taking over sanding and snow clearing – the City, as part of the project, can no longer do readings for the amount of water entering the Condo Corp. Do to this there was some discussion on how water wastage and the charges for water would be done this year and for part of 2014. The City suggested an average of water consumption be taken of a six month period and that average be used for the amount of water entering Northlands. From that number all properties with metered water will be subtracted from the total and the remainder would be what is charged for water wastage. The City estimated the average water wastage bill per month would be around \$ 4500. That is a significant reduction over water wastage for the past two years. The last two were in the neighborhood of the lower 80,000 and the mid-70,000 range. So there is so potential savings to the Condo Corp with this approach. Again, another feather in the City's hat for showing fairness in working with Northlands to move things forward and to take some responsibility for infrastructure.

2a & b. Repair and maintenance (water and sewer) – considering the amount of disruption the new water and sewer project added to the entire system there has been no major increase to the number of breaks so far this season. Water and sewer breaks aren't significantly higher than previous years and we expected to have more this year (sewer) as we have two different main systems in operation. With the exception of a few properties, all the 100, 200 and 300 blocks are currently on the new sewer system. Services for the remainder are in but not currently connected. No properties are using the new water system although the services again are run but not connected and/or active. There have been some freeze up issues but no more than we expected. We can say we have had busier days then others but overall things seem to be working quite well.

2c. Of the work completed the most significant has been due to vandalism. There was what appears to be a deliberant act to cause a water problem or damage to a property. That caused a major stir for a number of days and kept us quite busy over that time. Several adjacent properties would have had some high risk if the problem wasn't discovered and dealt with quickly. Although the total cost of the repair work has not been calculated as of yet we have contacted the property owner and they will be covering the cost of the repair work as they seemed to have left the property unchecked. So all cost should be recoverable to CC#8.

3. The biggest water concern this year has been the 72 hour period with little or no water pressure throughout all of Northlands. The busiest of any time frame for Management and Maintenance, 46 calls in 45 minutes it was a great way to start the day. We knew a major issue

was upon us. Both Management and Maintenance started receiving calls and with the Maintenance crew already in Northlands working, they immediately starting to check for major issues. Management set someone to assist in the search and at the same time the City was contacted about a possible issue. In the past CC#8 would have only had its Maintenance crew checking the park but, upon contacting the City, they (the City) seemed aware of an issue through their water monitoring system. Scott Gillard dispatched a crew of City water people along with the leak detection crew and within an hour of the first call we had 7 vehicles with crew checking for a water break and looking for water appearing in Northlands. A break was found but it was outside of CC#8 where the water returns to City property. Once located the City began to work on accessing the break and repairing the issue. It did take time to repair but the City's response time from the original call and their assistance in locating the problem was exceptional. What we have discovered through the process is that RTL (the project contractor) has placed a pressure regulator at the temporary connection between the new system and the old. Keeping water pressure at a level acceptable to the plumbing systems, in most of the properties in Northlands, was a great consideration on RTL and the City's part. Maintenance continued to monitor the situation for a number of days and communicated any updates as quickly as possible. Although it took a number of days to correct no major breaks or freeze ups happen as a result. Great work was done by the Maintenance crew and the City crew.

4. What to expect in 2015 – Although we have no confirmed start date for construction in 2015, we are expecting late April or early May to see some activity. There should be little or no drilling and blasting this season as the trench work for services was completed in 2014. There may be some road rock to remove but the drill blast crew did get the work required for services completed. With most services run the connection of all remaining services should happen and everyone should expect that access to homes and properties will be required again this year. Cooperation with the contractor will make things go smoothly and we don't expect any project delays. Once all test of piping is completed and the services connected the new system will be activated. Ownership of the water and sewer and roadways should be completed late in the year with the project estimate of completion being around mid to late October 2015. So far everything is on schedule to take place as planned. The final piece will be the completion of the road work and road elevations. We have no concerns with the schedule. We should note that during last year's construction season RTL has been a great help to the Maintenance crew, assisting at times to help with digs and repairs where needed. Providing equipment and labor at times to insure things were repaired quickly. Their response to us has been very good and they have been good to work with. Considering the number of times we have driven onto the jobsite and through their work areas with questions and comments they even managed to put up with us quite well.

5. We believe the City will not implement the Local Improvement Charge until January 2016 and once the project gets underway we expect this will be confirmed by the City.

6. The big question we get is when CMHC will again start insuring mortgages – they have stated in the past that this will only be done once the LIC amount is determined and mortgage

holders show an ability to pay and that the new system is in place. So not until the LIC is charged to property owners, therefore we don't expect it will be until January 2016 or shortly after. We are currently contacting CMHC to suggest that, if we can have the City confirm the maximum charge of \$ 358 per property per month will they (CMHC) move early for those property owners who need a mortgage or a mortgage renewal and can show the ability to pay both the mortgage payment and the LIC amount. If they agree we hope to have CMHC move earlier than project completion to start insuring mortgages. Keep your figures crossed.

A big thanks to all members for their patience and cooperation this year, we understand that with new Management and Maintenance and the construction in full swing it was not fun at times but overall it went well and a lot of that falls on the cooperation from every one of you. So again thanks and we look forward to the new year ahead.

Lee Sacrey
For
G L Services
Park Management