

NEWSLETTER

September 2021

WHEN IS THE AGM?

Pandemic aside, we have decided to defer the AGM until we have a set of audited financial statements from Cremers & Elliott to distribute. To do this, we need to get all the billings and bank statements for Oct 31. We estimate this to be mid-December.

FALL CLEAN UP

The leaves are everywhere. Leaves are complicated. They drop, then they blow in the wind. We gather the leaves all up, and within hours there are more. A large amount of the leaves comes from the neighbouring property.



So what is complicated about leaf clean-up?

It's all about the timing. When our landscaper comes with the large mower, it will remove the leaves. But the grass stops growing in the fall, so the mowing is discontinued. If the leaves continue to fall and accumulate, then they remain. Unless we pay extra. And this year appears to be different because of the weather. We seem to be having a warmer than usual fall.

Leaves accumulate in the driveways next to the garage doors. We will talk to Mother Nature about this, but she has not always listened in the past. Mother Nature apologizes with a side note that she expects the owners to clean them up. Or just let them be.



A quick reminder that those brown bags or any extra bags left beside the bins will cost \$10 each to remove.

TRASH TALK

The board is constantly reviewing the operations and costs associated with the property and compost. Recycling and garbage are no exception. It took a while, but we finally found a vendor with a smaller bin size, a more frequent pick-up schedule and lower cost. The two-week pick-up was not enough. Compost, recycling and garbage will now be picked up weekly.

Under normal operations, it appears that the sizing is now acceptable. However, occasionally, there will be moves and special occasions that will stress the size a bit. With money being as tight as it is, we have decided to manage the occasional overflow instead of paying for additional capacity to accommodate the exception.



Last few weeks everyone has been super good about compressing their garbage and recycling. Thank you so much for this.



Warm regards, the board.

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AND THE BUDGET?

The new budget will be announced in Sept 2021. We have decided to drop the EFT service feature due to time and costs. Therefore, next year's only options for condo contribution payments will be zero-cost transactions like (1) e-Transfer and (2) post-dated check(s). So please sharpen those pens for next year.



QUICK REVIEW OF BUSINESS

The transition from FSR to self-managed was Dec 1, 2020. Our fiscal year-end is Oct 31, 2021. That means that 1 month of financials was managed by FSR, and 11 months were managed by us. This made things a bit more complex. On the other hand, we have 11 months of data to create our 2021-2022 year budget and capital forecast. In addition, it gave us the autonomy to work with the bank directly and customize our property's operational contracts, thus optimizing monthly costs.

The new accounting system is WAVE Accounting (WAVE). WAVE was purchased by H&R Block on June 11, 2019, for \$537 million. At this time, WAVE was offered for free to small not-for-profit organizations such as ourselves. Free made sense.

WAVE connects to our bank accounts and forces us to reconcile and balance to the penny every month.



During the transition of basic accounting combined with our last financial audit by Cremers & Elliott, we discovered and recovered lost funds in the order of \$6,335.31. These funds had to be retrieved from another FSR customer and returned to our account. After that, we worked with the federal government and the Royal Bank of Canada (RBC) to secure a \$60,000 credit line with RBC at 0% interest rate until December 2025. As a result, we qualified for \$20,000 cash in CEBA loans based on our expense stream. All of this, along with a savings of \$13,000 in FSR management fees, allowed us to finally complete a very expensive grading and a paving project that has been lingering in our capital fund for a very long time. In summary, as a result, we benefited from \$39,335.31 in the year 2021.

We have two irons in the fire that may help us in 2022 as well. One is GST recoverable. We will be working with Cremers & Elliott and the CRA to see if we can leverage our not-for-profit status to recover GST. The second is a federal CFEP grant that we are awaiting word on that would help us fund more capital projects. The decision on both of these is mid-November and December 2021.

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BOARD OPENING

If you would be interested in a temporary position between Sept 1 and the subsequent AGM, please let us know what skills you bring. A board member ***must be familiar with the Alberta Condo Act, our bylaws, City of Calgary ordinances and remote meeting technology.*** It is also an asset to have a background in accounting, governance, mediation, communication or law. Most of all are personable, open-minded, constructive and non-argumentative.

As an example, according to the Alberta Condo Act, when repairs and work involving your unit are concerned, you must 100% recuse yourself from any decision-making. In other words, you have no vote on your personal unit or immediate common area. Sanctioned projects are defined within the official Reserves Report. All decisions are in the best interest of the entire ownership in alignment with the Alberta Condo Act and bylaws.

Being a board member is 100% volunteer. There is absolutely no remuneration allowed. Serving on the board will require some work doing estimates, cost gathering and organizing documents. There is no bookkeeping or Web work involved for this temporary position. We do quite a bit of work and decision-making by email. Being a board member often involves enforcing bylaws and managing projects.

OUR WEBSITE

Don't forget about our Website. <https://my-shv.ca>

The screenshot displays the Signal Hill Villas website. At the top, there is a navigation bar with links for HOME, DOCUMENTS, SERVICE REQUEST, and PAYMENTS. Below the navigation bar, the website's name "Signal Hill Villas" is prominently displayed. Underneath, a brief description states: "Self serve portal for owners to download current documents, forms for payment information and create service requests." The main content area is titled "OWNERS PORTAL" and features four circular icons with corresponding text:

- BOARD OF DIRECTORS**: Terry Chelich, Deb Watson, Linda Storm
- MAKE A CONDO PAYMENT**: Condo payments can be made here. A service charge to cover credit card processing applied.
- CONTACT US**: (represented by a button icon)
- DOCUMENT LIBRARY**: Document are free as long as they are downloaded here.
- SERVICE REQUEST**: If this is an emergency call 911, your insurance company or a board member immediately. Terry at 1 (403)463-3139 or Linda at 1 (403)200-1775.

At the bottom of the page, there is a copyright notice: "Copyright © 2021 Signal Hill Villas - All Rights Reserved." and a power by statement: "Powered by Linda Storm and GoDaddy."

Warm regards, the board.

NEWSLETTER

July 2021

IS IT HOT ENOUGH?

This year has been a hot one. So let's just keep a watchful eye out for each other as the summer moves on. Watch for strange people around the units looking at open windows to gain access. We have a great block-watch system here; keep up the great work.

AUGUST 11 – 13 GARAGE VOID REPAIRS A B and C Units



This project is still on, and Terry will be managing the access and work. Seeing this is following an extremely challenging paving project earlier this summer. Smile, it's free therapy; always start a conversation with a smile.

COMPOST & RECYCLING

Compost *smelly green* bin will be reduced to one unit to be picked up every week instead of two half-full bins picked up every two weeks. It is our hope to make the utility building a bit more approachable and habitable.



To reduce costs the recycle *big blue* bin will be emptied every two weeks. Apparently, this is the smallest bin that they have. We will not fill this huge bin in one week, so we slowed down the pickup schedule.

GARAGE SALES

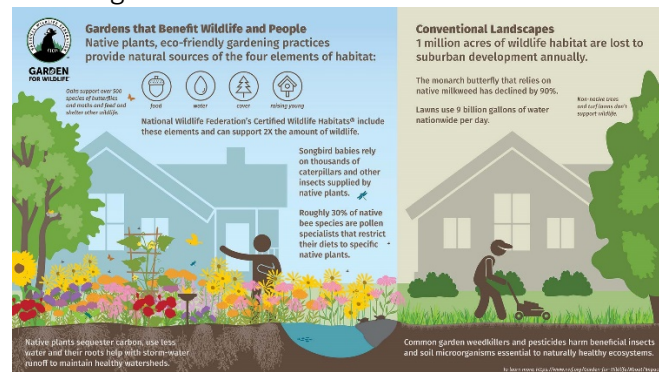
Late summer and fall are great times to coordinate garage sales. A few owners have asked, and we are okay with garage sales. However, the board itself does not get involved with organizing garage sales; we leave that up to the owners. It would be nice to touch base with your neighbour to see who is planning one and when and perhaps combine efforts for signage and comradery.

LANDSCAPING & IRRIGATION

Cutting the grass and keeping it watered, how hard can that be? But, we wanted to let you know that it is more complex than it looks. Over the last 5 to 10 years, Terry and Linda and now Deb have learned so much. Not just about landscaping in general but landscaping at Signal Hill Villas on this property. And what it means to us personally and from a budget point of view.

We now think of this entire area of 2 acres more like a park ecosystem. Our ecosystem comprises dirt, flowers, grass, shrubs, trees, rocks, gravel and pavement. Things live in this ecosystem with us like bugs, birds and ground critters.

From a lifestyle perspective, we have created a conventional landscape with zero natural areas. Meaning that we are 100% manicured.



The cost of this from an economic perspective is reflected in our condominium fees and budget. Our budget has many categories to capture these costs: water bills, irrigation/sprinkler fixes, grass replacement, fertilizer, grass cutting, tree work, and pest control. Appraised separately, these costs are easier to digest than the consolidated amounts.

WATERSHED

By definition, watershed management, water from mother nature or our irrigation system flow into appropriate areas and away. Few things can create damager faster than water. The mechanics of

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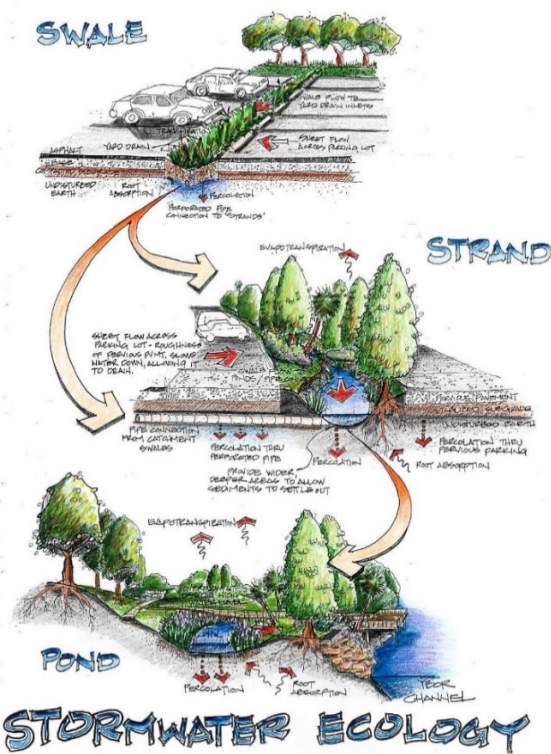
water-shedding on this property ensure that water flows away from the buildings to a common point. Some water is applied to the grounds to maintain the vegetation. To accommodate this, we have replaced 6 GPM sprinkler heads with 3 GPM heads to reduce the water flow and enhance the distribution. We can definitely see an improvement already. More needs to be done. As the grass cutting, this is easier said than done.

Once we stopped looking at our wet areas as isolated problems and started to view the entire water issue from a water-shedding perspective, the solution(s) come into view. First, we are closely monitoring where the water flows and collects. Where the drains and utility right of way (ROW) areas are. Then, when all this data is in, we will develop a grading and watershed plan.

This work will not commence this year or even next year. There is still some major work to be done that will undo any effort and investment in water-shedding. This kind of work is too expensive to have undone by another project. So we just ask that you be patient with us.

Don't forget about our Website. <https://my-shv.ca>

Warm regards, the board.



Some water is consumed by plants, grass and trees, some water runs off and some water pools. That we all dislike. We have to understand how the water gets to those undesired areas and what we can do to avoid it.

Watershedding on our property is a particular challenge because the water is currently collecting in various places on the grounds and is subject to rapid changes. New surprise gardens and trees placed by owners are seriously slowing this process down. Now we can't swale where we planned to swale or place a strand where needed because a landscaping feature is now in the way.

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GRADING/PAVING DONE!

We got through this. Deep breath, it is all over. If you wish to see how the water now runs down the drain, watch this video. <https://youtu.be/iuH6ALsaKC0>

GARAGE VOID REPAIR

A B and C Units

FUTURE DATE TO BE ANNOUNCED

One more little project to finish off the VOIDS.



We consider ourselves lucky that we caught this damage in time before more severe issues occurred.

Terry will be asking for access to the inside of your garage to test for VOIDS. Small holes will be drilled and subsequently repaired. Takes about an hour. No wait time is required to move vehicles back into the garage. The deal we made with the contractor is to do this in one visit. Additional visits to check a garage that can't be accessed are a \$500 flat fee. We plan to seek reimbursement back to the forgetful or uncooperative owner. This fee is to ready the *time-sensitive* product in the pressure unit to visit the site. It is the exact cost for 24 as for 1 single missed unit. So please give Terry your garage door code and keep the power on or be there at the time specified.

ADMINISTRATIVE ISSUES

A couple of issues have occurred over the past weeks and months that require attention. The first is pet ownership, and the second is challenging the board. Both can end up costing owners more than expected.

TO DOG PARENTS

We admit that we are not a totally pet-friendly community. We allow pets with restrictions. Bylaws say that pet applications are required. If you have not complied with a pet application, you are 100% out of compliance with your pet from the start. The pet application is always approved with clearly defined restrictions. One of the

restrictions listed is not allowing pets to use front lawns or any maintained grass area paid for by condo contributions for pet toileting. This includes all the grass along Singal Hill Circle and Signal Hill Heights. [Gravel or road train your dog.](#) [Get permission from the board to build a dog potty area.](#) Permission here is the key, and it must be made to specifications. Front and back lawns are not to be used for potty duty. And the pets are not to wander in the common area.



No exceptions. We are now a multi-pet community, and the rules apply to all without prejudice. Fines have been levied in the last week to bring dog etiquette back on track and comply with a request from owners reporting out-of-compliance events. We have adjusted our policy from \$150 per report to \$10 and eventually increasing to \$150 by doubling the fine for each reported or observed incident. Unpaid fines will be levied against your property before each financial year-end by our lawyers or upon sale by Estoppel. The board has to respect those bothered by the activity and rely on the board for compliance. It has been brought to our attention that some owners live here because of pet restrictions. Tip! Do not fall for the fallacy of a neighbour giving

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permission. They have no authorization to do so.

PET SITTING & PET VISITINGS

Ditto above, no exceptions because they are visiting. As an owner, you must educate them on the pet policies here at SHV.

CHALLENGES

Occasionally, we get an owner who challenges a board decision. And when this happens, we will seek a professional opinion from our lawyers. Our lawyers are the same lawyers heavily involved in structuring the Alberta Condo Act and our connecting Bylaws. They have managed our legal requirements since August 15, 2017. So they are very familiar with our documents and history. As you are aware, lawyers are expensive.



It is unfair that the general ownership should have to pay costs associated with legal grievances, challenges on a biased interpretation of bylaws and contract issues by an impassioned owner. Therefore we will be seeking reimbursement from the impassioned owner(s) who initiated the challenge for their own clarification or misinterpretation of documents.



The board will no longer tolerate incensed and aggravated owners. We will walk away, hang up and or file the offending email for the record. The due process is not to harass the board but to have your lawyer call our lawyer. This is so that you have time to process what you are asking before approaching. Meantime there are many online resurces to learn about the Alberta Condo Act and bylaws.

COMPLAINTS

In order to keep things professional all complaints and formal requests need to be made in writing. Either email, letter or via the Owners Web site.

Warm regards, the board,

Don't forget about our owner's Website. Our Web site has the most current information available. And contains all of the past newsletters, financials and reports.

<https://my-shv.ca>

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June 2021

robPATIENCE

The board wants to thank each and every one of you for your patience during this work. These massive projects can create stress. We will get through this.

DIRTY WATERY SECRETS

The work we did this year was to avoid water damage, but as we found out during the concrete removal that quite a bit of foundation support material had already diminished.



We consider ourselves lucky that we caught this damage in time before more severe issues occurred.

I wish we could say that we will be done this year. But that is not the case. The A and C unit drainage project is first on our list for next spring. After that, we have a series of smaller projects independent of each other that will seem more attractive.

LANDSCAPING CONCERNS

We want to let all know that we are all passionate about landscaping. Many landscaping issues seem like they have been continually ignored, year after year. You must be aware that the long-term plan is to execute all the projects that use extensive heavy equipment to avoid continual repair to the landscape. When we eventually visit the landscaping, IT WILL BE MAGNIFICENT. Meanwhile, you will have to understand that doing this work would be a poor investment if it were trashed and undone by another project. How many times do we want to pay for the same work over and over again? We have seen this mistake done so many times in the past, and the outcome is to leave us short of funds for the big meaningful projects.



It has taken us years to reposition and reorder the projects in a way that uses our capital without redo's that waste money. There is now a 5 to 10-year plan to ensure that any project completed will not be undone by the next project.

SMALL PROJECT CONCERNS

There is a perception that if we can run an expensive project such as this, why can't we get a simple minor fix done this year. This reasoning is seriously flawed. \$1000 here and now adds up, and eventually, we are short funds for the larger projects. We are finally executing projects that have been on hold for years because we did not have enough capital. Robbing the capital fund for small tasks out of sequence has cost us more expensive problems and diminished our funding.

WATERING SCHEDULE

Monday, Thursday, Saturday 1 AM. Unless it is between 85 and 90 deg. In that case, we water more. Unless it rains, and then we don't water. If there is construction in progress, we may not water areas so that the construction crews can work. When 'Smart Watering' is enabled, the reported weather may forecast rain, meaning no water that night even though the forecast was wrong and did not rain. Or, in some cases, it rains, and the weather network said it was only 5%, and then our irrigation will turn on anyway. And the last rule is that we don't like to water on Tuesday evening because the grass is to be cut on Wednesday unless, of course, it rains on Wednesday. In that case, the grass will be cut on the next fair weather day. And sometimes we stop a zone because a sprinkler has lost its head, just like we just did explaining this schedule. So there, everyone has the summer irrigation schedule. Enjoy! May I suggest that if your plants or garden appears dry, just water it?

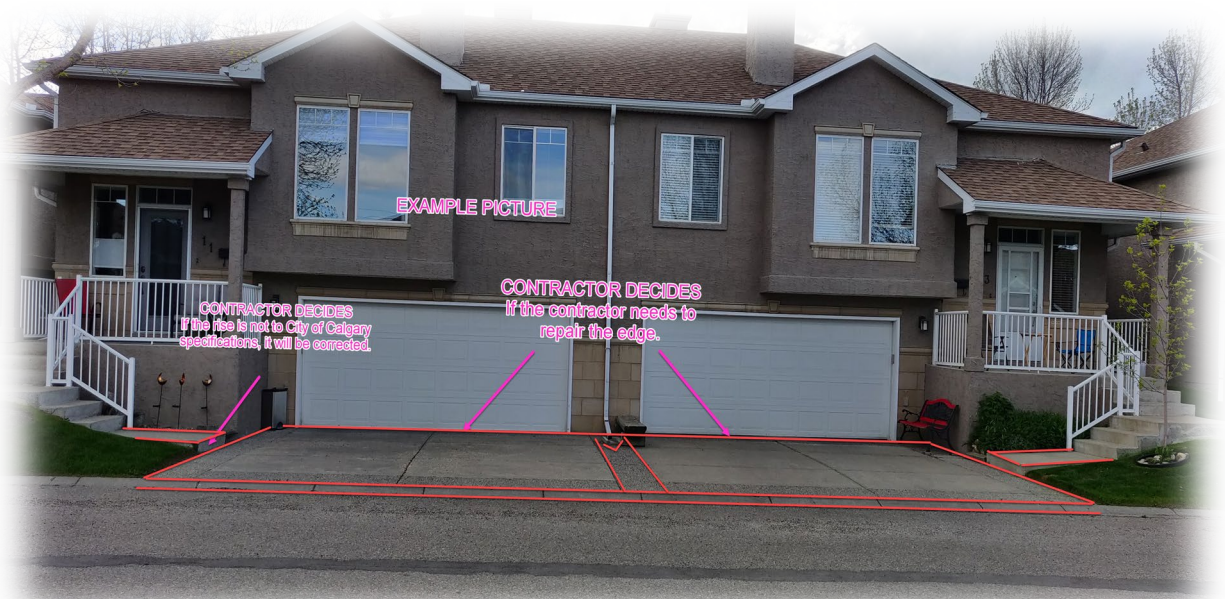


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SUMMER 2021 PROJECT UPATE No. 2 B Units Only At This Time



READY SET GO

We have been put on notice by the contractor that they wish to commence work soon. And their project manager needs to complete the B Unit driveway work first before the asphalt lane. This is a contractor engineering decision (not the board).

We have asked for a week's notice to get organized, but it may be less. And we don't know which week yet. So we are asking you to get ready and mentally prepared for parking on the street for at least two weeks. One week under construction and one week to cure.

We pray that you understand that this is a very weather-sensitive project. If we micromanage and undermine our contractor, we may end up with botched concrete. And we don't want to do that. We want the best weather and conditions possible for this work.

FAIR WARNING

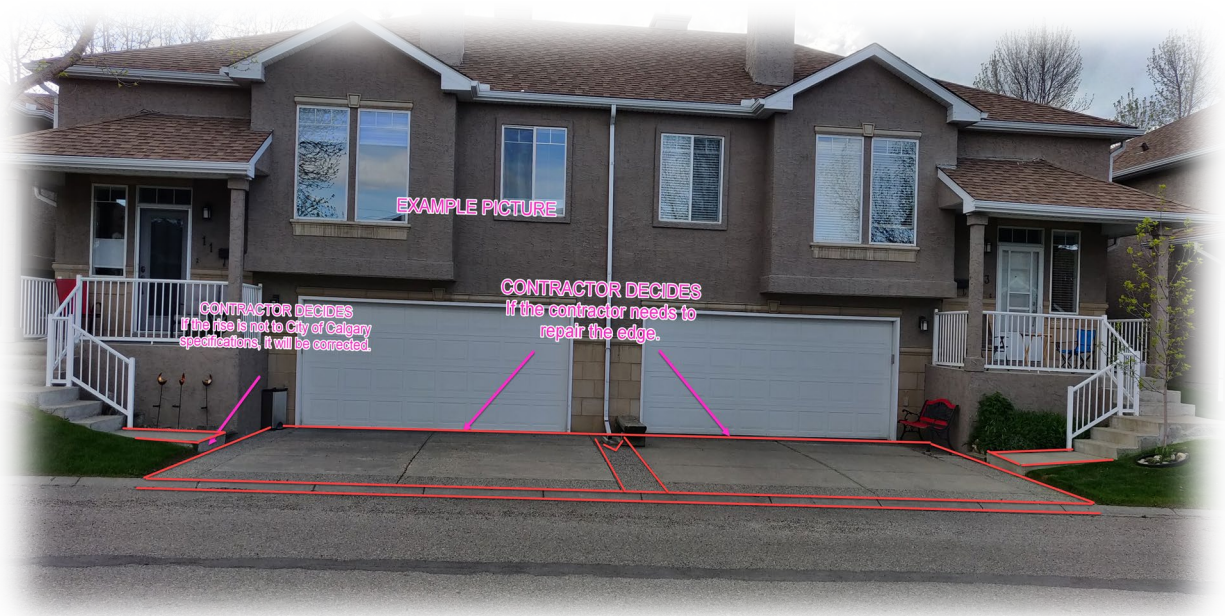
You know the gardens that you just planted in front of your porches by the bottom step. Well, if you want to keep those plants, they will have to be moved to a safe place. This is to accommodate

something called cribbing. The contractors will require at least 14 to 20 inches on all sides of the area being repoured. The contractor will be removing the bottom stair that is directly adjacent to the driveway. This is necessary to correct the rise of the step and stay within the designated City of Calgary engineering specifications for safety. Suppose the increase of the step does not meet City of Calgary standards from the finished driveway. In that case, the measure has to be corrected. There is no cost here because this is 100% exterior.

GARAGE DEMARCATION EDGE REQUIRES INVESTMENT

We also need to have access to some garages to repair the cracked concrete that meets the driveway. The repairs will only be 6 to 10 inches into the garage, just enough to provide a firm edge for the driveway. Technically this is the owner's responsibility. If your garage edge needs repair, we will be asking you for \$600.00 for this work and allowing until December 22, 2022 or upon sale of

SUMMER 2021 PROJECT UPATE No. 2 B Units Only At This Time



unit, to pay out the entire amount. Either monthly payments of \$33.34 per month, 0% interest, or you can pay it out all at one time upfront.

The contractor will determine which edges need to be repaired (not the board). If you want this work done regardless, please let us know, and we will communicate this to the project manager.

Tell Me Why Is This My Responsibility?

Over the last few years, we have had owners approach us to fix this edge; we have checked with the lawyers about what is considered in the unit and exterior. The legal opinion was that this piece of concrete is the owner's responsibility. So we have been there and done that work already.

What If I Don't Fix My Garage Edge?

Well, it affects your neighbour and the entire project as well. And we really have no choice in the matter because the contractor will not replace the driveway without recreating that edge first. There really is no option to not do this. And honestly, you will not get this work done any cheaper than at this time.

The board is pretty excited about getting all the water to flow off the roofs to the new lane this summer! Finally!

If you are confused, please do not hesitate to contact the board. Enjoy the results, the board.

SUMMER 2021 PROJECT UPATE No. 1

CONSTRUCTION OÎTE AUX LETTRES LAC

Construction is going to start in mid-June. Get prepared because it will be noisy and dirty and inconvenient as all get out.



No sugar coating here. We wish we could give a definitive date, but the time will be up to *mother nature*. As the middle of June gets closer, we can present a solid date. The Lane will be unavailable for at least 3 or 4 days during the construction or road fix. During this time, there will be surface removal, grading and sewer work being done. Your cooperation regarding parking and access to your front door will be required.

PARKING & VEHICLE ACCESS

There will be no access to the Lane to access your driveway. It will feel and resemble the flood when we had to park on Signal Hill Circle or Signal Hill Heights and walk to our homes. You will not be able to drive and park inside your garage or parking pad during this work. There will be cement roadblocks at the end of the Lane. All this in the interest of *safety*.



We simply can't mix vehicles with the large trucks and equipment that will be grinding up the Lane and putting down new asphalt and curbs in the Lane.

Please don't suggest insane tips like the left and right sides unless you wish to have a special assessment to accommodate the additional cost involved.

ACCESS TO MAIL & GARBAGE

Foot traffic only and will be managed by an



onsite safety person so that no one gets hurt

in the process of getting their mail or dropping off garbage. Better yet, when we get a firm date, just keep your waste at home for a couple of days.

WHAT ABOUT GROCERIES AND DUTIES

Recommendations are to stock up and minimize the amount of travel you need to do over these few days (*when we know when*). If you need special access via wheelchair or step chair, please make the necessary arrangements ahead of time for required assistance from your unit to your vehicle on the street.



In the end it will be beautiful and functional, the board.

NEWSLETTER

Late May 2021

2021 THEME AND FOCUS IS SAFETY

All decisions made this year have had an element of safety associated with mental health about **anti-anxiety (pun)** and water drainage to avoid ice buildups—blue bins in the winds.

ANTS

We have heard nothing from anyone about ants. So now we 'the board' are nervous. Can you please take the time to review your gardens and suspicious holes for ants to let us know well ahead of time? Being proactive is the best approach because ants can create anxiety with owners. Get those spots like drains, foundation cracks that you saw ants around last year pre-treated.



WATER FLOW SOLUTION & CONCRETE

You all will be pleased to know that the trellis solution is officially nixed. The final solution is to just install linear channel drains in front of the A and C Units. They will run from the water sources at the end of the drain downspout to the closest roadway. This image is not precisely what it will look like but shows the concept. The contractors will fabricate a more commercial robust metal grate than shown here that will be much tougher than shown. In the future, we can just lift these to maintain and repair the channel. If snow equipment hits the grate, the snow blade will lose the encounter. Sidewalk and concrete repair will also be done at the same time. Work will commence in 2022 (next year) after the grading in the lane is complete *and we know where the water goes.*



NEW CONDO PRETTY DOOR POLICY

We have received requests from owners to replace or paint their exterior doors in various colours. For the longest time, we have said no because we were afraid that owners would use colours deemed inappropriate and look weird. We are going to take a leap of faith and allow you to paint



your doors this summer. There are two basic rules: 1) present a paint colour chip to the board beforehand, 2) do not paint anything other than the door itself. *No window edgings or door jams are to be painted.* The cost and arrangement are yours.

BLUE BIN START DATE June 1st

As soon as you see the new blue bin in the utility building, start using it. We are hoping that you will have just as much fun with the new blue bin inside the utility building as you did chasing your little blue bins down the street on a windy day. The new blue bin will be as large as The City of Calgary garbage bin, so if you see incoming objects that size in the wind, please step aside. ([Ron White, It's WHAT the wind is blowing!](#)).



Last little blue bin pickup is first week of June. Box flattening and crunching is still required. Remember this is a shared resource.

What Goes Where

[Here a link to The City of Calgary recycling, garbage and compost at multi-family homes.](#)

Warm regards, the board,

Don't forget about our owners Web site. Our Web site has the most current information available.

<https://my-shv.ca>

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May 2021

COME WHAT MAY

This issue brings not only much-awaited sunshine and the summer project reveal.



This year we are focusing on safety around the mailbox.

OÎTE AUX LETTRES LAC

In April, we paid homage to the safety issue of the water that collects by the mailbox. In the best interest of safety, we decided to make this a priority for 2021. We have explored several solutions with contractors and engineers.



All confirmed that the roadway needs to be appropriately graded to ensure that the water automatically flows from the source(s) to the central drain. That work will commence soon—exact date TBD.

SEEKING YOUR OPINION

Nothing creates more damage to concrete than water and salt. Because of this, we are banning both from the property. For this reason, please be mindful when purchasing winter products. Products containing salt will kill both grass and concrete. We are also still exploring ways to move the water on the A and C Units from the walkway. One option is to use trellising, as shown in the picture. This should eliminate any ice buildup due to the constant cycle of winter melt and ice freeze. Thank you, Calgary!

Please let us know if you love or hate this idea? Your response will guide our decision.



All B Units will have gutters cut into their parking pads to allow the water to flow directly to the lane and the main drain. This solution was made by a few contractors and

emerged as the most cost-effective. And will slow down the deterioration of the existing concrete.

WHAT ABOUT MY CRACK?

Well, here is the deal. Cracks are unsightly, but they are not a structural issue. As unattractive as the cracks are, no contractor would commit to not making a more giant eyesore.



The cost to break out existing concrete and replace each driveway was *\$13,700 per driveway or parking pad*. No guarantee or warranty that it would not crack again. As a matter of fact, one contractor said he would sign a contract saying it would absolutely crack again because of Calgary weather and the age and uncertainty of the groundworks beneath. But, if we had nothing else to use the money for, he would do it. Once all the water is flowing in the right places, we will revisit the possibility of releveling some areas next year.

A CRACKLESS SOLUTION

As a side note, there was one other option presented to coat the driveways that involved a rubber rock coating that was very

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May 2021

attractive at \$11,200 per driveway or parking pad. [More images](#). I think you will



agree that this type of solution is out of scope for our budget. Unless we all agree to \$participate\$ financially, it's not doable. Hm, I thought so 😞. But we had to go there and dream. It was important to us that we at least say that we investigated these options and all the others. This is an attractive solution inside the garage area should you be so inclined. The cost is approximately \$10 per square foot and would solve the breakage problem at the bottom of the garage doors.

C Unit Decks

The last time we tried to bring this project forward, it failed due to owner discontent. The project lost traction, and the project was deferred. The discontent was disbelief that the decks could not be expanded in size due to the utility right of way (URW) that runs immediately by the backs of the C Units. The URW prevents the placement of concrete for the posts out further than the existing post-placement. But there are other options to think about—taller glass railings for wind and noise reduction. Or perhaps a total enclosure for a 2 season sunroom. Both have noise-cancelling capability. Things to start thinking about before we try to relaunch this project are to have an upgrade done as the deck is replaced. We will manage the owner upgrades the exact same way as the previous A and B Unit upgrades. The board will pay the cost of a like-for-like replacement. Like-for-like replacement means a 10 x 12-foot balcony with either glass or rails based on what you have now at the cost of \$6,960. This number is a ballpark estimate that is probably $\pm 10\%$ and will change between now and the implementation date. Any additional cost for higher windbreak or enclosure work will



be paid by the owner. This is a courtesy message and a heads up to help you make that final design and financial decision before 2024 or TBD. *If you wish to have an upgrade, please contact Sigmadek directly at 1-877-239-4449 to estimate your desired configuration.* The base products must be acquired from Sigmadek to be aligned with the existing A and B deck structures. The process will be to obtain final board approval for the design before proceeding. If you wish to not upgrade, just let us know that as well.

PROVIDING FEEDBACK

When providing feedback on projects, we ask that you be mindful and present your opinions and solutions backed by professional written opinion and cost estimates, and facts and data. Without this information, we are at a loss to move forward or provide a reasonable response.

SOCIAL ACTIVITY

If you are interested in participating in creating a partner bubble socially distanced golf mini-putt course, let Linda know. It will



involve, at minimum, hosting a homemade obstacle for the main event. This can

be very modest or even just a ball hole and flag. We are hoping for late June or July 1st. Perhaps it can live on to have something to do on warm summer days and evenings.



Warm regards, the board.

NEWSLETTER

April 2021

APRIL BRINGS WHAT?

We use to have a snow season and a warm season. Now we have snow days and warm days. This new weather pattern is seriously messing with our spring cleanup plans. This newsletter focuses on some topics of interest in combination with introducing some much-needed austerity measures. Perhaps in a better economic climate, we can open the purse strings again. But not now.

LANDSCAPING

Pending construction plans in 2021 will take precedence over any significant landscaping work. Telus may be on our property to install the city fibre optic cables, no time frame. And we may commence some cement repair work. As soon as our landscaper cleans up the property, we have plans to heavily *fertilize* to hide the rough spots until we can address the problems more permanently. That's it for now.

THE PRIVATE OASIS

We love that some of our owners create and maintain gardens. The extra effort that some owners expend is what makes this property really spectacular in the summer months.



From a condominium perspective, it makes things a bit more complex to manage because now we are deviating from standard condominium philosophy. We allow and encourage gardening and general volunteer work over the property. It became apparent last year that some owners expected the board to bridge the gap between spaces. Please be mindful of this when comparing one area to another and ask yourself, 'who did the work?' This is important for areas where there are a few owners in a row that maintain back gardens compared to places left in a more natural state. Instead of saying how lacking that

space is, say this other space is charming. And those with a lovely area, enjoy your tiny oasis.

MANAGING EXPECTATIONS & PRIVATE GARDENS

Make sure to *plant at a minimum of 8 to 12 inches inside the edge* of the garden. The



landscaper's big commercial string edgers will cut and damage your plants. And if the plant is inside the 12-

inch area, it is fair game for being injured. We can't expect our landscapers to be that accurate with the tools and keep the costs reasonable.

Sadly we have gophers, moles, voles on the property. If you plant a wonderful garden, you will have *to develop a plan* to either accommodate these pests or kill 'em. Our experience in the past is that these critters are tricky, persistent and costly. We can't keep up with their expensive antics. It can cost \$50 to \$200 to kill one and \$30 for a new plant—just saying.

DEAR TREE HUGGERS

Trees and bushes typically bud and blossom out between May 15th and June 15th. Nothing is dead until July of August rolls around, and it still looks like a scarecrow. Many of you have expressed an interest in having work performed beyond the basic



mandatory trimming (which is not planned for this next year). In the past, we have only removed branches that are a threat to the buildings. Additional work like replacing the

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tree or bush, eliminating major branches and limbs, shaping and fertilizing the trees immediately before and next to their units is considered aesthetic in nature.

You have our support and permission to this work as long as you let us know first. Historically, we have approved the job, and the owner has paid for this additional treatment.

Disposing of large tree parts is also challenging and a source of contention between owners. In a perfect world, we put small branches in brown bags in the utility building for Harvest Recycling to remove. They will not gather unpackages, stems and roots. As a last resort, the garbage bin, but we have to be mindful of all owners and not fill the container with big loose branches before Monday morning. The City of Calgary picks up the garbage on Monday mornings. We are saying that if the tree body parts are in the bin, stomped down and well hidden beneath bags and stuff, we get away with using that.

TREE WELLS

Tree wells will be weeded, turned and cleaned by request only for \$50 to bring it back to the original state. The reason is that in the past, we cleaned them all out to have some people plant inside them or put rocks, bricks and circles. These activities escalate the maintenance effort.



We don't mind, but that means you are now

responsible for maintaining it. Some owners removed the *6-inch deep edge* between the ring and tree with dirt that kinda undid the concept of stopping the grass from growing back into the well. That grove needs to be just a tad deeper than the grassroots. [This video explains the edging process.](#) Pay special attention as to why at time 4.01 minutes.

BOÎTE AUX LETTRES LAC

Boîte aux lettres lac means Mailbox Lake in French. We will be putting the final touches around the new mailbox and fixing the water and ice issue in this area this summer. The work will commence when the weather permits.

ANTS, BUGS and CRAWLY THINGS

This is another reminder to be sure to report any ant or bug citings to the board as soon as you see them. That cite will be marked for a kill by Lavellan on the *next scheduled* visit.



This means if the bug guy comes out on Monday and you report on Tuesday, you will have to *wait 30 days*. Ant kits will be available from Linda should you miss a cycle.

PAWS FOR REFLECTION

Just a per reminder that no pet should visit or travel across a neighbour's property or common area unless *explicitly invited*. As a rule, curb and short leash animals and keep their paws on the pavement. Please be mindful, ask permission of the neighbor before hand and do not assume it's okay.

NOISY NEIGHBORS

The board asks that you all establish quiet times in the mornings, evenings and throughout the night.

~

Reno by day, sleep by night.

NEWSLETTER

March 2021

MARCH AT SIGNAL HILL VILLAS

Finally! We can at least walk down the driveway, walks and streets without worrying about slipping and falling.

SPRING CLEANUP

Old man Winter was not pleasant to us this year and left us with several snow bergs on the property that will take time to melt off. When and only when these bergs disappear on everyone's area, our landscapers will magically appear. Sweeping and grassing



always create a dust storm. When all that dust activity is over, and the first blustery rainstorms cease, we schedule the Window Washers.

SUMMER PROJECTS

We don't know what the summer project is going to be yet. We are pretty much all caught up on the significant tasks. We just wanted to let you know that we are seeking a fix for the mailbox puddle to not have that safety hazard for next year. And the mailbox itself will be touched up as well. Better temperatures than we are experiencing now are required. That is all we have planned at this time. But we will keep you all up to date.



CRITTERS

Critters are defined as ants, voles, moles, mice, gophers. We are not sure if birds are



or are not. Opinion wavers depending upon whether the woodpeckers' peck at your chimney at 4 AM or 9 AM. And I

must admit that the little pheasants and baby bunnies are adorable. Only the deer are allowed to eat flowers.

PEST CONTROL PROGRAM

We have a new comprehensive pest control program that includes monthly ant and gopher kills monthly for 2021. A kill party will occur on every scheduled monthly visit. We hope you hate these pests enough to tell us where they last sited so that w can



direct the kill team on their next visit to apply the treatment. Consider this a formal

'neighbourhood critter-watch program' to report outdoor sitings to the board immediately.

Unfortunately, if you find one inside your unit (it's yours, you own it). You can pay for a separate visit to treat inside your unit at our negotiated reduced rate or get an ant kit available from Linda for no cost. We encourage you to stay on top of the situation and be proactive.

Warm regards, the board

NEWSLETTER

February 2021

DEAR FEBRUARY, ICE & SNOW IT'S OVER

With the pandemic, freezing weather, piles of snowy, icy crap in our driveways and lawns, we thought to end February ahead of time.



PARENT STUDENT TRAFFIC

Many have asked what the big deal is? And aren't we being mean? The issue is about 10 years old and has to do with monkey see monkey do. Those that see the private drive don't really understand what that means from a logistical perspective. Private means that we as owners pay for curb damage, cement failures, asphalt sinkholes, damaged sprinkler heads and crushed downspouts from all the activity. These repairs are in the tens of thousands of dollars. If we can keep the private drive private without all the additional wear and tear, we protect your bank accounts.



As a side note, we did some little behavioural experiments with them this year, which yielded some interesting results. For example, obstacles are a bigger deterrent than signage. When the blue bins are positioned in the middle of the garage pads, they avoid the driveway because it's inconvenient. They avoid the B

driveways for U-turns because of the downspouts and cement. For this reason, we are discussing known traffic calming solutions in addition to signage. Simultaneously, it has to be economical, not look awful; we have to allow large trucks in and out to service the property.



SELF-MANAGEMENT

We also wanted to share that we are now 100% independent from FirstService Residential. We are now exactly where we visioned. We would be about a year ago—great vendors and control over our expenses and cost structures. So congratulations to everyone, including owners who made this transition possible. Without the cooperation of everyone, this could not have been as smooth sailing as it was. This timing coincides with an official audit of the financial statements that will be sent under separate cover by the President in the next month.

Warm regards,
The board

NEWSLETTER

January 2021

SNOW ICE AND DARK DAYS

We know those big snow piles and ice on the road sucks. Our landscaping team has placed some buckets of pea gravel material by the mailbox and in front of 2650 Signal Hill Heights. Grab a container and help yourself. These are for use by everyone. It would be most useful where water melts, runs and then ices up. And under your tires if you get stuck in the snow and ice.



We want to sincerely thank you for working with us to ensure that those unpredictable icy spots get treated.

PARENT STUDENT TRAFFIC

Still, more and more parents are using our Lane to park, wait and turn their vehicles around. What is the problem, you ask? We know from experience that it starts with one or two cars and quickly escalates to dozen(s). We are not sure if it is the extra snow, pandemic behaviour changes. We are working with the City of Calgary to try and resolve by brainstorming a permanent solution. Suppose you take a look at our reserves report. One of the most expensive capital costs we have looming is the repair and maintenance of the private Lane, cement and curbs. This is not funded or even subsidized by the City. Our roadway is not designed U turning and linear parking. The incidental damage to driving over corner sprinklers and driveway spouts, hitting poles and scraping the garage doors' fronts and things of that nature. It all adds up.

A pattern has emerged that we can use to temporarily educate and retrain the traffic.



Occasionally you may see one or two orange pilons in the front of the drive. If we could ask you to carefully navigate around them we would appreciate it. In the morning the pilon will be in front of the incoming side and in the afternoon it will be in the outgoing side. Just feel free to use the other 'wrong side'. This is not a permanent solution. It is an attempt to get the drivers use to using the street(s) instead of the Lane. This is also important for the City to observe and learn the volume as well so that the final solution will accommodate the maximum flow or worst case scenario. This may seem painful at first, but the result will be a more robust solution that will handle the volume instead of offloading to the Lane.

We would like to hear from you. No suggestion is too small.

The Board

NEWSLETTER

December 2020

Christmas/New Year Edition

WE ARE NOW SELF-MANAGED

We are now past December 1st, 2020, which was the official transition date. The accounting system will continue to be run in parallel until mid-January to ensure that all numbers are correctly reconciled. Earlier this year, we had promised to let you know how everyone chose to pay condominium contributions. Hence, as promised, here are the details.

Table 1 – Choice of payment options.

Prepaid	Monthly Check	E-mail Transfer	Monthly Invoice	Auto Withdrawl	Credit Card
4	3	1	11	5	0

We want to sincerely thank you all for working with us to transition payment options. This indeed was the most challenging part of the process. As a side note, anyone wanting to use automatic monthly withdrawals can just contact linda.j.storm@gmail.com. The method that is the least expensive and we love the most is E-mail Transfer.

COMMUNITY SPIRIT

Does anyone have anything creative to add to our main entrance garden/shed for Christmas? If you do, please feel free to pitch in. If it requires a ladder or something of that nature, just drop it off at Unit #7 with instructions, and it will get installed. We don't want anyone getting hurt or slipping.

NEW OWNERS PORTAL

<https://My-SHV.ca>

If you have not done so already, please take the time to visit the new owners' portal for additional information on meetings and monthly accounting. This is most important now that some documents like the insurance certificates have been updated since the management transition. Please download these updated documents and send them to your individual insurance companies for reference.

Simple service requests can also be made using this portal. If you have any ideas for the owners portal, please do let us know.

IN CASE OF EMERGENCY

In cases of emergency, you must call 911. The general rule is to reach 911 whenever there's a threat to life or property – such as an accident or crime, fire or medical emergency. For police concerns that are non-urgent call the police non-emergency number at 403-266-1234 or file an Online 311 report. If the damage is on our common property, please copy it to the board. For matters inside your unit, please call your insurance company first. Your insurance company will contact us if necessary. Our concern is your safety.

If you are new to condominium life, please do not hesitate to contact us to answer your questions and address your concerns.



STAY SUPER WARM AND SAFE .. the Board.

NEWSLETTER NOVEMBER 2020

UPDATE ON MANAGEMENT TRANSITION

The official date for taking over is December 1st, 2020. It is anticipated that the transition will take at least thirty to sixty days. Our plan is to continue essential operations and duties during this time to ensure that nothing falls between the cracks. During this time, we may need to contact you regarding monthly contributions and balancing of accounts. We are asking for your patience during this time to allow us to balance the budgets and move the information from the old FSR systems into our new system.

GOING AWAY?



The board wishes to remind those Sunbirds who are away for extended periods to double-check their insurance

policies.

1. Make sure that your home has coverage during periods of extended absence. This would include damage from frozen water, water leaks, break-in and vandalism.
2. Be sure that you ask the right question. There is a difference between a home being temporarily vacant versus unoccupied. The period allowed for both or either is policy dependent and varies from insurer to insurer.

Once these items are clarified, make sure that your away contact information has been communicated to the board.



NEW PEST SOLUTION

We have said good-bye to Marten's Pest Services and have onboarded Lavellan Pest Services Inc. The contract is a step up from Martens at a lesser cost. Lavellan Pest Control Services Inc. will work directly with owners who wish to have additional personal rodent and ant services provided in and around their unit. Personal negotiated services will be entirely between yourself and Lavellan. Requests for services outside of the existing negotiated contract will be billed directly to you (the owner).



SNOW REMOVAL



The term snow removal seems politically incorrect when all we seem to do is pile it up here and there.

Heavy snowfalls result in large snow humps. We know how everyone loves those snow humps in their front yards. Both the board and the contractors try their very best to ensure everyone gets a snow hump with no favourable treatment. So please be understanding with full assurance that it will be cleaned up in the spring.

NEW OWNERS PORTAL

<https://My-SHV.ca>

If you have not done so already, please take the time to visit the new owners' portal for additional information. Simple service requests can also be made using this portal.

- The Board.

NEWSLETTER

OCTOBER 2020

IT'S TIME TO WINTERIZE YOUR FAUCETS AND SPIGOTS



Hello everyone, we wanted to ask you all to check and winterize your outdoor faucets. Here are the procedures to remove as much water as possible to avoid water freezing inside the spigot.

1. Disconnect all the hoses and splitters that are attached to the faucet. It is essential to do this before the freeze and not after.
2. Turn off the water that feeds the pipe to the spigot.
3. Open the spigot and release all the water.
4. Inspect the faucet for any leaks or drips. Dripping water indicates a spigot with a leaky washer or cartridge, which can trap water inside the pipe that feeds the faucet.
5. If you are a keener you can wrap the spigot for the winter.

A NOTE ABOUT PERSONAL HOMEOWNERS INSURANCE

We can't emphasize how important it is that you work with your current insurer to make sure that your homeowner insurance coverage is aligned with the condominium insurance coverage. Provide a copy of the most current bylaws and the condominium insurance certificate to your insurance

company. Ask them to make sure that your homeowners insurance covers all the necessary items to ensure that there are no gaps in coverage.

NEW OWNERS PORTAL

<https://My-SHV.ca>

A new easy to use portal has been created. The portal has been updated with all of the documents and information required. For example, you could download the documents mentioned in the insurance instructions above or provide a this link to anyone who requires these documents. These documents are public domain and do not require login security. Simple service requests can also be made using this portal.

IN CASE OF EMERGENCY

In cases of emergency it is important that you call 911. The general rule is call 911 any time there's a threat to life or property – such as an accident or crime, a fire or medical emergency.

For police concerns of a non-urgent nature such as minor accident, general community complaints, late reporting of incidents including stolen or damaged property call the police non-emergency number at 403-266-1234 or file a [Online 311 report](#). If the damage is on our common property please copy to the board. For matters inside your unit please call your insurance company immediately with copy to the board. Our concern is your safety.

Enjoy your Thanksgiving weekend. The Board.