



LAHPOA Board of Directors
Meeting Minutes
Tuesday, February 28 7:00pm
Lake House @ LAHP

Attendees: Glenn Ruskin – vice chair, water committee Les Turner – community manager
Jim Chuey – safety/security
Brent Fraser – architectural/landscaping
Carey Donkervoort – treasurer
Jo Scott – IT, communications, playground, events

Regrets: Rick Gallant – chair & secretary
Trevor Yeaman – member at large

Guest: Neil Wallace, Security Initiatives Committee Project Leader

1. **Call to Order & Welcome** – Glenn Ruskin
In Rick's absence, Glenn called the meeting to order at 7:01pm
2. **Security Initiatives Committee presentation** – Jim Chuey & Neil Wallace
Glenn welcomed Neil to the meeting. Jim and Neil led an overview of the Security Initiative Committee's plans to move forward with researching and bringing forth potential additional community security measures to the Board.

Following a review of the Committee's mandate, Jim and Neil reviewed 12 opportunities which the Committee has identified as possible measures to be taken to address security concerns within the community.

Process

1. Security Orientation of New (and Current??) Residents/Owners – to be included in a new Residents Welcome Package.
2. Standardize basic incident data collection - by lake house staff.
3. Formalize RCMP Partnership to Regularly Share Incident Trends and to provide recommendations on distribution of crime prevention public service announcements.
4. Screen and Implement Security Best Practices from Other Communities and Security Firms.
5. Initiate Neighborhood/Block Watch Program(s).
6. Implement Third Party Vehicular Security Patrols.

Hardware

7. Install Automated License Plate Recognition System – the board did not support this initiative.
8. Enhance Existing Camera Systems.
9. Enhance Lighting.
10. Automate Vehicle Detection/Count System.
11. Enhance Security Signage.
12. Automate and/or Man Vehicular Entrance Gate System – the Board did not support this initiative. It was proposed that Rick attend at an upcoming Security Committee meeting to

share history on the various security measures that the Board has implemented over the years and to explain the significant challenges precluding us from having gates located at the two entrances into the community.

Neil expressed urgency in having community open houses in March. The board was not in favor of hosting open houses until there were defined plans to share.

The Security Initiatives Committee was asked to report back to the board with detailed scope, benefits, costs and timelines for the potential additional community security measures being proposed.

Neil left the meeting at 7:40pm.

3. Approval of Agenda

Motion: Carey/Brent Carried

4. Approval of Previous Meeting Minutes

Motion: Jim/Jo Carried.

5. Business Arising from Previous Meeting (if not addressed within the Committee Reports)

a. Transfer of Portion of Water Diversion Licence to Heritage Crossing

Legal counsel has been retained to review the proposed contract provided by Heritage Crossing. Further to the LAHPOA Board communique in January detailing the history leading to the Board's decision to sell a portion of one of the LAHPOA's diversion licences, no feedback has been received from the LAHP residents. The AEP online system indicates our renewal application has been assigned to an AEP adjudicator, but we have not yet heard anything from the adjudicator.

b. Larry Spilak Memorial

There is no update to share.

c. Authorization to Receive Electronic Communications

Over the course of a year, the LAHPOA is required to communicate to residents twice a year (annual invoices and AGM notification and pre-reads). Current practice is to print and deliver via Canada Post, or hand deliver, all communications. It is proposed to provide residents the option to receive digital LAHPOA communications in order to save paper, time, and money for the association. Savings will be found in less paper printed, document distribution/delivery and time in preparation. To implement distribution of digital communications, interested residents will be asked to acknowledge their desire to move from paper communications to digital communications.

A draft Letter of Acknowledgment can be found in Appendix A.

Once approved by the Board, the Letter of Acknowledgement would be distributed in the 2023 AGM package, which will be hand delivered to all residents in May. The residential data base will be updated to reflect those who have consented to receive digital communications from the LAHPOA.

Motion: Brent moved to provide residents the option to receive electronic communications from the LAHPOA, commencing after the 2023 Annual General Meeting. Seconded by Jo. Motion carried.

Action Item: Rick and Les to finetune the authorization letter before distribution.

d. Lake House decorative LED lights

Research of our decorative LED lights finds that the company who procured and installed the lights is out of business. Numerous online posts express frustration in subscribing to their warranty program and/or replacing components.

Action Item: Les to work with Brent in procuring replacement modules. Failing procurement of replacement LED strips, proposals to repair and/or replace lights from a reputable contractor/supplier will be sought.

e. Annual General Meeting

As the provincial election has been called for May 29, a date previously chosen for the LAHPOA AGM, the Board will look for a new meeting date.

Action Item: Les to query the Board as to their availability to meet in mid-May or mid-June.

6. Reports

a. Community Manager's Report – Les Turner

- i. Landscaping: The Weed and Fertilizer RFP has been distributed to 8 reputable firms. Deadline for submission is March 24. The scope of work is to have the vendor fertilize and apply weed control on all community greenspaces once in the spring, once in the summer and once in the fall. An onsite meeting will be held for all interested vendors on March 16.
- ii. Snowmobile and Kubota PM: The Kubota will need work on the transmission as there is an intermittent issue re-starting the Kubota when it is turned off. It is hoped that this issue will be covered by warranty when the Kubota goes in for servicing between the winter and spring seasons. The snowmobile received full PM treatment in mid-February. No concerns were observed.
- iii. Lake House Rentals: We are starting to see an up-tick in LH rentals with 2 rentals scheduled in February and 5 in March. These rentals do not include program bookings or community meetings.
- iv. Cross Country Ski Tracks: The cross-country ski tracks were laid in early February, with notification going out to the residents via the usual methods. Tracks were also laid on the lake (based on a resident request) and in the HP Sports Park following the large volume of snow received on February 19.

b. Hamlet of Heritage Pointe Collaboration Group – Rick Gallant

- i. Alberta Utilities Commission Corix Utilities rate increase: On behalf of the HHPCG, a second letter was sent to the AUC, pertaining to the Corix rate increase proposal. A copy of this letter was sent to the LAHP Board members under separate email. Concerns included

allocation of costs, inclusion of capital costs, confirmation that unregulated business costs are not inappropriately included into the regulated costs.

c. IT + Communications – Jo Scott

- i. **Data Organization:** Les spent time with our IT consultant, Treo Consulting, configuring OneDrive on the office computer. Files are now all synchronized in one location and stored on the cloud.
- ii. **Facebook:** Our current community Facebook page is public and open to anyone with a Facebook account. As some LAHP posts pertain to our security measures, it may be time to limit access to the LAHPOA Facebook page to LAHP residents only. In doing so, administrators will have to authorize user access.

Action Item: Moving forward, all new LAHPOA Facebook followers must be residents.

d. Safety and Security – Jim Chuey

- i. **GateWorks:** In response to reports that the North Dock gate was non-operational, we were able to determine that the mag lock was not responding due to the freeze/thaw/freeze cycle. GateWorks was on site February 16 performing their monthly preventative maintenance.
- ii. **Ice Rescue Training Follow-up:** A letter was forwarded to the Foothills Fire Department Chief, expressing our concerns with how the ice was left in an unsafe manner following the January 22 training session. Currently, there has been no follow-up from the Chief. We were appreciative of the FFD coming out after the event to rectify the safety concern by placing bollards and caution tape around the open ice.
- iii. **Mobile CCTV Camera:** The mobile CCTV camera that was focussed on the Canada Post mailboxes has been removed and all data downloaded. It was not possible to determine who was throwing unwanted flyers on the ground and there were no other concerns to report.
- iv. **Home Burglaries:** Three homes were broken into during the month of February. The RCMP are investigating the B&E's and we are assisting with providing CCTV data. There were also reports of prowlers driving around the community in the early morning hours of Feb 19.

e. Lifecycle Assessment – Trevor Yeaman

- i. Representatives from Morrison Hershfield were onsite February 3 inspecting the internal assets of the lake house and garage. Once the snow is gone, the final inspections will be completed.
- ii. Les is compiling 5-year historical data requested by Morrison Hershfield. (e.g.: capital purchases, disbursements, funding, etc.).

f. Events Committee – Jo Scott

- i. **Recent and Upcoming programs**
 - Family Day Skate – February 20: Two casual employees were onsite handing out free coffee, hot chocolate, and cookies but only “a couple of dozen” residents/guests

came skating on February 20. A very disappointing turnout on a beautiful wintery day.

- Scotch Tasting – February 24: 34 residents and guests signed up for the inaugural single malt scotch tasting event. Maximum attendance was 35, so organizers were very pleased with the turnout.

Suggestion: Provide participants with an LAHP embossed scotch glass as a takeaway gift. Costs to be built into the registration fees.

- Wine & Paint Night – March 5: advertising for this program was sent out on February 21.

g. Architectural Guidelines – Brent Fraser

- i. 84 HL Drive: Blueprints have been reviewed, and approved, for the construction of a new residential dwelling to be located at 84 Heritage Lake Drive. Exterior colors will be approved, once chosen by the homeowner.
- ii. 89 Heritage Landing: A preliminary request has been submitted from the homeowner, who is seeking to expand their patio. Additional information (dimension, location, building material, etc.) has been requested.

h. Playground Committee – Jo Scott

- i. CFEP Grant Application: In support of our 2023 CFEP Grant application, updated pricing was received from the preferred playground vendor. Updated pricing reflects an increase of \$20,000 or 7% of the overall costs. The revised 2023 CFEP application was sent to Alberta Culture prior to the January 31 deadline.

i. Water Committee – Glenn Ruskin

- i. Lake Oxygen: Oxygen readings taken on February 19 reflect the following:

20 ft 10% O2
10 ft 20% O2
Surface 35% O2

Fish being caught are medium in size and appear healthy.

Action Item: Turn aeration system on as soon as ice starts to rot and separate away from the shoreline.

- ii. Summer Lake Biologics: We are reviewing our biologic needs for 2023 and as such have reached out to Smoky Trout Farm for a prescription plan. Before we confirm our order with Smoky Trout, we will compile a comparison of cost and product to previous years. For 2023, Smoky Trout is prescribing an early, and heavy application of Muckbiotics and Floc N Lock in the areas that see heavier vegetation growth. Product cost, if the order is confirmed, would be \$8,843 plus shipping and GST.

Action Item: Les to summarize historical usage and costs.

- iii. Spring Stocking: We have ordered \$5000 worth of large rainbow, with delivery tentatively scheduled for early June.

- j. Treasurer Report – Carey Donkervoort
 - i. 2023 Annual LAHPOA invoices: There are still approximately 62 residents who have yet to pay their 2023 LAHPOA Fees.

Action Item: Les to enact the approved accounting policies pertaining to delinquent accounts with 4pm March 3 as the conclusion of the grace period and all unpaid accounts as of March 15 being referred to legal counsel for collection.

 - ii. January 2023 Balance Sheet and Income Statement: The January 2023 variance reports are as follows:

The Lake at Heritage Pointe Owners Association

Balance Sheet As at 31 January 2023

ASSET

Current Assets

Cash Clearing	\$0.10
ATB Tbill Savings - Restricted	\$128,979.09
ATB Tbill Savings - Operating	\$277,949.25
ATB Operating	\$27,889.94
ATB GIC - Apr 23	\$100,000.00
ATB GIC - Jun 19 2023	\$100,000.00
ATB GIC - Jan 2 2022	\$100,000.00
Accounts Receivable	\$16,927.23
Prepaid Expenses	\$2,390.27
Prepaid Insurance	\$14,971.00

Total Current Assets \$769,106.88

Capital Assets

Building & Additions	\$736,940.65
Accum. Amort - Building & Additions	-\$334,257.63
Land Improvements	\$186,499.05
Accum. Amort - Land Improvements	-\$33,278.89
Vehicles & Office Equipment	\$12,839.86
Accum. Amort - Vehicles & Office Equipment	-\$5,181.63
Park Equipment	\$255,029.76
Accum. Amort - Park Equipment	-\$104,120.62

Total Capital Assets \$714,470.55

TOTAL ASSET **\$1,483,577.43**

LIABILITY

Current Liabilities

Accounts Payable	\$43,334.66
Accrued Payables	\$2,315.00
Defferred Capital Contributions	\$236,153.51
GST Charged on Sales	\$1,004.45
GSST Paid on Purchases	<u>-\$5,265.89</u>
Total GST	-\$4,261.44
Homeowners Prepayments	\$3.39

Total Current Liabilities \$277,545.12

EQUITY

Retained Earnings

Retained Earnings - Previous Year	\$1,089,227.90
Current Earnings	\$116,804.41
Total Retained Earnings	<u>\$1,206,032.31</u>

TOTAL EQUITY \$1,206,032.31

LIABILITIES AND EQUITY \$1,483,577.43

Lake at Heritage Pointe Owners Association Income Statement - January 2023

		Variance to budget & YTD w/ projections		
01 January 2023 to 31 January 2023		Actual	Budget	Difference
Revenue				
Homeowner Association Fees		\$661,745	\$661,745	\$0
Reserve Fund Contributions		\$135,804	\$135,803	\$1
Donations/Sponsorship		\$250	\$0	\$250
Events Revenue		\$942	\$2,530	-\$1,588
Amort of Deferred Capital Cont.		\$1,288	\$1,288	\$0
Interest Income - Restricted		\$300	\$355	-\$55
Interest Income - Unrestricted		\$556	\$686	-\$130
Facility Rental Revenue		\$450	\$375	\$75
TOTAL REVENUE		\$801,335	\$802,782	-\$1,448
EXPENSE				
Payroll Expenses				
WCB Expense		\$410	\$410	\$0
Total Payroll Expense		\$410	\$410	\$0
General Expenses				
Accounting		\$478	\$478	\$0
Consulting Fees		\$7,083	\$7,083	\$0
Courier & Postage		\$460	\$700	-\$240
Events		\$204	\$2,575	-\$2,371
Events - Casual Labour		\$240	\$208	\$32
Facility rentals - Casual labour		\$150	\$75	\$75
Amortization Expense		\$4,029	\$4,029	\$0

Donations received were from Leslie Method Realty for the New Years Day Ice Fishing Derby

Scotch Tasting was originally budgeted to run in January, but was pushed back to February. Some revenues for this event were being received in January. \$266.67 was also booked for the January Wine and Paint Night

With the rescheduling of the Scotch Tasting to February, the majority of expenditures will also be anticipated in February

Computer & Software	\$22	\$72	-\$50	
Insurance	\$1,586	\$1,586	\$0	
Interest & Bank Charges	\$40	\$50	-\$10	
Snow Removal	\$4,620	\$6,220	-\$1,600	Additional funds booked for third-party snow removal did not occur, as what snow was received on the skating surfaces was removed by volunteers and staff.
Office Supplies	\$1,313	\$850	\$463	Funds expended were related to the purchase of HOA invoices, and consisted of postage stamps, envelopes, and printing of documents. \$160 in over expenditures can be attributed to the need to reprint the community newsletter due to a last minute change pertaining to the Water License transfer.
Motor Vehicle Expenses	\$0	\$75	-\$75	
Repair & Maintenance - Bldg/Park	\$414	\$1,100	-\$686	Funds expended include diesel for the Kubota, used for snow clearing and a small repair to the snow brush shroud.
Security	\$425	\$640	-\$215	\$215 budgeted for R&M to the camera and gates was not required nor was the purchase of new batteries for the mobile game cameras
Operating supplies/small equipment	\$418	\$600	-\$182	4 small coffee urns were purchased at less cost than anticipated. Urns will be used for special events requiring large hot beverages such as Family Day Skating party or Stampede Breakfast.
Telephone	\$16	\$16	-\$0	
Travel & Entertainment	\$300	\$50	\$250	Christmas gift voucher to community manager was redeemed.
Utilities - Electricity	\$1,101	\$771	\$330	Electricity consumption for January was significantly higher than January 2022, with the garage consumption responsible for the majority of this increase.
Utilities - Water & Sewer	\$186	\$225	-\$39	
Utilities - Natural Gas	\$333	\$358	-\$25	
Utilities - Internet	\$75	\$75	\$0	
Waste Removal	\$11,251	\$11,500	-\$249	
Total General Expenses	\$34,743	\$39,336	-\$4,594	
Special Projects				
Capital Expenditures	\$0	\$0	\$0	
Total Special Projects	\$0	\$0	\$0	
TOTAL EXPENSE	\$35,153	\$39,746	-\$4,594	
NET INCOME	\$766,182	\$763,036	\$3,146	

7. New Business

a. Rarebuilt Homes

Rarebuilt Homes, the developer of Pine Springs, is seeking authorization from the LAHPOA to allow a utility right of way through LAHP community lands. This utility right of way would allow the Pine Springs development access to Corix's existing wastewater/sewer pump house at the north end of Heritage Isle by installing a short line from the west entrance heading south along the base of the berm and tying into the Corix system at a manhole under HL Blvd. The Pine Springs development is located immediately north of Heritage Lake Mews.

Rarebuilt Homes provided the HOA with a proposed contract, whereby the LAHPOA would provide access to Corix, for the tie-in to their existing infrastructure. In return for this access, Rarebuilt Homes would compensate the LAHPOA \$1.00.

Following review by legal counsel, the LAHPOA has been verbally advised that \$1.00 compensation would not normally be acceptable compensation as the lands used will no longer be available to the community for future development.

After researching land costs, Rarebuilt Homes has been advised that access will be granted providing the community is compensated \$20,000. Rarebuilt Homes has advised the LAHPOA that they are discussing the counterproposal and will advise.

b. Secondary Suites

Foothills County has distributed a survey to all residents of the LAHP (and the other HP hamlet communities), seeking direction on allowing secondary suites within the community.

Action Item: The LAHPOA Board has chosen to not to provide a submission the Foothill's County survey seeking feedback on secondary suites within the community. Rather, the Board has chosen to leave survey submissions to individual residents and will only weigh in, on an individual basis, should there be any rezoning applications for secondary suites within the community.

c. Rezoning Application for housing development north of LAHP on Pine Creek Road

The Foothills County has distributed a proposal outlining the development of a new multi-family community (14 villas comprising 28 residences), to be located immediately north of the Pine Springs Development. A public hearing on rezoning these lands from "country residential" to "residential multi-family, residential, community, multi-land reserve and public utility lots" will occur on Wednesday, March 1 at 1:30pm at Foothills County council chambers.

d. Oxbow Development

The Foothills County has delayed their decision on the Oxbow Development, which has 4,000 homes planned for east Dunbow Road.

8. In Camera Session

Les was excused from the meeting for a brief In Camera Session.

9. **Next Meeting:** Thursday, March 29
7pm-10pm @ the Lake House

10. **Adjournment:** The meeting was adjourned at 9:25pm

Appendix A



Date:

To: LAHP Residents

Subject: Consent to Receive Digital Communications

The Lake at Heritage Pointe is offering residents of the LAHP the option to receive electronic copies of all required community communications.

In doing so, the association will save costs in terms of supplies, postage, courier and time preparing all mailouts; with all savings being passed on to you, the residents.

We offer this service as an OPTION and ask that if you wish to receive all formal LAHPOA correspondence electronically to please complete and return the following to the lake house at: #4 Heritage Lake Blvd or via email at info@lahp.ca.

General bulletins, safety and security notices, program promotions and such, will continue to be distributed via our optional email marketing program. If you have not already signed up to receive these communications, you may do so by going to our website ([Heritage Pointe | Contact \(lahp.ca\)](#)), and submitting your name and email at "Subscribe for Email" located in the lower right-hand corner of this page.

To ensure you receive our emails, and that they do not inadvertently get sent to your spam folder, please ensure that info@lahp.ca is not blocked by your email filter.

Should your email address change, it is the homeowner/residents obligation to advise the Lake House of your new email.

.....
The undersigned, hereby consents to receive all required Lake at Heritage Pointe Owners Association correspondence such as, but not limited to, invoices, AGM notices, newsletters, etc. electronically.

Name: _____
please print

Street Address: _____

Phone Number(s): _____

Email Address(es): _____

Date: _____

Signature: _____

4.0 Business Arising from Previous Meeting Minutes

a. Annual General Meeting:

The Annual General Meeting of the Lake at Heritage Pointe Owners Association is confirmed to be:

Wednesday, June 21
5:00pm
Cottonwood Golf and Country Club

The Island Banquet venue at the Cottonwood Gold and Country Club has been secured for the AGM, at a cost of \$1000.

b. Water Licence

LAHPOA legal counsel has reviewed the proposed Water License Transfer Agreement drafted by the Heritage Crossing developers. They have proposed a payment process to ensure both parties are protected through the transfer and payment process and some contract language and wording changes for the agreement. Once both parties are comfortable with the final wording in the agreement, Rick will sign the agreement and Les and Rick will begin work on the transfer application with AEP.

c. Larry Spilak Memorial

There is no update to share.

d. Rarebuilt Homes – Utility Right of Way

Rarebuilt Homes, the developer of Pine Springs, is seeking authorization from the LAHPOA to allow a utility right of way through LAHP community lands. Following a review by legal counsel, the LAHPOA has been verbally advised that the proposed \$1.00 compensation would not normally be acceptable compensation as the lands used will no longer be available to the community for future development.

After researching land costs, Rarebuilt Homes has been advised that access will be granted providing the community is compensated \$20,000. Rarebuilt Homes has advised the LAHPOA that they are discussing the counterproposal and will advise. To date, there has been no further correspondence from Rarebuilt Homes.

5.0 Reports

a. **Community Manager's Report** – Les Turner

i. Lake House decorative LED lights

We believe we have sourced replacement modules for the non-functioning decorative LED lights that wrap around the Lake House. Once the replacement modules are delivered (late March), Divcon will replace one lower-level module as a test. If this test is successful, then Divcon will rent a bucket lift and replace all 8 modules that are non-functioning. If the test is unsuccessful, we will return the LED modules and seek a different solution.

ii. Weed and Fertilizer RFP: An RFP has been distributed to 8 reputable herbicide application firms. The deadline for submissions was March 24. The scope of work was to have the vendor fertilize and apply weed control on all community greenspaces once in spring, once in summer and once in the fall.

A full comparison of previous costs versus proposed costs will be provided at the March 29 LAHP Board meeting.

Action: Ratification of a preferred herbicide applicator, subject to acceptable terms, pricing, references and ability to perform the scope of work.

iii. Fire Works Permit: An application to have a Fireworks Celebration on July 1, was submitted to the Foothills County on January 25. To date, the County has not replied to our application.

iv. Lake House Rentals: We were pleased to host the Foothills Philharmonic as a short-term renter, while their regular practice venue was being renovated. No fee was charged for the time used, as we are negotiating to have the Philharmonic return to entertain at our Mother's Day Tea or possibly a spring Concert in the Park.

v. Cross Country Ski Tracks: Tracks were set several times following the heavy snowfall received in early March. We have seen minimal signs of skiers using the ski tracks. As the season concludes, our neighbours in Davisburg and Norris Coulee have not reached out requesting that we assist in setting tracks in their communities.

vi. Lifejackets: We have budgeted to replenish our lifejacket inventory in the spring. However, we were advised by a former LAHP summer staff member that the Town of High River were disposing of new lifejackets that they were no longer in need of. As a result, we purchased 10 new lifejackets at a discounted price of \$10/per vs our budgeted price of \$32/per.

b. **Hamlet of Heritage Pointe Collaboration Group** – Rick Gallant

i. Nothing to report.

c. **IT + Communications** – Jo Scott

i. No report at this time.

d. **Safety and Security** – Jim Chuey

i. Lake Ice Thickness: The ice thickness is still more than sufficient (8"+) to provide safe usage.

With the warmer weather, we are starting to see the lake surface melting during the day and the top layer refreezing at night. This cycle is creating poor skating surface.

Action: Is the lake surface unsafe for skating and should we close off this activity?

- ii. CCTV Cameras: Two cameras were “frozen” and no longer working. During the March PM inspection by GateWorks, these two cameras were repaired.
- iii. Security Initiatives Committee:
 - On March 14, a meeting took place between Neil & Marie Wallace, Rick and Carey to address concerns regarding the security committee’s efforts, along with other board related issues. For the security committee, the outcome was that all 12 alternatives would continue to be progressed (largely in proposal form at this time) and that Neil and Marie would rejoin the team. An open house would be arranged for preferably late April. Rick also agreed to attend the next security team meeting to provide additional BOD related perspectives including additional information on two alternative projects (Entrance Gates and License Plate Recognition).
 - The Security Initiatives Committee meeting took place on March 23 with Neil & Marie Wallace and Rick in attendance. Rick provided a summary of the BOD’s responsibilities and appreciation to the Committee for their dedication in researching alternative security measures. In addition, Rick provided historical context on entrance gates and cameras.
 - The Committee reviewed high level summary of six alternative security measures and assigned leaders to the remaining measures. An overview of all Alternative Security Measures is shown in Appendix B. Additional information on the Alternative Measures will be provided by Monday, March 27.
 - The current ask of the board is to:
 - Ensure the individual Alternatives continue to be appropriate for further investigation/scoping.
 - Approve the date for an Open House to be conducted in late April.

e. Lifecycle Assessment

- i. The Life Cycle Assessment update is on hold, waiting for the snow to melt.

f. Events Committee – Jo Scott

- i. Easter “Egg”stravaganza: Sunday, April 9
\$550 worth of sponsorships received from Brittany Zimmerman Realty and Canyon Plumbing and Heating. Boston Pizza has also come onboard with sponsorship of product and gift certificates. Participants are asked to sign up for 1 of six 30-minute time slots; which are set to allow a maximum of 12 participants per egg hunt and craft time.

- ii. Wine & Paint Night: Thursday, April 20
- iii. Cake Decorating: April 27
A new, cost-neutral, program requested by residents, who will also take on the leadership in the delivery of this program.
- iv. Mother's Day Tea: Saturday, May 13. Trevor Yeaman has volunteered to assist with the preliminary planning.
- v. Wine Tasting: Thursday, May 18.
A cost neutral program
Theme: Wines from France. Further details to be determined.
- vi. 2nd Annual Show and Shine: June 10
A cost neutral program, including beer gardens and barbeque.
Sponsored by "The Stash, Luxury Garage"

g. Architectural Guidelines – Brent Fraser

- i. A reminder PSA will be sent to all residents in early April, reminding anyone looking at home/yard renovations that they have an obligation to obtain approval from the LAHPOA before proceeding with any renovations.

Additional spring reminders will be distributed at the same time including a reminder on picking up dog waste, storing waste/recycling bins out of site, not parking RV's/boats on driveways, etc.

- ii. 52 HL Drive: replace windows and repaint stucco borders with dark grey or brown earthtone colors.

h. Playground Committee – Jo Scott

- i. CFEP has advised that we should receive notification in July as to whether our grant application was successful or not.

i. Water Committee – Glenn Ruskin

- i. Summer Lake Biologics: A review of our historical lake biologic applications reflects that the 2023 prescription plan is in line with the 2022 plan.

Cost for the 2023 product reflects a \$679 price increase over 2022, which is primarily the result of not having leftover stock on hand. Prices have increased as per the following:

Polar Blend price up \$10/30lb pail	4 pails required
Muckbiotic price up \$30/30lb pail	6 pails required
Pondzilla price up \$10/gallon	5 gallons required

With a fair comparison from Smoky Trout's 2023 proposal to 2022 historical, we will be proceeding with Smoky Trout's 2023 prescription plan.

j. **Treasurer Report** – Carey Donkervoort

i. 2023 Annual LAHPOA invoices:

- 477 homeowners have paid their 2023 fees in full.
- 10 files have been forwarded to legal counsel for collection.
- 3 residents have been approved for a delayed payment plan with commensurate interest.
- Late Payment Interest Invoices: 32 invoices have been distributed, with payments trickling in.

ii. HOA Collections of Delinquent Accounts Policy:

To reflect the direction the Board has laid out for the collection of HOA fees in 2023, the LAHP Collection of Delinquent Account Policy requires updating and approval. See Appendix A.

Action: To accept the amended LAHPOA Collection of Delinquent Account Policy

iii. February Financial Statements: The February 2023 variance reports are circulated under a separate report.

6.0 New Business

a. Board of Directors Competency Matrix

It is a customary best practice for Boards to develop a competency matrix as part of their nomination process for new Directors. Although the LAHPOA does not actually undertake a rigorous nomination process for its directors, given the maturity of the organizations Board and recruitment process, it is still a good idea to understand the kinds of skills that should be retained on the Board. Rick undertook to develop a simple matrix to capture the competencies currently required on the Board and has surveyed Board members to help populate the matrix with their respective skills. This will be a helpful guide as we look to recruit new Board members in the future.

The Matrix can be found in Appendix C of this report package.

b. Meeting with Neil and Marie Wallace

Rick and Carey met with Neil and Marie Wallace to discuss their concerns with how LAHPOA funds are managed between the Reserve and Operating Funds and to discuss their proposals to introduce a budget approval process into the LAHPOA bylaws as well as a requirement for 4 annual meetings with residents.

At the end of the discussion, Neil and Marie agreed to withdraw their request for the bylaw changes and to have a follow-up meeting with Carey to further the discussion on how LAHPOA funds are managed.

It was also agreed that Rick would attend the next Security Committee meeting to clarify the Board's input to the committee and to provide some historical perspective on the committee's initiatives.

As a follow-up to the discussion, Rick and Carey agreed that it would be a good process upgrade to include the annual budget in residents' annual invoice packages in January and to ask Neil if he would be interested in joining the Life Cycle (Reserve Fund) Committee.

c. Waste Removal:

Approximately once a month, we are advised by T&T Disposals that the residents of #80 Shores are non-compliant with their waste bins. Issues range from improper sorting, overflowing bins, extra bags left on the curb and/or not having their bins at the curb on time.

Action: It is proposed that we provide one final letter warning the residents that if they do not comply with waste collection guidelines, we will remove waste collection services from this residence and refund the waste removal costs captured in their HOA fees.



Draft Policy and Procedure – Handling of Delinquent Accounts

Date: March 2023

Original Policy:

On March 1, all overdue accounts will receive a friendly reminder email from the Community Manager that their payment is now past due and in order to avoid interest late charges, payment must be received no later than March 8.

To be replaced with:

On February 26, all residents, who have yet to pay their fees, will receive a friendly email from the Community Manager stating that their HOA fees are due by the end of February and to avoid interest late charges, payment must be received no later than February 28. Message will also be shared via exterior marquee signage and social media.

Original Policy:

After March 15, all delinquent accounts will receive a letter via Canada Post from the Board Chair advising that their account is two weeks past due and is subject to interest charges retroactive March 1 and will be added to the outstanding balance. A copy of the invoice marked “past due” will included with the 2nd letter. If proof of payment is not received or does not exist by March 31, then their account will be forwarded to the LAHPOA’s laws firm for legal collections.

To be replaced with:

After February 28, all delinquent accounts will receive a letter via Canada Post from the Board Chair advising that their account is past due and is subject to interest charges retroactive to March 1 and will be added to the outstanding balance. A copy of the invoice marked “past due” will be included with this letter. If proof of payment is not received or does not exist by March 15, then their account will be forwarded to the LAHPOA’s law firm for legal collections.

Original Policy:

After March 31, delinquent accounts will be forwarded to the LAHPOA’s law firm. Legal recovery fees, as well as additional interest charges, will be added to the outstanding balance. Homeowner privileges (i.e.- waste removal, gate access cards, etc.) will be suspended on all delinquent accounts.

To be replaced with:

After March 15, delinquent accounts will be forwarded to the LAHPOA’s law firm. Legal recovery fees, as well as additional interest charges, will be added to the outstanding balance.

Homeowner privileges (i.e.- waste removal, gate access cards, etc.) will be suspended on all delinquent accounts.

There are no changes to the following policy:

- Steps undertaken by LAHPOA's Lawyer:
 - Issuance of 1st Demand Letter
 - The first demand letter explains the process which will occur if payment of the outstanding fees is not made. This also triggers the first legal fee due from the homeowner for the collection process.
 - Attached to the demand letter is an "unfiled" copy of the Statement of Claim, which sends a strong message to the owner that the LAHPOA is prepared to prosecute if payment is not made.
 - Issuance of 2nd Demand Letter
 - If no response is received, a second demand letter allows the delinquent owner one final chance to pay the outstanding HOA fees plus legal fees. This triggers the second legal fee due from the homeowner for the collection process.
 - Both letters are very clear that the LAHPOA does not want to pursue the matter further and just wants to be paid the outstanding fees.
 - Filing of Statement of Claim, Certificate of Lis Pendens followed by an application for a Redemption Order
 - The failure of an owner to pay in response to the two demand letters leads to the Statement of Claim being filed and served to the owner.
 - In addition, the Certificate of Lis Pendens (notice that legal action has been taken against the property) is registered against the owner's property and interferes with owner refinancing or selling the property.
 - The owner is provided 20 days to file a statement of defense. If both the owner and lenders refuse or neglect to pay, then an application for a Redemption Order is made.
 - The Redemption Order leads to an Order being granted which sets a time period within which the outstanding fees and legal fees must be paid.
 - In the rare circumstance that the outstanding fees and legal costs are not paid, the LAHPOA is authorized to advertise the owner's property for sale. Once a reasonable offer is made, the judicial listing is approved by the Courts and fees and legal costs are paid from the sale proceeds.

Board Approval Status and Team Assignments as of March 23, 2023

#	Alternative	Board Approval Status	Lead/Assist	Notes
1	Security Orientation of New Residents	Approved for immediate implementation	J. Chuey/ L. Turner	Add to Resident Orientation/ Welcome package in April
2	Standardize Basic Incident Data Gathering	Approved for immediate implementation	J. Chuey/ L. Turner	To be completed in April
3	Formalize RCMP Partnership	Approved for immediate implementation. In the short term, use RCMP information to inform open house materials	Rick Gallant	Short-term plan is to have RCMP present at next security meeting.
4	Review Best Practices of Similar Communities	Approved for further definition	T. Brown/ G. Osmak	Investigation of similar Communities outside Calgary in progress.
5	Neighborhood Watch Program	Approved for further definition	R&J Krcek/ T. Yeaman/ M. Wallace	Proposal will outline basic versus more complex approach.
6	Third Party Vehicular Security Patrols	Approved for further definition	T. Yeaman/ G. Osmak	Include potential efficiencies with nearby communities
7	License Plate Recognition System	Approved with cautions on scope	R. McKimmie	Registering resident vehicles licence plates inappropriate. There is a need to review alternate uses/benefits.
8	Video Camera Upgrades (formerly Items #8-10)	Approved for further definition	R. McKimmie/ L. Turner	Includes Camera, IR lighting, software upgrades, nighttime vehicle counts. Les to provide Ryan current camera details.
9	Enhance Security Signage	Approved for further definition	TBD	Wait for other actions to be initiated to inform content
10	Vehicular Gate System	Approved with understanding that significant effort and challenges exist	N. Wallace/ M. Wallace/ R. McKimmie	R. Gallant provided overview of some of the challenges. Team agreed that alternate approaches are appropriate to be investigated.
11	Security Related Open House	BOD to set the date – Last week of April proposed	N. Wallace/ M. Wallace	Requires RCMP Input (per Item #3)
12	Annual General Meeting	Security content yet to be defined	N/A	The Board of Directors will determine security content

Appendix C

LAHPOA Board Competencies Matrix

	Rick	Glenn	Carey	Jo	Jim	Brent
Governance	★		★			
Finance/Accounting			★			
Human Resource Management	★	★	★	★		★
Stakeholder Relations Management	★					
Government Relations	★					
Contracting/Agreements	★		★	★		★
Communication	★	★				
Project Management	★				★	★
Landscaping/Architectural Controls	★				★	★
Safety/Security					★	
IT/Data Management				★		
Water Resource Management		★				
Community Relations	★					