



**Board of Directors  
Meeting Minutes  
Tuesday, July 27, 2021  
7:00pm**

Attendees: Glenn Ruskin Jo Scott Rick Gallant  
Brent Fraser Carey Donkervoort, Jim Chuey  
Les Turner (staff)

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1. **Call to Order:** Glenn called the meeting to order at 7:00pm
2. **Welcoming Comments:** Glenn expressed his pleasure at the composition of the board, and how the well rounded and diverse backgrounds of the board benefits the community.
3. **Approval of the Agenda:** Add "In Camera" at the end of the agenda and "Old Business – driveway resurfacing".  
**Motion:** Rick moved to accept the amended Agenda as circulated. Seconded by Brent. Carried.
4. **Approval of Previous Meeting Minutes:**  
**Motion:** Jo moved to accept the previous meeting minutes as circulated. Seconded by Jim. Carried.
5. **Old Business:**
  - a. Driveway Resurfacing: At the June 2021 Board meeting, it was indicated that our solicitor recommended that we seek a third-party expert opinion on the longevity of the driveway application used on the house at 72 Heritage Lake Shores if we wanted to pursue legal action. This was not done as there was discussion about whether we needed to consider what options were available to residents with deteriorating driveways and it wasn't clear why the longevity of the material was relevant when it was clearly in violation of the architectural controls. The homeowner has deferred/requested that all communication on this issue be sent to his lawyer. Any legal action to ensure current architectural controls are followed would be time consuming and costly.  
**Action Item:** Our architectural controls need to be updated with an eye on reflecting new and viable options for resurfacing deteriorating driveways. This will be undertaken as part of a broader review of the architectural controls considering advances in building materials, designs, etc. since the controls were originally written.
6. **Community Manager's Report:**
  - a. Performance Reviews: Our mid-season performance reviews are underway with the goal of having these reviews completed by the end of July.
  - b. Mid-Season Barbeque: As we approach mid-summer, the Board has been requested to recognize the efforts of our summer staff by having a mid-season BBQ at the LH.  
**Action Item:** To canvas the summer staff to see if August 9, 10 or 11 works for the majority.
  - c. Hours of Operation:
    - i. We have revised the start and closing times for the staff as the opening and closing duties are not taking the one-hour prior and one-hour post operating hours as was initially anticipated. We are now bringing in staff 15 minutes prior to our 9am

opening time and only scheduling 30 minutes for closing duties.

- ii. August Hours of Operation: Due to minimal usage during 9-10am and 8-9pm, management is recommending we reduce the LH operating hours to 10am-8pm seven days per week. While this will result in reduced hours for the staff, we did not promise them any specific hours as part of the recruitment process.

**Action Item:** Management to amend the opening hours of the Lake House from the current 9am-9pm seven (7) days per week to the following:

Weekdays: Open – 10:00am Close - 8:00pm  
Weekends & Holidays: Open – 10:00am Close: 8:00pm

Opening staff will arrive at 9:45am and closing staff will leave at 8:30pm. Lake house rentals are not subject to these parameters.

d. Equipment:

- i. Paddleboards: We have reached out to the supplier of our junior paddleboards, Vintage Iron Cycles in Vancouver, to ascertain the delivery timelines on our 12 junior paddleboards. At the time of the meeting there had been no response.

**Action Item:** Les to escalate issue with the supplier.

- ii. Pickleball Equipment: As with the junior paddleboards, we are still in “wait mode” for the delivery of the pickleball equipment as 12 paddles have been backordered.

**Action Item:** Les to escalate issue with the supplier.

- iii. Swim Dock Ladder: The swim dock ladder has been replaced.

e. Gate Access (w/ Rick):

- i. Gates: On July 13, Rick and Les met with Justin Proctor, the new operations supervisor with GateWorks. This was a positive meeting with issues of Vizpin system reliability, timeliness of GateWorks response to issues and recent changes to Vizpin policy regarding the ratio of smart phone to proximity card users being addressed. The two gates that continue to malfunction being addressed. The one gate is now working after the card reader was replaced. The second gate requires a new VizPin relay as the signal from the reader to the mag lock is not working. Two solar batteries were replaced for the two Shores gates. Rick is in possession of several old batteries that he salvaged when the new systems were installed. These can be used next time we need to replace batteries.

- ii. Cards/VizPin: We are re-distributing activated cards from residents who have not picked up their cards in over 2 years to those who are currently requesting cards. We are also asking residents who have 3 or 4 cards to limit their cards to 2 max per household and to return the extras. We are also actively encouraging Vizpin users to use their smart phones as much as possible rather than their cards.

- iii. Admin Rights: Les has been granted full administrative rights on VizPin.

f. Safety and Security (w/ Jim)

- i. Gated Park Areas: Due to an increase in after hours activity, by individuals and groups in green spaces, involving alcohol consumption, loud and disruptive

behaviours, we will be implementing a multi-faceted plan whereby we hope to discourage and prevent escalation of these behaviours.

- Purchase and install 9 new gate security signs
- Further efforts with GateWorks to ensure all gate mag locks are functional
- Purchase and test effectiveness of self-contained camera systems (4 game cameras were purchased)
- Publish awareness email or other communications to community

**Action Item:** All directors to review the proposed communique to be sent out when the cameras are installed.

- ii. Community Neighbourhood Watch: In response to a resident reporting suspicious persons being in the community, an educational email was distributed reminding residents to secure their property and belongings.

g. Divcon

- i. Transition/Orientation meeting: Management continues to meet with Divcon on a regular basis and summarizes these meetings in an accumulative bi-weekly report. There does not appear to be a sense of urgency to complete the irrigation capital work.  
**Action Item:** Management is to engage Divcon on a clear schedule for completion of the irrigation capital repairs and to provide on the board with a plan for the capital repairs.
- ii. Gardening: Clarity is sought as to who is responsible for the gardening of specific beds. Carey provided some history as to why we have two contracts sharing these responsibilities.  
**Action Item:** Management to review the PLNT and Divcon contracts to verify who is responsible for which beds and to consider a possible revision to the division of responsibilities.
- iii. Staging of Materials: Divcon and PLNT have been accumulating waste (dirt and branches) behind the garage. They have been asked to remove this waste and to cease from this practice.

h. Landscaping:

- i. Boulevard Trees: Are the newly replaced trees being watered by the MD?  
**Action Item:** Management will reach out to the MD and inquire as to their watering plans for the newly planted trees?
- ii. Elm Scale: We budgeted \$9200 for treatment of Elm Scale on the 80 elm trees throughout the community, with the MD of Foothills reimbursing the LAHPOA \$7,394 for the trees that are on MD property. Management has verified that the MD will not be contributing funds towards this project in 2021 so the decision was made not to incur 100% of the costs and to defer this year's treatment to next year.  
**Action Item:** Prior to the MD setting their 2022 budget, Management to reach out to the MD to remind them of the value of these assets (\$50,000?) and the need to provide proper care and attention.

- i. Architectural (w/ Brent): Architectural requests that have come in during the month of July include:

- an external house painting
- the addition of an external dog run, and
- the installation of an AC unit

All requests have been referred to Brent, who is following up with all requests.

**Action Item:** Les will be ramping up his community tours, complete with positive education/reminders pertaining to any bylaw infractions. Eg: RV's, construction trailers, garbage bins, architectural and landscaping changes, etc.

- j. Lake Committee (w/ Glenn):

- Lake Levels:** We received 10k m3 of water from Corix in early July with another 10k m3 scheduled to start delivery the last week of July. Management has submitted a request to receive additional fills of 10k m3 in August and again in September.
- Algae Treatment:** Don provided an overview of the prescribed algae control program along with a detailed presentation of the biologics used to treat the algae.  
**Action Item:** Don to continue to manage our algae abatement program. He is following the prescribed chemical application program designed by Max of Smoky Trout Farms. To date, this program seems to be working very well and we seem to have the algae growth under control. We will continue to apply chemicals as per Max's schedule.
- Water Samples:** We continue to take weekly water samples from the main beach. In late June we were receiving reports of our enterococcus levels exceeding 1100 CCE per 100 mL. Results of <1,280 CCE per 100 mL means acceptable water quality so while we were approaching unacceptable levels, we did not reach this level. Don indicated that the higher level was likely a sampling issue. In July, all tests came back with a zero reading until the July 19 reading being 334 CCE per 100 mL.
- Water Trampolines:** Upon last trip around the lake, we identified two water trampolines on the water. We have indemnifications letters from both and one confirmation of insurance (COI). We are waiting on the second COI from the Arndt's who live at 100 Heritage Lake Shores (near the North Dock.)  
**Action Item:** Les to continue his efforts to obtain the COI from the residents at 100 Heritage Lake Shores.
- What speed/power regulations need to be incorporated into our rules and regulations?** Electric paddleboards, high speed RC boats, etc.  
**Action Item:** Incorporate/update rules and regulations for the lake considering advances in equipment and toys. Develop a summary of the lake resident specific rules and regulations, do's and don'ts that can be distributed to all lakeside residents (eg. trampolines, water toys, liner care, docks, etc).

- k. Wildlife/Pets:

- Resident/Guest interactions with Wildlife:** a communication was circulated via mass email in mid-July reminding residents of the need to co-exist with our wildlife.

- ii. Dogs: Due to a concern raised of dogs swimming in the lake and running through backyards, management paid a visit to the home of where the dogs came from. Les talked to the trades people that owned the dogs and left documentation with the homeowner reminding them of our rules and regulations.
- I. Digital Marketing (w/ Jo): Jo and Les will be doing a complete review of our digital marketing, IT software, apps, etc to review needs and costs. A preliminary review suggests we are paying for software that we are no longer using or need.
- i. Facebook: For now, we are using Facebook as our primary medium to communicate programs, events and information to our community. This medium has proven to be a quick, easy and inexpensive way to reach our residents.
  - ii. Mass Emails (mailchimp): For more important messages, we are mass emailing 426 persons who have signed up to receive direct emails from us. We are using mailchimp.com for this means of communication. To sign up to receive mass emails, anyone can request to be added to our registry by completing the online form found on our website.
  - iii. Website: With the recent resignations of our two volunteer webmasters, Jo has stepped up to assist Les in updating the website.
  - iv. Twitter/Instagram: Jo and Les would like to utilize Twitter and Instagram for future social media marketing. We are not currently using these free platforms and they may be more appealing to a segment of the audience we are trying to capture.
  - v. SharePoint: Carey advises that we may not need SharePoint. Jo suggests that there are cheaper alternatives to SharePoint, One Drive or even Google Drive.
  - vi. Office 365: Do we need 11 licenses or just one? How many LAHP.ca emails do we need?
  - vii. Program Guide: Les plans to develop and circulate a seasonal program guide promoting all programs/services offered by the community in the upcoming months/season.

**Action Item:** Jo and Les to report back on August 24<sup>th</sup> with recommendations on what software we require to conduct our business in an effective and efficient manner.

m. Lake House Operations:

- i. Hot Water Tanks: The two hot water tanks in the Lake House were replaced by The Gentlemen Plumbers in mid July. Originally the contract was offered to ARPI's but they could not deliver the tanks for 3-4 months, so we went with the next preferred company and that was Gentlemen's Plumbers. Gentlemen's Plumbers had the tanks in stock and were able to do the install in one day.
- ii. Eavestrough and Lighting: Meerkat Roofing was on site in mid July finishing the eavestrough installation. Heilight Lighting needs to replace the lighting amplifier on the LED perimeter lighting for this project to be completed.

- iii. Lake House Rentals: We are pleased to finally be able to rent the Lake House out to residents and guests again. During the summer of 2021, we currently have the following rentals on our books: July: 4 community/external rentals and 5 programs offered out of the LH; August: 7 community/external rentals and 5 programs offered out of the LH
- n. Information Technology (IT):
  - i. CCTV: we have three CCTV systems; one through GateWorks and two through Supreme Security. Les is arranging meetings with both companies to get primer's on how to login and manage our CCTV systems.
  - ii. IT Support: Don and Les met with Betach, our IT consultants, on July 23 to review our current IT consulting plan and to transition LAHP management contact and administration rights from Don to Les. As a provincial "not for profit" entity, Betach is able to subscribe us to the Microsoft charitable software program, we are able to benefit from over \$15,000 in software licencing costs.
  - iii. Disposal of old computers: When cleaning up the LH, we came across an old laptop and desktop CPU that were replaced several years ago. All data has been relocated to the new systems.  
**Action Item:** Les to dispose of the old laptop and desktop in such a manner that the hard drives are properly destroyed.
- o. Signage:
  - i. Heritage Terrace: We have obtained a quote from our sign company, Big Print, to have the two Heritage Lake Terrace signs repainted. The current state of these signs shows significant UV fading and is not a proper representation of our community. Cost per sign to clean and repaint is \$485 per sign. The LAHP would be responsible for removal, delivery, pick up and re-installation.  
**Action Item:** Rick has offered to do this work as a "rainy day project". He has excess paint left over from the community sign post painting completed in 2019.
- p. Community Management:
  - i. North Dock: Les continues to do sporadic checks on the north dock park and to visit with area residents in this area. Over the last few weeks, there has been little to no known unwanted activity late in the evenings/early mornings.
  - ii. Community Garbage and Recycling: Les is maintaining the "bear bin" recycling containers throughout the community and he is working with Divcon to maintain the north dock garbage. T and T Disposal takes care of the "bear bin" garbage bins throughout the community on their Friday schedule but the recycling falls to the community to maintain.

## 7. Treasurer's Report:

- a. Carey discussed the variances for June 2021 month end and YTD internal reports, and the external statement of Operations.
- b. Updates were provided on:
  - i. Restricted Capital Reserve and Capital Expenditures:
  - ii. Collections of 2021 Association Fees
  - iii. Investments and

iv. Current operating funds and Future Quarters Cash Flow

- c. Carey reviewed Divcon's proposal to expand the garage. Consensus was that we just need better organization and a clean up of our inventory and that we might consider installing a lift to allow storage of out-of-season-equipment.

**Action Item:** Have a Fall Clean Up day for the garage. Les and Jim to conduct a review of the garage and recommend a plan to address congestion.

**8. New Business:**

- a. South Entrance Flags: Glenn has reported that the flags on the light poles are looking old and faded.

**Action Item:** Les to investigate replacement options and costs.

- b. Spilak Memorial: What is the status of the Spilak Memorial construction? There is a bunch of fence material for this project taking up space in the garage.

**Action Item:** Les to get an update from Don on the plan for the project..

**9. In Camera Session:**

- a. The board discussed management and summer staff relations including recent summer staff feedback and progress.

**10.Future Meetings:**

- a. Water Committee: August 17 at 7pm @ the Lake House  
b. Board of Directors: August 24 at 7pm @ the Lake House

**11.Adjournment:** Glenn adjourned the meeting at 10:20pm