



McKenzie Towne Council Agenda
Tuesday November 15, 2022
Board of Directors Meeting @ 6:30 p.m.
McKenzie Towne Hall & Teams

Meeting minutes taken by Margaret McPherson, Revised by Nancey Yip 2/1/2023.

Attendance:

In person: Robert Van Gastel, Brian Marconi, Dar Zuch, Carrie Cemka, Nancey Yip, Margaret McPherson, Stephen Carlton, Mary Ann Miller

Teams: Farooq Qadir, Neha Ashani

Regrets:

Resident Guests: Shazhad Khan, Teresa Hargreaves, Rick Leigh (Teams), Shirley Etter (Teams), Patrick Giroux, Andrea Waldern, Shelley Wark-Martyn, Janet Burton, Brian Cymbaluk, Lisa Cymbaluk, Aneik Gahndhi, Kimberley LeBaron, Seanna George, Roger Weigel.

1. Call to Order 6:30 PM

2. In Camera

3. Open meeting - Call to Order 6:47PM

4. Reading of Safety and Harassment Policy-Note: full policy not read just a reminder to be respectful with commentary during the meeting.

5. Introductions & Attendance

· Board & Resident attendees as above

6. Executive Committee Report-Met on November 9 (President, VP, Secretary, Treasurer) with GM and Operations Manager

Talked about having an event in the New Year with employees to gain two-way familiarity with board and employees.

Spoke about operational questions that have arisen over the past year (snow removal, Christmas lights)

Updated gaps on website with meeting minutes

Spoke with resident stakeholders for feedback

Daycare will be on agenda for Exec committee to review in the coming months.

Questions for Executive Committee: None (see new business section 12)

Motion to move new business arising to section 12 (other business)

Move: Dar Zuch, Second: Robert Van Gastel

Motion passed (no discussion)

Motion to approve agenda as standing

Move: Dar Zuch, Second Nancey Yip - Motion passed No discussion

7. Finance / HR Committee Report Brian Marconi

Finance statements for September still outstanding & will be presented at the next meeting.

Question from Director: How many homes in arrears on Oct 31

Answer: 298 (6 in collections for 10+ months).

Question from Director: is there a process to identify the Collections process (process is in website)?
Director asked where gap was between process and what residents are reporting as they are experiencing.

Question from Director: What is most common circumstance that leads to a Resident being sent to Collections and missing on the process prior to file being sent to Miller-Thompson. GM spoke to a few misses on the part of the property lawyers. Some files over prior 2-3 years have not been entered correctly (training issue with staff).

Question from Director: If MCT doesn't do things correctly do we still charge the Resident? If the file should not be in collections then Miller Thompson neither charges the council nor the Resident.

Question from Director: Question at AGM regarding GICs being deposited. Board will make future decisions surrounding the GIC

Question: At what point will the bookkeeper be able to catch up.? Working on it due to audit constraints. If bookkeeper has been in place since March why are they so behind? Service level agreement: Should expect Oct statements in Dec and Nov in Jan.

Question: Director asked for at minimum a draft statement at the next scheduled meeting. Without timely reporting we may be remiss in our fiduciary responsibility. GM and Treasurer will have discussion and update board at next meeting.

Move that the report of the Executive Committee and Finance Committee be adopted: Move: Rob Van Gastel, Second: Dar Zuch Motion passes.

8. General Manager Report-See attached.

GM Presented a review of 2021 and 2022 via power point

Thanks to outgoing board and welcome to the new board members

Thank you to general residents, sponsors, volunteers, staff

Amenities Improvements: Gazebo renovation/repairs. Clock Tower chimes replaced in Spring. Worked to 'right size' the volume and frequency of chimes. Splash Park repairs (outdoor shower), Repair to firepit so fire will be present this winter, repairs to metal piping (was corroded). Two leaking water supply pipes identified in Spring. Operated at 85% operational capacity for summer operation. Repair was to be scheduled in Fall. GVLTL and Pinnacle have delayed. Are now looking at Black and Mac. Slow industry. Repair scheduled for Spring and still looking for Insurance to fund. GM exploring if City will also help fund the repair. Repairs at safety enhancements (safety processes, master key implementing). Doors all rehung so doors are not an barrier to exit in an emergency. Lighting in bathrooms now have motion sensor lighting (\$\$ Safety) and temperature sensor. Painted exterior wrought iron fencing.

Moved bookkeeper back into house as an employee vs contractor

Offering programs and drop ins. Many new fitness equipment purchases.

Exterior playground at Town Hall had rust removal and GM looking for replacement as existing equipment they believe it is near the end of its functional life

GM and Maintenance Mgr worked to purpose fit the equipment to the community. Trucks, Trailer, Kubota, Sea Cans.

GM and Maintenance Mgr working with City to be sustainable landscaping program (use of perennials etc). Moved flower planting back in house to be resourced with maintenance staff in place.

Future plans. Life cycle plan identified large ticket items: Roof, 5 HE furnaces, hot water tank, Registration system, website, playground, capital assessment plan (every five years).

Question from Director: Is there a plan to install GPS on the vehicles. Also, what is the allowance for seasonal PT staff to drive the vehicles.

Answer: Titan GPS is currently in use. Only the 2 new machines we are waiting for Titan to install.

Question from Director: What happens when staff drive on the wrong side of the road? Why are you operating the RTVs driving down city streets and they aren't licensed.

Answer: Maintenance talked to City rep and was under impression that operations has been legal. Director disagreed and that ops needs to clarify operating legally and safely. Suggestion to create a policy regarding operation and run by a Police/City and have team sign off. Will facilitate future discussion with staff. Mgr has been working on it. Director has offered to help writing of policy.

Director Concerned: why aren't we sharing and collaborating on Sharepoint?

Director Concerned: Plants, landscaping & upkeep were discussed.

Baskets stored at Hall due to migratory bird act (duck roosting in Gazebo).

Baskets used to be on railing around Towne Hall

Snow removal. Past concern about past litigation due to ice falling off the arbors in the Prestwick Comment. S/b keeping log sheets for snow removals. Mgr is keeping logs, but Director says SE corner of common was cleaned using a machine.

Ice keeping during past few weeks? What is schedule? Working on lower level. Director disagrees with process.

What is status of ice rink in Elgin. MTC will be operating the hockey rink. It is a 5 year license of occupation with the City renewed on Dec 1, 2021. Adopt-a-rink will be run by volunteers. They have it under control.

Watering: what is plan going forward? Yes, there were issues at round-a-bout. City has come due the repair in the fall. Had to leave to City due to repair being at curb stop.

What were the problems with the washrooms at the Common? Vandalism, graffiti, and repainting.

85% operation of water park. 2 elements (toys and sprayer) so Director surmised that repair is not related to previous repair. Question about winterization of equipment at Splash Park.

Park was closed Sept 6 for repairs. Since repairs were not performed, what risks were identified? No extra risks as park winterized. Just contractors are being slow in returning quotes. Will it be reasonable to expect the contractors will be able to be scheduled in Spring so we can finish the repair and present the community with a fully functioning amenity? Board has requested a copy of the quote returned by Contractor (will go to Ops Committee).

Director question: Trailer was sold. GM Mentioned that approved by Ops committee...actually was approved by board at a previous board meeting (confirmed).

Director how much was lost on sale of trailer from original procurement. Answer = \$800

Playground equipment outside the Hall. Why is it showing in the life cycle study and Prestwick common equipment is the same age? When will we be up to date? GM says once roof, furnace and hot water tank are replaced, we will be up to date. Playground is not identified in MTC lifecycle. GM had an independent study completed in 2021 which identified the parks optimal life span.

Director. Ivrrnet. Will need to ensure database is up to date prior to transitioning and getting Finance reports on time. No substantial updates to Ivrrnet since 2016.

Suggestion to have a general inquiries email that all staff can be educated to respond to. GM advised there is an area on MTC website for general inquires which is appropriately responded to by staff on a regular basis.

Director Concern: Discussion about responses from the Hall to residents.

Director: We need to over communicate with the Residents. Suggestion: Try a poll to find out how people want to be communicated with & what method is preferred.

Motion to adopt the GM report for information purposes (attached to meeting minutes) and posted on a specific place on the website.

Move Brian Marconi, 2nd Carrie Cemka.

Motion carried, No discussion.

9. Election of Board Committees:

· Finance/HR: Chair Brian Marconi

Volunteers from the floor: Carrie Cemka, Margaret McPherson, Shahzad Khan

Motion to approve committee members as volunteered from floor.

Move Dar Zuch, 2nd Brian Marconi. No discussion Motion carried.

· IT & Communications Committee

Chair: Neha Ashani & Margaret McPherson (candidates)

Vote by secret ballot: motion to approve Margaret as Chair of IT Communications based on votes from secret ballot.

Move: Dar Second: Carrie Cemka. Discussion. Board comfortable with background of volunteers. Motion passed.

Volunteers from floor: Neha Ashani, Teresa Hargreaves, Carrie Cemka,

Motion to approve committee members as volunteered from floor for IT & Communications Committee.
Move Margaret McPherson, 2nd Carrie Cemka. No discussion. Motion passes.

· Operations:

Chair: Robert Van Gastel Move to accept Robert Van Gastel as committee Chair move Dar Zuch, 2nd Carrie Cemka. Motion carried. No discussion.

Volunteers from the floor: Carrie Cemka, Nancey Yip, Shirley Etta, Shelley Wark-Martyn

Motion to approve committee members from floor.

Move: Robert Van Gastel. Second: Dar Zuch. Discussion around wanting to support current staff in improve ops.

Motion carried.

· Board Improvement:

Chair: Dar Zuch

Motion to approve Dar Zuch as the committee chair for Board improvement.

Move Dar Zuch Second: Farooq Qadir Discussion: None

Volunteers from Floor: Farooq Qadir, Teresa Hargreaves, Shelley Wark Martyn

Motion to accept volunteers from floor for Board improvement. Motion Dar Zuch Second Brian Marconi. No discussion. Motion carried.

8:55 Motion to extend meeting until 930 PM Move RVG Second Brian Marconi. Discussion none. Motion carried.

10. Strategic Planning Session-move to another agenda at another time.

· Section 3.2 Roles & Responsibilities of the Board (MTD Organization Policy Manual): The board will hold an annual planning session.

· Proposed Date: TBD

· Proposed Facilitator: TBD

· Publication of 2021-2022 session notes:

11. Motions Submitted in Advance

Motion 1: Brought forward by Nancey Yip

I would like to make a motion to form a committee to work on a Community Garden in McKenzie Towne to start this upcoming year.

Move: Nancey Yip Second: Brian Marconi

Discussion: Suggested that this be addressed at the ops committee level as it impacts ops rather than a separate committee that would possibly have committee burn out.

President ok with supporting separate committee.

Other directors in favor of making the Community Garden part of Ops committee.

Vote: Tied vote. Motion not carried.

Motion 2: Brought forward by Neha Ashani

I want to start a motion to appoint Teresa Hargreaves and Shazad Khan as directors.

Move: Neha Ashani Second: Dar Zuch

Push vote and discussion to next board meeting.

Motion 3: Brought forward by Darvin Zuch

Approve the minutes of the Oct 24, 2022 meeting as provided by our Secretary

Move: Dar Zuch Second: Carrie Cemka Motion carried.

Motion 4: to approve meeting minutes for Oct 18 Directors meeting as circulated.

Move: Robert Van Gastel, Second: Margaret McPherson. Discussion meeting minutes were presented to previous board to get a opinion of them representing the business discussed. Motion carries.

12. Other Business:

Future AGMs should have a motion to approve the meeting and record date. We may not need it but want to double check by having the GM check with Miller Thompson on best practice. Information to come forward at next board meeting.

Resident Feedback:

Resident glad to hear about snow clearing is changing to more brushes vs blade. Turned up sod. Pathway not cleared by Elgin hill.

When is snow clearing of paths between houses City vs MTC?—actually responsible by the home owner.

Question about tenure of GM and Maintenance Mgr. Resident offered up hope that people will give new staff to make changes

Resident moved in last June. First letter was a demand letter from lawyer. Was a surprise since they had previously rec'd a welcome letter. Demand letter referenced previous letters. Resident was told by

lawyer to speak to MTC about the error at hall and ended up being impressed with the ability to remedy the situation.

Resident feedback. Appreciative of volunteer time for the committee and directors. Too much negative in community communication. Encouraged to see the CA and MTC wanting to work together. Would be nice to see committees, TOR and members and a way to contact them.

New Resident since July thanking the board to thank the board and they will be back.

Comment from long standing Resident. Staffing changes don't negate the high Resident expectations. If the expectations have changed then let the community know so people can reset their expectations. (or if they don't need to change).

Question about who owns clock tower. Not owned by MTC. Clock face is ours. Resident mentioned one side of the clock face is out. Lights in gazebo approx 25 out. Lights in Elgin ruins getting covered in gravel. Mgr has to work with City to resolve due to amenity being on City land.

Snow clearing has been great, but several areas with ice and no gravel. Maintenance Mgr training staff on snow clearing.

Coyote running around Prestwick. Anything that can be done by MTC. We can only call 311. City doesn't intervene too much unless it is interacting with humans in a negative way.

Former Director spoke to supporting and holding other Directors accountable to achieve success. Support two new staff members in their endeavors and work.

Used to be a plaque for memorial of Directors—where did it go?

Resident was away at AGM and proxies they submitted were not handled as they expected. Want that process looked at for next year's AGM.

13. Next Meeting Dates:

- Motion to hold next Director's meeting Jan 17, 2022 6:00 PM In camera/ 630 PM open meeting

Move Dar Zuch 2nd Robert Van Gastel No discussion Motion carried

- Strategic Planning Session: Jan XX, 2023 TBA

14. Adjournment.

- Motion to adjourn (9:30PM) Dar Zuch

- Moved by: / Seconded by: Nancey Yip

- Carried