



Springside Residents' Association
406, 917 85 Street SW, Box 142 • Calgary, AB T3H 5Z9

Website: www.springsideresidents.com
Email: info@springsideresidents.com

SRA Board of Directors Meeting Minutes – August 16, 2018

Meeting called to order at 6:30 pm

Present / Quorum met: Tom Dickey, Brenda Merz, Michella Pritchard & Barbara Eliuk

A Springside resident came for the start of the meeting as he had concerns about a recent email that was issued to residents that seemingly appeared to have come from the Springside Residents' Association, but rather was sent from an anonymous sender. This resident was alarmed at the breach of confidential information. He went on to say that following receipt of said email; he read through much of the information on the Springside [website](#) and formed his own conclusion that the statements and information shared in the email were unfounded. He ended his time in the meeting by voicing his support and appreciation for the volunteers who make up the Springside Residents' Association Board.

The Board would sincerely like to thank this resident for attending and encourages all residents attend a future meeting if they have comments, questions or concerns they'd like to share with the SRA Board.

Following the residents' departure, a response to this unsavory email was discussed. Tom offered to put together a response that would then be issued over the weekend. It was agreed unanimously that this email response from the Board would be signed by all Members of the Board and not just Tom.

Note: Response email was sent in the afternoon of August 18th. A copy follows these minutes.

1. The meeting minutes from June 26th were approved unanimously with the following being added to the top of the minutes before being posted online: *Preceding this meeting, the board member recently expelled had an opportunity to address the Board. Following this discussion, the decision stood to expel this board member from the SRA Board.*
2. Tom welcomed Barbara to the Board to fill a vacant position. Tom also shared the news that John had resigned from the Board effective June 30, 2018. It was agreed that the latter position would not be filled before the AGM as four board members can handle the workload until then.
3. Financial update

Brenda shared the current A/R Report which sits at <\$10,000 and showed only 15 residents owing money to the Association. Ten owe only their 2018 fees of \$125. One is still with legal for collections going back to 2016. Four homeowners owe for legal fees that the Association had to pay on their behalf when these residents, going through the collections process, paid only their outstanding annual fees directly to the Association and not the applicable legal fees to Bridgeland Law. Brenda indicated these four residents have until September 15 to pay these outstanding fees at which time further action will be taken to collect on their accounts.

The 2015 and 2016 Financial Statements have been audited by a volunteer and resident of Springside. No abnormalities were found. She did an excellent job reorganizing the financial reporting information in a way that will be both clearer and easier for members to understand. These audited statements will replace the current statements that are posted on the website. She is currently working on auditing the 2017 Financial Statements and should have them completed before the next meeting in September.

The Board would like to thank this resident for her time in extensively reviewing and auditing these financial statements for the Association.

Brenda also shared a current Balance Sheet as well as a Profit & Loss Statement – both of which can now be easily generated thanks to the tireless work she's done moving the Association financial information over to QuickBooks. Both reports are included following these minutes.

Brenda suggested that the Association consider setting aside a reserve fund that generates more than a nominal amount of interest each month. It was agreed that maintenance of the stucco fence is the main asset the Association is responsible for. How much to set aside was then discussed. Next steps to determine this answer include: (1) turning to one of the condo boards who may have recently completed a reserve fund study to see if the information from their study could be extrapolated for the SRA's purpose, (2) review the painting quotes from 2015 to gain more information about the fence, and/or (3) initiate a reserve fund study. It was agreed by all that Tom would pursue.

4. Michella presented a list of 12 bid list proponents to whom the Association will possibly tender the 2019 landscaping contract out to. This list will be further refined as the process progresses. It is expected to have at least three quotes to share at the upcoming AGM in November.
5. The new proposed date for the 2018 AGM is Wednesday, November 14th at 7:30pm. The next meeting will focus on preparing the AGM packages that will need to be distributed to all members a minimum of 21 days before the Annual General Meeting.

Note: Amica has confirmed the use of their theatre space for this day/time.

6. Reviewing the proposed changes to the bylaws was tabled to the next meeting; however, a printout detailing each change individually was distributed for review before the next meeting.

The meeting was adjourned at 8:23 pm.

The next meetings are as follows:

- Tuesday, September 11, 2018 at 6:30pm in Amica's private dining room.
- Thursday, October 4, 2018 at 6:30pm in Amica's private dining room.
- Thursday, November 1, 2018 at 6:30pm in Amica's private dining room.
- AGM: Wednesday, November 14, 2018 at 7:30pm in Amica's Theatre Room.

Email from the Board sent via email to residents on August 18, 2018

RE: Update and Response from your SRA Volunteer Board



Thanks to a few conscientious members of the community, it has recently been brought to the attention of the Board of the Springside Residents' Association (SRA) that an email has been sent to some residents in which many untrue statements were made about the Association. We urge all residents who received the note to disregard it as it is not the opinion of the SRA Volunteer Board of Directors. Hopefully, this note will set the record straight with regards to the misinformation that was shared.

We'd like to further emphasize that all Association communications will be sent from this email address (info@springsideresidents.com) and will be posted on our website at www.springsideresidents.com.

We cannot say with any certainty who sent the email as it was done anonymously; however, a board member was recently expelled from the Board for breaching the Association's Board Member Code of Conduct and this individual would have had access to the membership list during their tenure on the Board. The current Board sincerely apologizes for this inappropriate use of confidential information.

Rather than ignore the communication, the Board would like to take the opportunity to be open and transparent about some of the statements and concerns expressed in the note.

- In June, the secretary of the Board was expelled. Two independent and complimentary legal opinions were solicited and the expulsion was done in accordance with the Association's bylaws.
- The process for collecting unpaid fees from noncompliant residents is clearly detailed in the Encumbrance registered on each and every title in the community of Springside. The Board has taken a no tolerance approach to nonpayment of fees as this is what is fair to the community and is what is expected of the Board as per the Association's bylaws. However, the Board has also issued additional letters/emails to residents with overdue accounts in a concerted effort to avoid the need to engage a lawyer to collect outstanding fees. This Board has not engaged legal counsel for any new accounts, but is continuing the pursuit of unpaid accounts set in motion before they were elected. It should be noted that only 15 residents currently owe money to the Association out of 609 homes. The Board will engage legal counsel if absolutely necessary and only after multiple requests for payment prove insufficient to collect from these homeowners.
- Since mid-2015 the Association has been outsourcing work to a contractor, this has greatly enhanced the Association; however, it also comes at a price. Managing a residents' association is an administratively heavy task and volunteers are not always able to take-on all of the necessary work. Springside is not alone in outsourcing its administrative work as many neighbouring communities do as well. The Board is endeavoring to keep administrative costs to a minimum. However, it has been challenging in 2017/18 to keep costs low when faced with overdue fee collection and disputes between individual residents and a volunteer Board of Directors resulting

in such outcomes as expelling an entire board and having to issue this response. Fortunately, some work has been moved away from the contractor and onto willing members of the Board over the past several months – an effort which will continue into the future.

- All decisions made by this Board have been voted-on by the board members in attendance at each meeting. No decisions were made in isolation and every board member has had an opportunity to have their voice heard; however, the Board must move forward with the priorities and decisions made by the majority – some votes are unanimous, others are close.
- The current board has not renewed or signed any new contracts, but is actively working through the process of tendering out the landscaping contract for the 2019 growing season.
- Minutes from the past two years are posted on our [website](#) for anyone to review. Community members are also able to attend board meetings as detailed on the Association's website. We had our first resident attend our most recent meeting to express his support for the Board.
- The Board recognizes the need to update the Association's bylaws and is actively working towards correcting the issues that exist within. These proposed changes will then be put to a vote by the membership at the 2018 AGM in the Fall. The Board has made a decision to resolve the most glaring issues within the existing bylaws versus bringing forward an entirely new set of bylaws with the thinking that the former would more quickly and more easily be approved by the membership and that additional changes could be proposed the following year and so on until the bylaws are where they need to be.
- A meeting was held in April with the City of Calgary to discuss options for fee collection, landscaping responsibility and possible funding. The City was clear that while the landscaping that the SRA has undertaken is on City property, the SRA is not in contravention of any City Bylaws by performing such and have no issues with the Association continuing its work.
- Lastly, the email sent presented a petition to force the Association to call a Special Meeting to then vote to either dissolve the Association or remove the current president and restructure the Association to a voluntary (versus mandatory) fee structure. The 2018 AGM is slated for this Fall (likely mid-November). Forcing another meeting earlier is an expensive endeavor when considering how soon the AGM will be happening. We encourage residents to carefully consider adding their signature to any petitions and/or proxies. The Association brings a great deal of value to the community, which in turn increases the value of each of our homes – without the Association and its mandatory fee structure the neighbourhood would quickly start to diminish.

We appreciate both your support as well as the time you took to read this lengthy note. We hope the note cleared up any misinformation that was inappropriately shared by one member of the community. As mentioned, the 2018 AGM will be scheduled for the Fall. The details will be posted on our [website](#) once they have been confirmed. We invite all members of the community to attend this AGM – it is the best opportunity to ensure your voice is being heard and to ask any questions or share any concerns.

Sincerely,

Your Springside Residents' Association Volunteer Board of Directors
Tom Dickey, Brenda Merz, Michella Pritchard and Barbara Eliuk

SRA Balance Sheet as of August 16, 2018

10:12 PM
08/14/18
Accrual Basis

Springside Residents' Association Balance Sheet As of August 16, 2018

	Aug 16, 18
ASSETS	
Current Assets	
Chequing/Savings	
Bank - ATB Chequing	154,693.85
Total Chequing/Savings	<u>154,693.85</u>
Accounts Receivable	
Accounts Receivable	10,039.15
Total Accounts Receivable	<u>10,039.15</u>
Other Current Assets	
Prepays & Deposits	21.87
Undeposited Funds	2,491.19
Total Other Current Assets	<u>2,512.86</u>
Total Current Assets	<u>167,245.86</u>
TOTAL ASSETS	<u><u>167,245.86</u></u>
LIABILITIES & EQUITY	
Equity	
Retained Earnings	161,641.72
Net Income	5,604.14
Total Equity	<u>167,245.86</u>
TOTAL LIABILITIES & EQUITY	<u><u>167,245.86</u></u>

SRA Profit & Loss as of August 16, 2018

10:10 PM
08/14/18
Accrual Basis

Springside Residents' Association Profit & Loss January 1 through August 16, 2018

	Jan 1 - Aug 16, 18
Ordinary Income/Expense	
Income	
Annual Dues Income	75,125.00
Interest Income	43.87
Late Payment Fee Income	365.34
Legal Fee Recoveries	7,833.57
Total Income	84,367.78
Gross Profit	84,367.78
Expense	
Administrative Expenses	
General Administration	22,874.53
Online Payment Services	2,267.31
Website Maintenance	1,889.40
Total Administrative Expenses	27,031.24
Bad Debt Expense	24.99
Collection Expenses	
Collections Administration	912.47
Legal Fees	7,833.57
Total Collection Expenses	8,746.04
Community Events	558.60
Insurance	1,018.42
Maintenance	
Fence Maintenance	2,709.00
Landscape Maintenance-Contract	30,988.95
Landscape Projects-Extras	7,686.00
Total Maintenance	41,383.95
Total Expense	78,763.64
Net Ordinary Income	5,604.14
Net Income	5,604.14