

**MINUTES OF THE ANNUAL GENERAL MEETING
OF THE CO-OWNERS' SYNDICATE OF MANOIR IV
HELD ON OCTOBER 30, 2017 AT 7:00 P.M. IN THE RECEPTION HALL**

PRESENT:

- **The administrators:** Denise Arcand, Mohammed Hmamouchi, Jorge Zylberberg
- **The meeting officers:** Lucie Chagnon (President), Marianne Samaan (Vice-President), Jacqueline Siag (Secretary)
- **The co-owners.** Please note that the list of co-owners present at the General Meeting is available at the Administration office for consultation on the spot only. Several co-owners have requested that their name and apartment number not be distributed out of respect for their privacy.

Type of unit	Total number of units	Number of people present at the AGM	% representation according to the units	Value of votes per unit	Potential number of votes	Total number of votes at the AGM
4 ½	62	24	23.5 %	44	2728	1056
5 ½ centre	60	21	25.6 %	55	3300	1155
5 ½ corner	62	37	50.9 %	62	3844	2294
	184	82	100 %		9872	4505

AGENDA OF THE OCTOBER 30, 2017 MEETING

1. Opening of the Meeting
2. Adoption of the Minutes
 - a. General Meeting of October 26, 2016
 - b. Special Meeting of June 14, 2017
3. Report of the Board of Directors
4. Financial Report 2016-2017
5. Budget Forecasts 2017-2018
6. Contingency Fund
7. Administrators' Salaries (vote)
8. Modification to the Building Rules (vote)
 - a. Rental of units
 - b. Administrative fees
9. Presentation of the candidates for the position of Administrator
10. Election of the Administrators (vote)
11. Election of the Meeting officers (vote)
12. Other business
13. Closing of the Meeting

1. Verification of the quorum and opening of the Meeting

The President announces at 7:35 p.m. that the number of votes present is 4505 and the required number is 4937. Since the quorum of votes has not been reached, the President suggests one of the following two procedures: to wait until 8:00 p.m. for the opening of the Meeting or to begin right away. However, she notifies the Meeting that if the people present agree to the second procedure, they will not be able to dispute it later. None of the co-owners asks to wait until 8:00 p.m.

Opening of the Meeting

It is resolved to proceed to the opening of the Meeting. Resolution 2017-10-30_01

Moved by Jean-Pierre Déry (1508)

Seconded by Vanima Moran (208)

Adopted

Instructions to the Meeting. The Meeting President, Lucie Chagnon, welcomes the co-owners to the 37th Annual General Meeting. She reminds the Meeting of the instructions for the smooth running of the Meeting and the elections.

Attendance of persons other than the co-owners. The President checks whether there is any objection to the attendance of husbands or wives of the co-owners since, legally, only one person is authorized to be present. It goes without saying that only one of the two co-owners can act (intervene or vote). There is no objection.

2. Reading and adoption of the Agenda

It is resolved to accept the Agenda as presented. Resolution 2017-10-30_02

Moved by André Larivière (212)

Seconded by Jean-Pierre Déry (1508)

Adopted

3. Reading and Tabling of the Minutes of the October 26, 2016 and June 14, 2017 Meetings.

The Minutes were delivered to the co-owners during the days following these Meetings. No co-owner has disputed them.

Adopted

4. Report of the Board of Directors 2016-2017

The Administrators present a broad outline of the detailed report of activities which had been delivered to the co-owners within the prescribed time.

The President suggests that this presentation be made in 2 stages: points 1 to 7, followed by a question period; points 8 to 13 followed by a second question period. The co-owners accept the procedure.

The salient facts pointed out by the Administrators during the reading of the report for points 1 to 7:

- Beginning of the term of office — condition of the premises. The Administrators concentrated on the aspects of maintenance of the building and its equipment. They wanted to acquaint themselves with the current condition of our building in order to plan the various activities. They chose to read and to respect to the letter the articles of the Declaration. They identified significant expenses and planned the budget

- accordingly. For example, as regards the balconies, the garage, the drains, the electrical system, the piping on SS1 and on SS2, pumps, water pipes, ventilation, heating of the garage, etc.
- Insurance. Now the building is insured by Intact Insurance Company with a premium of \$36,000 and a deductible of \$25,000 for water damage.
 - Thanks to Alexandre Debs. The Administrators wish to thank Mr. Alex Debs who left them after 4 months of work for the Administration. He noted the complexity of his office in relation to his responsibilities, but he very often gave them his opinion on a certain number of subjects.
 - The Priorities Noted. To make sure there are cordial exchanges with the co-owners to find solution tracks. To show proof of vigilance with regard to the application of the Declaration and the rules of the building for living together harmoniously under the same roof. They deplore a lack of cooperation on the part of certain co-owners, although there are only a few of them. They wished to work meticulously with respect to the quality of the work and on the budget so that it would be balanced.
 - Reorganization of the Services. There was the reorganization of the services which allowed them to put measures into place to optimize the management of the time and money of the building thanks to the performance indicators which help to put into place annual planning of the distribution of the tasks among the 3 Administrators and also among the various employees for efficiency of the services to the co-owners.
 - Contingency Fund. The contingency fund is in good health. As at June 30, 2017, the bank accounts and the investments are \$884,000.
 - Communication and Presence of the Administrators. The Administrators wished to improve communications between first the Administrators and the employees and mainly with the co-owners. Every day there will be an Administrator present at the office. In April, 2017, there was an Information Meeting, then in June, 2017 there was a Special Meeting.
 - Website. A Website was designed to optimize any pertinent information on the co-ownership.

The President invites the co-owners to ask questions on points 1 to 7 of the activities report.

Question: Reny Warsiyati (711): Wishes to know how the insurance works because before, the amount was \$45,000 and now, it is \$36,000 if there is water damage.

Reply: The Board of Directors ("BD") explain that the insurance premium of \$36,000 mainly covers the building in case of fire, earthquake, etc. However, all the situations of water damage in the apartments comes under the liability insurance of the co-owners or tenants. For example, the liability insurance of the Syndicate of Co-ownership covers the forcing back of water in the building's garage, and the water damage caused by the building's facilities. It is the liability insurance of the Syndicate which is going to cover the costs resulting from this kind of situation after the Syndicate will have disbursed the deductible of \$25,000, if the damages exceed this amount (instead of a \$50,000 deductible which had been provided for in the former Desjardins Insurance policy). Another example. In 2012, Manoir IV had redone the roof and unfortunately there was seepage; two apartments on the 17th floor had damage and damages linked to the seepage in the roof. In 2014, a part was redone and it is the insurance which will pay. Also, Manoir IV is insured for the machinery and all the assets which are located in the building and not in the condos. It is the co-owners or the tenants who must insure the liability for water damage and other damage inside their unit and everything which is found or occurs in it. It is for this reason that the Administration requires that each co-owner or tenant has liability insurance. If the damage is caused by inept use of a co-owner or

tenant, the insurance of the building does not come into the picture at all. In that case, the co-owner or tenant must declare the incident to his/her insurance company and that company will communicate with Manoir IV's insurance company. With that, the BD invites anyone interested to consult the contract at the office.

Comment: Harout Torossian (1705) thanks the Administration for the beautiful work which was done on his balcony.

The Administrators continue the reading of the activities report with points 8 to 13:

- Legal Affairs and Litigation: files with the lawyers and files with the suppliers
- Maintenance and Aesthetics of the Building; Bedbugs (extermination and prevention); Tempo Shelter; Air Exchanger in the Corridors; Swimming Pool; Windows; Ventilation Unit; Garage Entrance and Parking; Elevators; Drainage System and Pumping Stations in the 2nd basement; Alarm System (entrance doors of the building); Water Damage and Third-party Damage; Exterior Improvement of the Building; Valuation of the Building.

Major Work — Repairs of the facades and balconies. Mohammed Hmamouchi informs the Meeting of the work done to date. In November, there will be an information meeting which will specifically concern the work on the balconies and facades. Mr. Hmamouchi deplores the fact that several co-owners do not see why their balcony has not been done while others have been. Some have also accused them of incompetence. In the meantime, anyone wishing to consult the files, the contracts, the planning will be welcome. Finally, Mr. Hmamouchi declares that the Administrators have made sure to have a guarantee on the quality of the product. The contract continues until June, 2018, because 90% of the work has been carried out. There remain the technical work which must be discussed at the November meeting in order to make a collective commitment.

Respect of the Regulations and Living Well Together: Mr. Hmamouchi discusses the registered Regulations of the building and invites the co-owners (as well as the tenants) to be more respectful of the Regulations such as the guide for installation of a floor, the various nuisances (noise, odours, negligence, dirt, etc.), the problem of cars which travel at high speed.

Management Delegation. The BD is tackling the question of management delegation and states that the present Administrators whose term of office ends on October 30, 2018 have considered delegating a part of their tasks to a management company. However, this will be conditional on a complete study which will establish a list of the advantages and of the costs. The results of this study will be passed on to the co-owners and a decision will be made during the next General Meeting of 2018.

Thanks. The BD thanks people who have worked with the BD and have helped them voluntarily, specifically by name, former Administrators, the Meeting Officers (Lucie Chagnon, Jacqueline Siag and Marianne Samaan) as well as Carol Saykaly (translation of the documents) for their devotion to draft and translate the Minutes. Anyone who has a certain expertise in a field and who would like to help is welcome, as certain residents have moreover already done and the BD thanks them.

The President invites the co-owners to ask questions on the points 8 to 13 of the activities report.

Question: Samir Shihabuddin (1701) wants to know if the Board of Directors intends to hire a management company during the current year, while the report to the co-owners will be presented towards the end of September of next year.

Reply: Jorge Zylberberg (1605) replies that this will not be done in 3 or 4 months and that they will first have to study the situation. This is not a decision which will be made hastily and it is the co-owners who will make it after assessment of the advantages and the disadvantages.

Question: Samir Shihabuddin (1701) wished to add that this situation is directly linked to the Administrators. He understands that the decision will be made by the co-owners, but what he wishes to say is that the Administrators will hold their positions until October, 2018, the date on which this decision will be in effect if voted for.

Reply: Denise Arcand (1612) replies that the Administrators who run for election commit themselves for a year. And yet, the analysis of cost/benefit and the identification of the tasks to delegate will take time. She reminds people that in the Declaration of Co-ownership, the Syndicate must have and keep 3 Administrators who are at the same time managers who run the affairs every day. And yet, even after having decided to delegate a part of the management of the building, there will still be 3 Administrators responsible for supervising this outside work. Moreover, if the Administrators have less work time, it will be the responsibility of the AGM to adjust their remuneration as a result, but they will still remain indebted to the co-owners. All this will be the subject of an information meeting when the Administrators will have all the facts in hand. They promise not to make a unilateral decision, even if the Declaration gives them the power to do so.

5. Financial Report 2016-2017

Presentation of the financial statements sent to the co-owners at the time of the notice of convocation: the revenue, the operating expenses and the excess of revenue.

Following the presentation, the co-owners are invited to ask questions.

Comment and question: Eduardo Cuptor (201) considers that the Mañoir IV Website is a very good idea, but feels that the production cost is high. He emphasizes that it is not up-to-date, because the names of an Administrator and of the concierge are not right. On another level, he wants to know whether the bookkeeping is done internally or if the service is outsourced.

Reply: Mohammed Hmamouchi specifies that there is an update of the site planned for the next few days. On another level, Denise Arcand specifies that the bookkeeping was outsourced, because none of the Administrators had accounting expertise. However, as soon as she became an Administrator, she took charge of the accounting as part of her duties.

Question: Antoine Sepetdjian (602) recognizes that the former Administration did not increase the condo fees, but he sees that the expenses have increased by 5%. He asks what the policy is going to be for the increases in condo fees, specifying that if there is never an increase, there will be less money transferred to the Contingency Fund.

Reply: Denise Arcand explains that despite the fact that there has not been an increase in condo fees, an amount of \$220,000 has been added this year to the Contingency Fund, which gives a small surplus of \$227,000. The room for manoeuvre is slim and it will be necessary to bail out the Contingency Fund because there are major expenditures to come. Even if there was not an increase in the condo fees this year, perhaps there will be one next year. If in the meantime a major event occurs and we are short of money in the Contingency Fund, it would be necessary to consider a special contribution or an increase in the condo fees. For the moment, the BD is trying to maintain the condo fees while guaranteeing the integrity of the Contingency Fund.

Comment: Mohammed Hmamouchi adds that there will be an updating of the plan made in 2012 on 25 years, following which the BD will be able to better distribute the expenditures for each year in order to be able to decide whether or not it is necessary to increase the condo fees.

6. Contingency Fund

Denise Arcand informs the co-owners that there were contributions of \$220,000 this year and interest of \$5,000 thanks to a rate of 5.6% on a guaranteed investment. The Administrators had to spend \$63,754 as entered on the list of major repairs, including for this year the balconies and facades, \$9,830, which is the first expenditure relating to this project incurred during the month of June. The rest will be in large part settled in July.

In addition, the BD had not noticed that the budget of last year asked for a contribution of \$226,000 to cover inflation. As the BD had set it at \$220,000, \$6,000 will be added to the contributions of this year. The budget for major repairs was \$375,000, of which \$300,000 was for the repairing of the balconies and the structure. Only \$10,000 was spent. The rest will be spent next year. All the other expenditures have been covered, except for the ventilation and the garage which will be part of the plans for 2018.

7. Proposed Budget 2017-2018

Salient Facts noted

- Condo Fees. No increase in condo fees.
- Administrators' Salary. The Administrators do not request an increase in salary.
- Excess and Contingency Fund. There will be an excess of revenue of \$278,418. \$239,000 will be added to the Contingency Fund on top of the \$6,000. This will leave an excess of \$39,418 which will also be added to the Contingency Fund because we foresee expenditures of \$639,000.
- Facades and balconies: They are estimated at a total of \$450,000. At present, \$300,000 has already been paid according to the planned budget. There remain other invoices to settle such as work to be done surrounding the beams, work on balconies which has not been done. All that will be discussed in November.
- Elevators: An assessment is planned for an upgrade of the elevators which is required. It will cost \$100,000 at the rate of \$35,000 a year beginning with this year.

- Swimming Pool: The locker rooms, the sauna and the toilets are to be redone. In the men's side, there are problems of water accumulation, floor that buckles. There is also the fire alarm system to have repaired.
- Basement 2: Work has begun on the evacuation drains of SS2 and it will be completed this year as well as the lighting, heating and ventilation of the garage.
- 25-Year Planning. The updating of the 25-year plan will be done this year and will cost \$6,000. It is the same engineering firm, St-Pierre et Associés, who will do it taking into account everything which has been done to date and of the condition of the premises for the next 25 years, including the unexpected.
- Forecast for the next 5 years. Presentation of the 5-Year Plan 2017-2022. It is advisable to read the details on page 1/1.

Question: Samir Shihabuddin (1701) asks on what basis the BD has put forward the 5-Year Plan.

Reply: Denise Arcand (1612) explains that the 5-Year Plan allows us to identify the priority work by year with the related costs, the major work to have done as well as the lifespan of what there is, considering inflation. Mr. Shihabuddin is invited to go to the Administration office if he wants a more complete explanation on this point.

The President thanks the Administrators for these very comprehensive reports which show a great deal of competence.

8. Salary of the Administrators

The Administrators are not asking for a salary increase. Everyone agrees and no one asks for a vote.

It is resolved that we will keep the status quo for the Administrators' salary. Resolution 2017-10-30_03

Moved by André Larivière (212)

Seconded by Jocelyne Denis (1704)

Adopted

9. Modifications to the Building Rules

Considering the increase in the number of tenants at Manoir IV, additional costs linked to their presence, the fact that 80% of the complaints are linked to the tenants (noise, failure to respect the rules, etc.), the Administrators have drafted some rules, with the contribution of certain co-owners. They have been submitted to two reputable law firms, Papineau and Joli-Coeur Lacasse. The latter have issued recommendations to assure their legality.

9.1 Rental of the units

The co-owners have received within the stipulated delays the draft of Rule 18.9 surrounding the rental of units. Mohammed Hmamouchi explains that the BD worked during several months to better supervise rental in the building. These modifications will be applied from November 1st. Jorge Zylberberg (Administrator) adds that there is something new in Article 18.9.2. The co-owner lessors share from now on the increase in the cost of liability insurance for Manoir IV linked according to the number of rentals.

Question: Adèle Mascisch (1502) asks why the co-owner does not indicate in the lease that it is forbidden to rent for a short period of less than one year.

Reply: Denise Arcand specifies that there already is an article in the Rules which mentions this.

The President asks whether the co-owners are ready to carry out the adoption of Rule 18.9 on the rental of units. No co-owner is opposed to it.

It is resolved to accept Article No. 18.9 (from 18.9.1 to 18.9.10). Resolution 2017-10-30_04

Moved by Jocelyne Denis (1704)

Seconded by Karen Hofman (1406)

Adopted

9.2 Administrative Fees

Denise Arcand explains that the purpose of these articles on the Administrative Fees is to supervise the rentals, to enforce the Rules and to compensate for the time required for the management of the special files. There are new fees which are proposed: for example, a request for information on behalf of a notary at the time of the transfer of a condo sale, a request for information from outside. The BD will invoice for the time devoted to it. Often offices of notaries have declared they were surprised not to have been invoiced for this service. Similarly, when we have to, for example, manage water damage for 3 hours, it is natural that we invoice the bill to the co-owners as a result.

Jorge Zylberberg reminds people that when they plan a move or the receipt of heavy or cumbersome merchandise, they must notify the Administration.

Question: Adèle Mascisch (1502) mentions that the condo fees already include the salary of the Administrators and asks why we find ourselves with additional fees, for example, \$50 an hour for the work of a concierge.

Reply: Denise Arcand (1612) mentions that if damage is caused by a co-owner or a tenant, presently, all the co-owners pay for the time that the concierge will take to settle the problem caused by that co-owner or tenant, in addition to his regular work. What is proposed is that he get back to the co-owner or the tenant responsible for the damage to pay the bill.

Question: Isabel Slama (1512) asks where we can obtain a copy of these articles.

Reply: Denise Arcand invites her to come to the office to take a copy or to visit the Manoir IV Website.

Question: Jacqueline Siag (702) asks where the Administrative Fees will go. Into the Contingency Fund?

Reply: Denise Arcand specifies that the Administrative Fees will go into the General Fund (in French "Fonds d'opérations") from which the expenses incurred to settle the problem are taken out. If we pay the concierge to repair damage, his salary will go to the General Fund. That is a way of recovering the expenses incurred.

It is resolved to accept Article No. 18.10 (from 18.10.1 to 18.10.2). Resolution 2017-10-30_05

Moved by Jacqueline Siag (702)

Seconded by André Larivière (212)

Adopted

10. Election of the Administrators

Three co-owners have submitted their candidacy for the positions of Administrator. Since there are three positions, these candidates are elected by acclamation, unless a co-owner asks for a vote.

The President asks whether a co-owner asks for a vote. No vote was asked for. They are therefore unanimously elected by acclamation. The Administrators for the years 2017-2018 are Denise Arcand, Mohammed Hmamouchi, Jorge Zylberberg.

Mohammed Hmamouchi thanks the Meeting on behalf of his colleagues and hopes that the BD will measure up to their trust. He hopes for a close collaboration with all those who are ready to assist them with their expertise.

11. Election of the Meeting Officers

Denise Arcand chairs the point on the election of the officers. She informs the Meeting that the three current officers are ready to submit their candidacy once again. Denise Arcand carries out the call of the candidates.

For the position of President of the Meeting

It is resolved that Lucie Chagnon be Meeting President for the year 2017-2018. Resolution 2017-10-30_06

Moved by Jean-Pierre Déry (1508)

Seconded by Nada Mansour (506)

Adopted

For the position of Vice-President of the Meeting

It is resolved that Marianne Samaan be Vice-President for the year 2017-2018. Resolution 2017-10-30_07

Moved by Adèle Mascisch (1502)

Seconded by Karen Hofman (1406)

Adopted

For the position of Secretary of the Meeting

It is resolved that Jacqueline Siag be Meeting Secretary. Resolution 2017-10-30_08

Moved by Carol Saykaly (911)

Seconded by Jocelyne Denis (1704)

Adopted

12. Other business

The President asks whether there are other questions or comments before closing the Meeting.

Question: Adèle Mascisch (1502) asks: If there was a budget of \$450,000 for the balconies and the facades, is the \$300,000 which has been paid part of the \$884,000? Secondly, as regards snow removal, will the concierge or a company look after that task?

Reply: Denise Arcand specifies that concerning the balconies, the amount of \$300,000 is deducted from the amount of \$884,000.

Reply: Mohammed Hmamouchi informs the Meeting that concerning the question of snow removal, the BD has contracted with a company which charges \$5,000 while beforehand the superintendent charged \$6,000 and sometimes had to work at night which slowed down his daytime work since he was tired.

Question: Samir Shihabuddin (1701) says he appreciated the way in which the BD led the work on the balconies, but points out that in the Declaration there is an article which says that a project exceeding \$10,000 must be approved by the co-owners. He asks why the Administrators did not consult the co-owners.

Reply: Denise Arcand replies that the article in question refers to emergency work. As the work incurred was part of the budget during the General Meeting of last year and that no one was opposed to it, the project was put forward.

13. Closing of the Meeting

It is resolved to close the Meeting. Resolution 2017-10-30_09

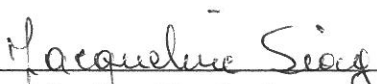
Moved by Jocelyne Denis (1704)

Seconded by Roswitha Berchtold (1702)

Adopted



Lucie Chagnon, Meeting President



Jacqueline Siag, Meeting Secretary

Thanks to Carol Saykaly for having translated these Minutes.