

Meeting of Thursday, April 6, 2017

Report on the Administrators' Information Meeting of Thursday, April 6, 2017 at 7:30 P.M.

After welcoming and greeting the co-owners who were present, Mr. Zylberberg emphasized that it was not a General Meeting, but an informal meeting. Thereupon, Mme Lucie Chagnon asked whether it was necessary to translate into English. The reply being affirmative, she advised that the information would therefore be summarized and that after each four or five items of the agenda, there would be a short question period.

1. Financial Situation.

- Presentation and handing over of the financial statements from July 1st, 2016 to February 28, 2017.
- Explanation of a fund worth \$200,000 set up since 2002 which was invested by the former Administrators. In 2008, this investment earned 5%, presently this fund of \$196,000 earns 0.4%. The Administrators have decided to take steps to increase the rate of return and to merge the 4 accounts into two.

2. Legal Cases and Litigation

a) Files with the lawyers

- The Administrators began their mandate with invoices for legal expenses of the lawyers hired by the former Administration because of litigation against the Co-Ownership Syndicate and the Administrators. The legal expenses for the period from July, 2016 to October, 2016 are approximately \$18,000 and were paid directly by the Syndicate.

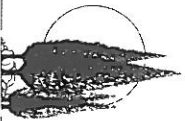
- Steps have been taken with the former Administrators, the co-owners involved in these cases and Mtre. Papineau. All the proceedings have been settled on friendly terms.

b) Files of the Suppliers

-The present Administration concentrated on settling the cases with suppliers.

-The Administration has set up a process to manage and optimize the expenditures made by the employees. That will allow for better control and better transparency.

- Central Ventilation Unit. In 2012, Manoir IV acquired a ventilation unit, checked and repaired in 2016, but the problem of its malfunctioning has not been resolved. The file has been settled. Seven-year contracts have been signed by the former Administrators.



c) Legal Professional Fees:

- The former members of the Board of Directors hired the engineering consultants firm of Saint-Pierre & associés, to evaluate the condition of the building. They identified 114 elements of major expenditures and their costs starting from the year 2012.
- Several significant expenditures are foreseeable and to be planned for. See file forecasting for the expenditures for the balconies, the garage, the drains, the electricity, the piping, the water pipes, the pumps, the ventilation and heating system in the basement 2 garage. For example, the terrace above parking S-1 extends towards the west between Manoir IV and Manoir III and almost to Montpeller Boulevard towards the north. It is covered with a membrane, grass or asphalt. It is planned to check and replace it in 2026. The cost was \$575,000 in 2012 and would climb to \$870,000 in 2026.

d) Files with the Insurance

- In 2016, the premiums rose to \$45,000. The deductible for the water damage is currently \$50,000.
- To point out that in 2011 the premium was \$29,193.00. We note a rapid increase in premiums and deductibles.
- There are talks with brokers to negotiate more advantageous premiums and deductibles (better price and better offer).

e) Bedbugs (prevention)

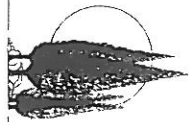
- From the beginning of the new Administration's term of office, October 26, 2016, a co-owner brought to their attention the presence of bedbugs, adding that he had already pointed out his problem to the former Administrators. The new Administrators ordered inspections and a first vermin prevention treatment. It appeared that two other apartments were infested, which forced us to pursue the treatment and to extend it to other private units according to the risks of contamination determined by the exterminator. Eighteen apartments are concerned. We would like to point out that:
 - In 2012, there were 9 units treated.
 - In 2015, 16 units were treated.
 - Between November, 2016 and January, 2017, 18 units were treated.

f) Tempo Shelter

- The Tempo shelter for the tractor purchased by the former Administration had been provisionally installed. The Borough of Saint-Laurent does not permit the installation of tempo shelters even on private land. It will be removed on April 15. Actually, a notice ordering the dismantling of the shelter for the snow clearing tractor was received from the Borough of Saint-Laurent.

g) Air Exchanger in the Corridors

- The air exchange system in the corridors, which is also the heating system for each floor, was replaced in 2015. There had been many problems since its replacement on that date. There have been recurrent problems with the air exchanger for 3 years.



- Again this winter, Manoir IV had problems with the ventilation. However, it had been possible to carry out the corrections on the guarantee, ensuring that there were no additional expenses.
- The Administrators will soon close the heating system in the corridors to have work carried out. This situation will be temporary.

3. Registered By-laws of the Building

- There were amendments to the by-laws which were registered between 1982 and 1992. These by-laws affect the co-owners and the tenants.
- From 1993, the amendments were not registered, but voted on during the general meetings.
- In view of the problems of the failure of certain co-owners to comply with several amendments and of the lack of application of the regulations by certain former Administrators, the lawyer advised to keep an up-to-date register on the regulations in force and to carry out an update of the amendments.

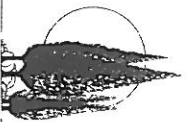
Question period—A

Why don't the co-owners pay for the exterminators? When it affects other apartments, it is the obligation of the Administration to maintain the smooth operation of the building and it is difficult to find where the origin of the problem began, which determines the obligation to report the presence of bedbugs. The Administrators wish to have the cooperation of the residents by being present during the treatment as well as by preparing the premises before this operation. To the question of whether all is settled? The answer is yes, but the guarantee of the work does not go beyond 3 months. We must keep the units clean.

Important: The Administrators advise those who travel or move or receive delivery of old furniture to be very watchful and to take the necessary precautions.

4. Plan for Manoir IV Website (more than 100 documents and more than 500 pages)

- The objective of the creation of the Manoir IV website answers several questions, such as:
- To put all the documentation and information at the disposal of all the co-owners.
 - Declaration of Co-ownership, Regulations, renting.
 - To make available various forms to be filled out without having to go to the office, for example, forms for delivery work, renovation, changing floors, etc.
 - Telephone directory useful for the residents, collection of addresses, legal cases.
 - Tasks of our employees, superintendent and caretaker, their work schedule.
 - Schedule of the Administrators' activities.
 - Easy instantaneous communication, and feedback between the co-owners and the Administration and invitation to make comments to improve our management.



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Question Period – B

- *The Administrators are congratulated for their good work surrounding the site. There is a suggestion to the effect that a section be added to allow the co-owners to express a comment on various subjects. This Section already exists and each co-owner can communicate with the Administration and make comments to improve our management.*

- *There is a request to the effect that the Administrators produce a monthly report on their activities. The Administrators explain that the co-owners can consult the minutes of meetings at all times (Wednesday evenings), and that producing such a report has never been done before and that it would cause an overload and require hiring a secretary.*

5. Rules Governing the Rental of the Condos

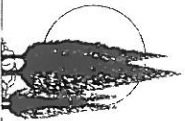
- There is currently in force a registered Regulation (1982), which requires a purchaser to reside at least one year before being able to rent his/her unit.
- To date, there are about forty rentals. This mobility causes work and additional expenses. Furthermore, the sense of belonging of the tenant and of a co-owner is not the same.
- It is anticipated that a proposal will be tabled during a special general meeting in June, 2017 to discuss and vote on the question.

6. Guide for installation of floors

- There are new standards for the installation of floors. New materials have been put on the market, allowing a wider choice of floors which would comply with the requirements. For that purpose, we refer you to the Manoir IV website for reading Guide for installation of floors.
- The permission of the Administration must always be obtained BEFORE carrying out work.

7. Water Damage and Third-party Damage

- Since October, 2016, the new Administration notes that there is at least one case of water damage per month.
- The Administrators advise that it is the responsibility of the co-owners to settle their problem with their insurance and that it is not the building's insurance which is responsible for paying for the damage which occurs in the units and resulting from negligence of the residents.
- At the time water damage occurs, the co-owners are obliged to inform their insurance company. They must take photos and advise their insurance BEFORE carrying out work.
- However, the Administrator assures his cooperation to assist in case of water damage.
- An Administrator shows piping which is in a pitiful state. He invites the co-owners to carry out repairs BEFORE water damage occurs.



8. Administration and Management

- Transfer of Responsibilities: It hadn't been possible to hold a meeting between the new and former Administrators for the transfer of responsibilities. The latter refused, which caused much loss of time while the new Administrators acquainted themselves with the various files.
- Strategic Planning: It was established:
 - a monthly and annual schedule and a distribution of tasks between the 3 members of the Board of Directors (2 persons per activity)
 - Distribution of tasks between the 2 employees (Superintendent and caretaker).
 - The Administration emphasizes that there is a problem of continuity and of expertise and a problem of good management. In this connection, it is mentioned that each new Administration criticizes the previous one.
 - The Administrators foresee the possibility of dealing with a management company and of delegating some of their tasks, recognizing the expertise of these firms.
 - The Administrators are considering the possibility of delegating some of their tasks. As soon as a study has been completed, they will draw up a list of the advantages and disadvantages on the effectiveness of such a plan. A special meeting will be organized on this subject.

9- Various Nuisances (noise, odours, negligence, etc.)

It is requested that the co-owners who rent their unit take the time to explain very well the regulations of the building to their tenants and to have them sign their acceptance to respect these regulations, failing which their lease will be cancelled. It is to be noted that 80% of the complaints or problems are linked to tenants.

Question Period

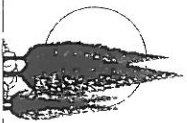
A co-owner wants to know if the Administrators intend to reimburse the \$50 per month surcharge which was imposed on co-owners who rented apartments during the period of the 2015-2016 Administration.

The Administration replies that it does not intend to make refunds on 2015-2016.

10- Major Works: Our building is 36 years old this year and that is quite advanced in human years. But, the older it becomes, the more it needs to be looked after to stay in good health.

- Facade and balconies

- Reports were produced in 2014 and in 2015 on the condition of the balconies and the type of intervention which was necessary.
- One of the priorities this year is the repair of the balconies and the facades. An update will be made at the time of an inspection of the building.
- The budget predicted during the general meeting of October 26, 2016 for the renovation was estimated at \$300,000 for the year 2017. Half the work will be carried out in 2017 and the other half in 2018. The total and more accurate budget will be furnished by the engineering consultants who will be hired for this purpose.



Major Works –Garage slab

- There is a major problem in the garage of basement 2 in particular as regards drains blocked and unrepaired during recent years. The recurrent problems of overflowing water at the pumping station is discussed and the flooding in part of several car parking places on SS2 was noted. It should be noted that several repair works have already been made by the former Administrations without success.
- Major works are planned.

Major Works – The Plumbing

- There is major work to be done also as regards the plumbing. It is one of the priorities in our future work.
- But we will concentrate in 2017 on the works relating to:
- Balcony and facade,
 - Garage drains on SS2,
 - The aesthetic aspect of the building and thus giving it a renovation treatment, without neglecting its structural integrity. That will give added value to our residence.

Question Period –D

A co-owner points out that there is a problem in the ventilation and heating system in the basement 2 garage, which causes dampness and mildew. Drops of water run down from the ceiling due to evaporation. Reply: Work will be planned for next year.

A co-owner emphasizes the complexity of having bilingual meetings and asks whether it would be possible to hold a meeting in French and another one in English. Reply: This could be discussed at a next meeting.

Question by a co-owner: *It is suggested that the Administrators form a committee of volunteer co-owners who are competent in various fields who are able to advise them in view of the numerous major works before undertaking certain projects given that there are engineers and other professionals in the building who would be able to help in order to economize on the outside costs.*

Reply: The co-owners having expertise in the subject are welcome to communicate with the Administration. However, the Administration does not intend to create a permanent committee, but does not hesitate to consult, in a selective way, the co-owners who have expertise in one field or another. That is already being done. The Administration has already consulted more than once the former Administrators and certain co-owners on selective subjects. The services of some co-owners have also been called upon. These instructions hold for any other expertise which can be called upon.

The meeting will end around 9:30 P.M.

Notes taken in French by Jacqueline Siag and in English by Carol Saykaly.

N.B. The Administrators have added certain additional details of the meeting.