

## **AGM 2021 Speaking Notes**

Good evening everyone and welcome to the 2021 Lake at Heritage Pointe Owners Association annual general meeting. My name is Glenn Ruskin, I'm the chair of the Board of Directors here at the Lake at Heritage Pointe.

We sincerely appreciate your continuing interest and participation in this very important annual community event.

We are required to host this event via the videoconference format this year again as a direct result of Alberta's current Public Health Order, which prohibits public gatherings of this size.

Hopefully, we'll be able to meet together in the not-too-distant future.

### **(Slide: Minutes/Agenda – Quorum)**

We are pleased to confirm that with 72 participants in this Zoom call and with a total of 27 proxy forms having been received, we have quorum for tonight's meeting.

As far as the "Proof of Meeting" requirement is concerned, we hand-delivered the AGM package to every residence in Heritage Lake on May 8<sup>th</sup>.

In addition to the agenda, the delivered package also contained a copy of the 2020 AGM Minutes, as well as a copy of the 2020 Audited Financial Statement.

A total of seven (7) names were received for consideration of being nominated to the new Board of Directors. This means that no election will be required for the 2021/22 Board.

We have received a few emails that had questions or issues for us to cover during the AGM. Some of these will be answered by Carey our Treasurer in his segment, the others will be covered during my time.

Some housekeeping, in an effort to keep this presentation to just under an hour, we have disabled the chat function on this Zoom call as well as all audio has been muted. I will be sharing my speaking notes with the board secretary, Paul Taylor. These will be posted on the website in the weeks ahead.

Ok, I think we're ready to go:

**(Slide: Here's what's ahead)**

Here's what's ahead.....

- A reminder of who is on the association board as well as an update on the Community Manager change.
- I'll describe a Larry Spilak Memorial we will be putting up.
- Reeve Suzanne Oel has provided some statements for me to share with you.
- One slide is dedicated to the Community Mission Statement
- You'll hear about Capital Improvements that have occurred and are planned for this year.
- I'll be announcing our Dunbow Recreational Grant for this year.
- I have updates for The Summer Ahead and what our community event calendar might look like.
- Similar to past AGM's you'll hear about our Aquatic Ecosystem.
- New this year, I have included a Real Estate Update plus will review how our Architectural Guidelines work.

(By about this time, you'll be tired of hearing my voice, time to hand things over to our treasurer. He's got some crazy pie charts and graphs to show you in his financial report)

- Lastly, we'll announce who your 2021/2022 Board of Directors will be.

**(Slide: Your 2020/21 Board of Directors)**

Carey Donkervort – Treasurer

Paul Taylor – Secretary + managed the Life Cycle File + headed up the hiring committee for the new Community Manager.

Brent Fraser – Managed the Architectual Guidelines File

Matt Secord – Vice Chair plus participated in the hiring committee

Jo Scott – Looked after our playground committee as well as participated in the hiring committee.

George Canyon – has a background in law enforcement, he manages our Safety and Security File.

As an update, Matt Secord will not be returning next year as they recently sold their home, moving to an acreage nearby. Paul Taylor, after being on the board

for almost five years has decided to step away due to becoming increasingly busy with some of the other boards he is involved with. Thank you to you both for all of your outstanding community service. I would also like to thank all of the other board members, it was quite a year, both with the continued challenges brought on by Covid as well as transitioning and introducing a new community manager.

**(Slide: Extended Family)**

Many will recognize Louise Ascah here. Louise was past chair for the association and has been a great sounding board for me. Louise looks after Community Communications, overseeing our website and assisting with many of the community messages that you see. Louise also has quite a green thumb, providing landscape oversight for our community. Louise recently let me know that she would be fully retiring from being an extended family member going forward. She has provided recommendations for others to take over the role of Community Communications. Thank you Louise for all that you have done for the community over the years.

Amanda Philips. Amanda is our new book keeper. She is working with us part time, having a full time position working with a not for profit organization in Calgary as a Senior Operations Manager. She brings 20 years of experience working with our treasurer's favorite accounting software. Amanda is originally from the UK, and lives in Calgary, just 10 minutes down the road in the community of Somerset, Welcome Amanda and thank you.

While we are recognizing extended family, a quick shout out to the Water Committee. Here is a group of residents that meet once a month for 7 months of the year, with a mandate entitled, Eyes on the Lake, assisting the board with everything and anything related to our lake. Joining me on this committee, I wanted to thank the committee members – Brian Yserbart, Bryan Dozzi, Graham Perves, Mike Nerbas and Jim Chuey. We're always looking for new members to this committee, if you have an interest, fire me off a note and I'll answer any questions that you might have. Our next meeting in June 16<sup>th</sup>.

**(Slide: Don Waldorf)**

If you don't know already, Don decided it was time to retire a few months ago. His last day will be in a few weeks, June 30<sup>th</sup>, just in time to enjoy summer at the lake. Don was our community manager for almost 6 years. I know everyone has come to recognize Don as the symbol and spirit of our community. He is always there to answer questions and to lend a helpful hand. Don successfully managed all aspects of the community with a down to earth communication style, giving us a community that we are proud of and feel safe living in.

While Don will be retiring he will not be far away. You will continue to see Don in the neighborhood, walking his dog and actively continuing to be involved in the community. Don has already submitted his name to volunteer and help with a variety of events coming up. I know one of his favorite moments this past year was driving around in our new snowmobile setting cross country ski trails. Naturally, he has volunteered to do this again for us.

As Don moves on from being our Community Manager, he has decided to move into politics, running to be our new councillor for Division 6. I'm told the election is October 18<sup>th</sup>, Don you get my vote and all the best to you.

So, Don gave his notice and we posted for his position both internally within the community as well as externally marketing for the position, purchasing advertisements in the Western Wheel. A hiring committee was set up, filtering through all of the resumes received and interviewing only the top candidates. One applicant emerged as a clear winner and that was Les Turner.

**(Slide: Les Turner)**

Les has worked in community development and recreation management his entire career, most recently being the General Manager of the South Fish Creek Recreation Association, a not for profit association that operates the Cardel Rec Centre in Shawnessy. Les has a supportive family consisting of his wife of 19 years, two daughters and two dogs. He lives just minutes away in Chaparral and brings an unending passion and an incredible work ethic to the position. You'll see him lots this summer around the lake house, please reach out and introduce yourself.

Les joined us a few weeks back and has been working side by side with Don as well as working closely with myself and Carey our treasurer. This transition will continue to happen through to the end of this month, at which point, Les Turner officially will be our new Community Manager and your main contact here at the lake. One of the major projects that Don and Les are working on right now is interviewing all of the applicants for our summer staff positions. Almost 25 resumes were received and each applicant will be interviewed. Based on these interviews we will be hiring our 8 member summer staff.

Welcome Les Turner as our new Community Manager of the Lake at Heritage Pointe.

**(Slide: Larry Spilak)**

Early in November a note was sent to the community announcing the sudden passing of Larry Spilak on November 6<sup>th</sup>. Larry was our councillor for Division 6 and one of our community's greatest supporters and strongest advocate for the Lake at Heritage Pointe. He loved getting together with our board and residents, being there to flip pancakes at our Stampede Breakfast, mingle with residents at events like Light up the Night or present updates to the community at every AGM.

Larry was the original founder of the Dunbow Recreation Board and a strong proponent for family fitness activity. Over the course of the last 7 years, Larry and the Dunbow Rec Board encouraged the owners association here to apply for funding through their available grant program and that we did. Every single piece of our beach front recreational equipment that families now enjoy was gifted to the Association through these grants we received. Larry chuckled while telling us his colleagues at the County had dubbed our dock, 'Spilak's Fleet', in recognition to his dedication to the Lake at Heritage Pointe, it's a title we fondly adopted around the board table.

To remember Larry we are dedicating our Heritage Tree found coming into our community, putting a commemoration plaque in place then surrounding the tree with our traditional 4 foot high black powder coated fence. When thinking about how this tree has stood strong for so long, like a guardian of our community, it's a fitting metaphor to our remembrance of our friend, Larry Spilak.

**(Slide: Suzanne Oel)**

Suzanne Oel is our Reeve or basically the Mayor of Foothills County. She oversees the 7 divisions that make up the county, additionally representing her own division, division 4 in Priddis and doubling down for our division, division 6 since the passing of Larry. In preparation for this AGM I spent some time with Suzanne over the phone asking about all of the activity around our community. She followed up, sending me short statements on these activities, wanting me to share these with you:

Let's start with the Serenity Development we all have become aware of this over the last few months, basically it's a new housing development between our community and the golf course community. The development and land use application was given first reading on March 10<sup>th</sup>. Council at that time allowed this application to be sent to the Calgary Metropolitan Region Board on May 27<sup>th</sup>. A decision is anticipated in about month according to Suzanne. She recommends that any and all interested residents go to the foothills website and look under council meetings to get the most up to date information here.

On the Dunbow Road Study. The study is looking at the interchange and intersection spacing between highway 2 and 2a. The study is taking place right now, you'll see the electronic counter strips on the road. The county will be hosting a public open house soon when the report is ready. Council has allowed for it to go out for consultation. Council will then see the report in the early fall and again will schedule a public consultation for input from the community.

On Launchpad – the new indoor and outdoor golf driving range and simulation facility plus restaurant being proposed for the Golf Course community, the development permit is in place and you can already see that the owner is beginning to do grading and foundation work. Suzanne noted that the Windmill Group Owner, Barry Ehret, is very willing to speak to residents if they have any questions or thoughts on this development.

On the status of 'My Walkies' Private Dog Park Application. This is on the property south of Dunbow Road made up of two parcels of 12 acres and 11 acres of land. Alberta infrastructure has provided agreement. Access is proposed off of Dunbow Road. This is quite a development. It will have parking for up to 60 vehicles. There is a small dog run, a large dog run area, an agility area, picnic sites

and food trucks. A resident asked what this could mean to the traffic levels on Dunbow Road. I think that Dunbow Road Study that I mentioned will be giving us some answers here. Also, be aware that there will be a public meeting about this Private Dog Park Application scheduled for June 23<sup>rd</sup> at 1:30pm, expect notices to be sent out shortly. Again, if you go to the foothills site, under council, you will see more details from the May 19<sup>th</sup> council agenda.

And lastly on the Calgary Metropolitan Region Board, she acknowledged that the regional growth plan associated with this board greatly affects the county's autonomy and economic future. The latest information page about this topic is linked to the front page again of the county's website. Details of the vote that took place on May 21 is noted there. The plan does not go into effect until approved by the Provincial Minister of Municipal Affairs. There is still time for residents to consider responding to the County's Call to Action link.

Suzanne specifically requested for her website address to be displayed, inviting the residents of the Lake at Heritage Pointe to reach out to her directly if you have any questions or thoughts to share with her. (Take a moment to write email)

**(Slide: Board Mission Statement)**

**Board Mission Statement:**

- **Preserve appearance and protect the property values of our community through active volunteers, professional management services and friendly, engaged staff who provide exceptional service for our residents to enjoy the Lake House, beach, amenities, and event programs.**

Know that your board supports and believes in this mission statement and does their very best to meet these objectives.

I chose this picture for this slide because it's one of those first impressions one gets of the community when you first drive in. I know that the various boards over the years have worked hard on improving our entrance and this is an important continual improvement item for us.

### **(Slide: Continual Improvements)**

On the subject of continual improvements, here are some photos of what we're working on and what improvements have been completed. You'll see that we replaced the roof of the lake house. The main upper lake pump was recently replaced and upgraded. The major project based on the Life Cycle this year will be the repaving of the upper lake pathways and north dock area, this to occur sometime this summer. Extensive work is being done on our irrigation system and to help with this we now have purchased a new Kubota. This Kubota helps us with everything from landscaping to snow and ice clearing. On landscaping, I think we're making huge progress here, having this become one of our communities biggest attributes.

Sometimes it's the little things that make a difference, this year for those that skated on the cleared ice surfaces near the Lake House you'll remember that there was no place to put your skates on because the Lake House was closed due to restrictions. Enter, Divcon, our main contractor. They custom built old fashioned, practical benches to help skaters change in and out of their skates. Thank you Divcon, what a great thing you did here for the community.

I've lived in the community for over 10 years and I know each and every board during this time has had the same rally cry of continual improvement. You think back to all of the major projects that this community has seen – the repaving of the main parking lot, the structural improvements to the Lake House, the list goes on and on. Know that now with the life cycle in place this will continue to be the focus. Carey, in his segment will give you an update on how all of these improvements are being accounted for in terms of budget and investment.

### **(Slide: Dunbow Rec Board)**

In my Larry Spilak slide I talked about all that our community has received from the generous grants that the Dubow Rec Board has made available. Know that your board works hard at providing comprehensive and appealing applications for these grants. You can see we have basically been provided all of the water craft that you see at the lake. Uniquely for our community we were lucky enough to receive ice fishing and fly fishing equipment for our residents to be able to sign



out for and use. Last year, for the first time ever, the Dunbow Rec Board approved our application for a motorized item, they had never given a grant for anything with a motor in it before. With our application we were awarded a snowmobile plus a snow tracker to set cross country ski trails. You'll see that these cross country ski trails were set not only around the lake but also around the ball diamond and soccer fields outside of our community. As a token of our appreciation to the Dunbow Rec Board for their generosity we have offered to set cross country ski trails for the communities that surround us, including Davis Burg, De Winton, Norris Coulee, Heritage Lake Golf Course and Artesia. It will come as no surprise that Don Waldorf has offered to organize this and be the snowmobile operator to set all of these tracks.

Two months ago we submitted an application for a grant that recognized the changing demographics of our community. We requested junior sized paddleboards to be added to our fleet of adult paddleboards plus wanted to get the community a pickle ball set up. Well, we just got word that we were successful in acquiring these items, working out an arrangement where the Dunbow Rec Board matched the investment the community will be putting in here. You'll soon see these paddleboards on the beach and be able to sign out the pickle ball set in the weeks ahead.

**(Slide: The Summer Ahead)**

Ok, what will the summer ahead look like this year?

It's been a bit of a challenge navigating all of the AHS restrictions in the last 15 months but, it appears that we're heading into the final stages of this pandemic. We too will be operating the Lake House in stages this summer, following all AHS guidelines.

The first stage is happening right now. While the Lake House is closed, residents have had access to the beach area. You would have recognized that our Family Zone Lanes have been maintained from last summer. It is our plan to keep these in place for the foreseeable future based on the positive feedback from families who consistently visit the beach.

Our plan is to officially open for the season on June 19<sup>th</sup>. At this time, the lower level Lake House will be open providing washroom facilities. This will be the time that we'll be fully staffed, helping residents enjoy all that our Beach area has to offer. There will be no advance reservations necessary. Watercraft will still be off limits during this stage. At this time we don't know exactly when the province will be moving into Stage Three. When we're given the word, we will immediately be fully opening up the facility, including now having residents be able to sign out all watercraft and have access to the entire Lake House. This is a work in progress but thank you to all residents for their patience to date.

While I have painted an almost idyllic picture of our community we have received some questions and complaints regarding what is happening at the North Dock, particularly late in the evening with groups of young adults, many of them from outside the community participating in underage drinking, loud, foul language as well as showing a disregard to the properties of nearby residents. This has got the attention of the board and already we have put together a committee looking into this headed up by Les Turner, our new community manager as well as George Canyon, who as you heard has a background in law enforcement in charge of the safety and security of our community. Additionally, we will be inviting concerned residents to help us find a solution here.

We will be keeping the community aware of what steps that will be taken to address this issue. In the interim, if any community member sees an issue around the North Dock area or unruly or vulgar behaviour anywhere on the lake you are to immediately call the community manager. Thank you for your patience on this issue, we're on it.

### **(Slide: Community Events)**

I decided to show photos on this slide that were historical to Pre-Covid to positively and optimistically look to the future. As part of our mission statement, the board actively promotes and organizes a variety of really cool community events including outdoor movie nights, our annual garage sale, photos with Santa, light up the night sleigh rides, fly fishing and ice fishing clinics, an annual ice fishing derby, a stampede breakfast and much more.

On the Stampede breakfast, this year will not happen due to still not knowing what restrictions may or may not be in place. It takes months of preparation to

put this event on due to the fund raising that needs to happen, there is no way we'll be able to do a proper job of putting on this event at this time. Know that in 2022 we'll be back with this signature community event again.

**(Slide: Aquatic Ecosystem)**

The lake is our crown jewel of the community. I continue to hear comments from residents who either know people that live on other lakes or have come from other lake communities and they all boast that our water quality is unmatched. I think a report card of this is how nature has adopted this manmade lake. On any given day you'll see our resident pair of loons and plenty of other bird life all around our lake. Yes, both Ospreys and Loons can challenge our fish management program but we're lucky to have them back year after year. On fish management, we do stock our lake twice a year. This year in early May we put in 500 brown trout. In September we have another batch of trout being stocked, this time rainbow trout plus we're one of the first lakes in Calgary to get a small allotment of Tiger Trout. Tiger Trout are a cross between brook trout and brown trout and will help us control the numbers of our naturally reproducing invasive population of ling cod, otherwise known as burbotte. Tiger Trout will eat the small ling minnows found in our lake.

These beautiful photos came from the camera lens and talent of Mark O'henly. Mark lives on the lake and is a past chair. Mark is a gifted photographer plus he is our official 'water level guy' on the lake. Mark has a system set up to monitor the level of the lake, advising the board on when the lake needs topping up, also keeping Corix honest, when we order extra water to be put in, making sure we get what we ordered. He has charts and charts that he has kept over the years. Thank you Mark for all that you do to keep our Aquatic Ecosystem the best it can be.

**(Slide: Real Estate Update)**

Here's a new slide for the AGM.

It's rare to find a 'for sale' sign on a lawn without a SOLD notice on it these days. I reached out to Mike Niemans, he is a Remax Real Estate agent that lives here in

our community and is a huge supporter of the community, annually donating and funding such things as our Parade of Garage Sale Event, pumpkin carving as well as light up the night.

I asked him, 'what's up, it looks like houses are selling like crazy right now?'

He answered with two thoughts. One he described as the 'Calgary Effect'. The Lake at Heritage Pointe is no longer being considered way outside the City. With communities like Legacy and Riverstone butting up against us, we're now almost considered part of the City. If someone is looking at a home in either of these communities, all you need to do is drive a few minutes south and you get, what I believe is a better, more established prestige lake side community to consider.

The next influence, similar to the rest of Calgary, is housing demand, particularly the appeal of the type of homes found at the Lake At Heritage Pointe – big lots, lots of green space plus the amenity of our lake. As demand has increased, inventory of homes has gone down. In Pre-Covid times, there regularly were 30 to 40 listings in the community at any time. Mike Niemens remarked that in February for a few days, for the first time ever, there were absolutely ZERO homes for sale. Now, you might see 7 or 8 homes listed.

So, definitely demand is outstripping supply and homes are selling quickly. When you would regularly see homes sell in 70 -90 days in the past, the average days on the market this year are 53 with the average sale price, year to date, here for our community, being \$928,000. Mike let me know that prices have now come back to 2014 levels, one of the high water marks in the last 10 years.

He noted that while we're not seeing many multiple offers or over list, purchase price is in the 95% – 98% range of listing.

One of the photos I took was of a sold sign on the vacant lake lot. It recently sold and I'm told that there should be a house on it finished early into the New Year.

The message here is that we live in a very desirable estate community, one that we can be proud but also knowing that the value of our home investment is in very good shape.

## **(Slide: Architectural Guidelines)**

As part of keeping the appearance of our community consistent, we have Architectural Guidelines in place. As a reminder these guidelines are for any changes to the exterior of the home or major appearance changes around your property

Some of these changes would include:

The addition of fencing to your property, there are two approved styles in the guidelines.

Major landscape changes.

Exterior material changes such as stone, stucco or siding.

Color changes to your home.

Home additions.

Sheds, gazebos, privacy screens and decks.

Driveway replacements.

All of these need to be preapproved and follow the Architectural Guidelines.

When you are in the planning stages of any of these please alert the Community Manager, submitting your plans to him. Les Turner will then consult with Brent Fraser, the board member dedicated to this file, who will then send the request to the board for approval. Additionally, there is a signed declaration form that needs to be included, having neighbors on both sides of your property being made aware of your request.

No one likes surprises, this is in place to keep your neighbors aware of your request to the board. Note that a neighbor can't stop a project once board approval is made, this is simply a mechanism of communication between adjacent property owners.

I'm told from Brent that this is a very busy file right now given the times we live in. Thank you in advance to all the residents that are following these guidelines. More details of what these guidelines are can be found on the website.

## **(Slide: The Lake at Heritage Pointe)**

This is the last slide before we turn this over to the treasurer to give the financial report.

Here are just a few pictures that I chose that remind us all about the wonderful community we call home. Your board of directors are dedicated to preserving and growing all aspects of living comfortably and safely at The Lake At Heritage Pointe.

I'll be back with who your next board of directors will be for the upcoming year right after you hear now from our treasurer Carey Donkervort. Carey has had a variety of Executive Financial Roles in the last 40 years. He has brought a new level of accountability and financial detail to the community. Over to you Carey....

**(Slides: Financial Report)**

**(Slide: Your Board of Directors for 2021/22)**

As we received 7 nominations for the 7 available board positions,

Here now is your 7 member volunteer board for next year.

I've put my name forward, so has  
Carey, Brent, Jo and George.

New to the board for next year,

Lake resident Jim Chuey – Jim has been a member of the Water Committee for the last 6 years and has been an active participant in helping previous boards with his engineering knowledge, particularly when it comes to the upper lake pump. Welcome Jim to the board.

Rick Gallant rejoins the board. Rick was an active board member a few years back and played a leadership role in the creation of our Life Cycle Study. He has continued to help the board with this study, and we're thrilled that he has rejoined. Welcome back Rick.

This new board will have their first meeting together on June 22<sup>nd</sup>, a time that will see the roles of Chair, Vice Chair, Secretary and Treasurer be voted on and determined.

**(Slide: Thank You)**

I wanted to say thank you for your attention tonight. I'm hoping this presentation has given you some insight into what's happening in and around the community and details of how your HOA fees are managed.

If you have any questions about this presentation or want to share any thoughts you have, please send me a note, my email address is there...

Thank you again and good night.