

## VR2540-2 – Pacific Point 2 – Virtual Town Hall Meeting – Tuesday June 30, 2020 – Q & A

The following are the questions that were asked during the virtual town hall meeting along with answers. Names have been removed for privacy reasons. Additionally, three questions that were raised about the legal claim have been removed.

Q: What is the action plan if extensive mould is found while exterior framing and windows are being removed? How will residents be affected? Relocated?

A: If mould is found on the exterior of the interior wall system (i.e.: when they remove the exterior and insulation and expose the drywall of the unit), they will apply a treatment to contain the mould and stop it from being released into the air (encapsulate). They will identify the area on the detailed plans and when they do repairs within the unit, they may remove the affected area and replace with new drywall. Residents will not need to be relocated as the interior wall will not be removed until such time as the mould is contained.

Q: What will be the working hours? What hours of the day will noise begin and end?

A: Working hours are Monday to Friday from 7:30am to 4:00pm. In the event they need to work longer to finish a window installation, they will advise the affected owner. On rare occasions, work may be conducted on Saturday, but advance notice will be provided.

Q: is this a silent meeting as no audio at all?

A: Panelists can speak. Owners that have logged in are muted. Owners can ask questions by typing them in.

Q: When replacing windows how long will they be in our suite?

A: This depends of course, but windows will be replaced the same day the old ones are removed and the window re and re process may be one to three days per suite depending on size. Interior repairs will happen a few weeks after the window install. This should take 2 - 3 days to complete.

Q: How long will it take for one unit to have construction workers in your suite to put in new windows?

A: As above. A minimum of 48 hours notice will be provided to owners.

Q: I have been turned down by two banks because they won't refinance a condo in a building that is undergoing construction with a Special Levy. Any suggestions how to secure refinancing?

A: Try reaching out to Jordan Thomson Mortgages at [www.jordanthomson.ca](http://www.jordanthomson.ca).

Q: How do you handle providing access to the building if you don't live there? We will not be able to provide access within 48 hours and we will not see signs posted in the elevator. We will not be available to remove blinds.

A: Please confirm that FirstService has your correct contact information (email address and phone number) and make sure your tenants are aware of the construction. Notices will be posted to email as well as in the building. FirstService Residential will provide contact information for someone to assist with removing blinds.

Q: November to February is cold. Will EIFS and window replacement occur during this cold snap? The baseboard heaters can barely keep up now during cold snaps.

A: The scaffolding and mesh screen will offer some protection from the cold. In the event the resident experiences extreme cold, they should have a space heater for the duration of the cold snap.

Q: How do you ensure that contractors take off their shoes and cover your furniture when entering your

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unit? We do not want to provide access to contractors without owners present and will require at least two weeks notice to grant access.

A: Contractors will remove shoes or wear foot protectors and use drop cloths. Notice of 48 hours is given to enter suites, where possible we will give up to a week's notice. Owners are asked to cooperate with a complex and changing construction process by granting access when requested.

Q: Please explain more about how they select contractors?

A: All contractors are qualified and have a demonstrated ability to perform. Your elected Strata Council reviewed their options and agreed to proceed with preferred bidders, working under the supervision of RDH Construction Management.

Q: When do you think scaffolding will start to go up?

A: Anticipated to start scaffolding early August 2020.

Q: At one point we were told the scaffolding would be built in such a way that it doesn't obstruct our views. Will that be the case? If not, why did you decide against scaffolding that keeps the view unobstructed?

A: No, it will not be the case. The use of a mast climber on one section of the building was a potential option, but this option was not a cost-effective option.

Q: What does it mean we are starting in a good financial position? Have the colours and window designs etc. already been picked? Do the owners get to vote on that?

A: The project is on budget. Council chooses the colours and makes the design decisions.

Q: I think we should all be able to see the questions from other owners! It would be helpful.

A: During the COVID-19 pandemic, we are doing our best to provide a platform where owners can attend a presentation and ask questions. While we appreciate the fact, it is not ideal to hold such a presentation remotely, we find that this "Webinar" approach is the most effective in getting the message out to owners while at the same time as allowing for input from owners.

Q: When will we need to remove the blinds in the unit? How long will they need to be removed?

A: Blinds will need to be removed just before they start work on your specific unit. A general notice will go out to the affected units well in advance to prepare you for the upcoming work. There will then be a minimum 48 hours notice for when the workers will need access to your unit.

Q: When does the scaffolding start? Does that 18-month timeline start then?

A: Early August 2020. Yes, the construction timeline starts then.

Q: ARE THE DENS SAME AS THE PATIOS?

A: Enclosed dens are different than exterior patios. Most units have an enclosed den while only a few units have an exterior patio.

Q: If tenants have the standard blinds, can strata help organize or instruct their removal/restoration?

A: Yes. Details will be provided to assist with the removal of blinds.

Q: Does 'clear path to the window' include removing furniture on the walls next to the window, or is accessing the front of the window enough?

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A: Anything in front of the window will need to be removed. Furniture on a wall beside a window will not need to be removed. However, please allow 3” around each window for the contractors to work. If in doubt, ask the superintendent.

Q: When removing the blinds, do we need to only remove the fabric roll down portion, or also the metal valence housing as well?

A: Metal housing as well.

Q: What type of windows will be installed to replace the existing and will they be the same make?

A: The windows selected by Strata Council have fibreglass frames and are double-pane, thermally insulated windows. They are much better than the current windows. They come from a different manufacturer.

Q: are owners responsible for removing the blinds? And, ultimately reinstalling them?

A: Yes, but Strata Council can provide you with contact information of a person who will assist with the removal and reinstallation.

Q: And the 3ft from the window rule, owners need to apply protection for floors/carpets/furniture?

A: Trades will place protective covering on the floor. Owners will be supplied plastic to cover their furniture.

Q: Also, after the windows are replaced, suite entry will be through the suite door?

A: Yes

Q: on the inside face (interior drywall) there may be mould, will those also get remediated?

A: This is difficult to answer without seeing it and it will be dealt with on a suite by suite basis.

Q: Will we also be notified through emails? A lot of owners are working from home and may not ride the elevator as often, so it would be hard to get notified of any work from elevator notices

A: Yes, notices will be sent out by email, posted in elevators and slipped under doors when access will be required to the unit.

Q: For the occasional Saturday working hour, will we be notified ahead of time as well?

A: We will strive to provide advance notification if we know that work will extend into a Saturday.

Q: When will the project begin?

A: Early August 2020.

Q: What do we do if we have wall mounted murphy bed and wall mounted desk unit which is within the 3 feet space of patio door. These units take up most of the walls in the room.

A: There should not be an issue with a murphy bed or wall mounted desk if there is room beside the window for any necessary drywall repairs. General size of window openings will not be changed.

Q: Please, be aware that we haven't received any information on those 39 bids you mentioned. Please, email me a list of invited and accepted bidders along with their prices and accepted bids.

A: This was previously discussed with Council. We can provide a list of invited bidders but cannot supply

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their prices.

Q: DO YOU START FROM THE BOTTOM UP OR THE BOTTOM DOWN? I mean bottom up or top down

A: Scaffolding starts from bottom and works its way up. Demolition and window replacement then work from top down in most cases.

Q: Just to clarify, will the whole building be scaffolded and tarped for the whole 18 months? Can you walk through the specifics of living through this process? Will you be focusing on one side of the building at a time? Will that schedule be available? I ask as I personally would like to know if my unit is affected more in a certain time and would like to be scheduled to be gone at the time.

A: Scaffolding will be erected and tarped for most of the time. Scaffolding will initially be erected in two phases. Construction work however will happen simultaneously at both phases.

Q: Thank you very much to the Strata Council.

A: You are most welcome.

Q: which company was awarded the bid for the project?

A: many companies will be awarded contracts based on the bids they submitted. Once all companies have been notified, we will advise owners of the successful bids.

Q: One of the other owners had done research on similar projects/buildings which came in at \$7million less than our budget, are we certain we are as cost effective as we can?

A: Covered with Council.

Q: whether you can answer the questions or not, I think it would be helpful to see all the questions. to me this is filtering.

A: Therefore, we are preparing this Q&A based on the questions asked during the virtual town hall meeting.

Q: Is it possible that the project will complete earlier than expected?

A: For now, we are aiming to keep the project “on budget” and “on time”.

Q: I have a portable air condition set up currently, will I need to take it down right away (end of July) or I can leave it up till after summer?

A: You can leave the portable air conditioner connected and running until the morning that they need to access your unit to work on your windows.

Q: The building permit is about \$40K. What service or value does City of Vancouver provide?

A: City of Vancouver permit is required for any major construction project. They review all proposed plans to ensure all work follows current building code and city bylaws.

Q: thank for answering it.

A: You are most welcome.

Q: If contractor has potential cost-overrun, what can RDH do to contain budget?

A: The prices submitted by the trades are fixed price contracts. This means that their price for the base contract work does not change. Any extras will be assessed and paid on legitimate, fair and contractual

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basis. Strata will receive monthly budget forecasts and project updates and decisions will be made for the health of the wider ownership.

Q: I guess I am asking whether the owners will have a democratic vote.

A: Owners have a democratic vote during General Meetings when decisions need to be made by owners. These meetings are held in compliance with the Strata Property Act. At the Special General Meeting held on September 18, 2019, Owners agreed to the following: "The Strata Council is authorized to negotiate, execute, amend and administer all contracts related to the Base Scope of Repairs, and to determine and approve all payments related to the Base Scope of Repairs.

Q: How do we see what windows and frames will look like? window colour tint?

A: We will arrange to have a sample on display in the lobby. Photos of the colour samples are posted on the blog site ([www.pacpoint2.ca](http://www.pacpoint2.ca)). Regular updates will be posted.

Q: Is there anyway we can be given more than 48 hrs to have blinds removed? We have speciality blinds. Can't necessarily hire someone to remove in 48 hours.

A: You may wish to decide in advance to have the blinds assessed to determine how much time will be required for removal. We will provide contact information for someone that can assist with this.

Q: How much space around the windows will furniture need to be cleared?

A: 5 feet ideally - 3 feet minimum.

Q: Another question (and I know there may not be time) but have the construction companies considered those of us who work at 24-hour institutions like hospitals? Some people work shift work and need to sleep during the day. So, I assume the construction workers may be working while we are sleeping? No one cares about the health care providers who take care of those of us who are sick overnights.

A: While we fully understand your concern, the contractors selected to do the work are following general working hours for this type of work.

Q: I'm sorry, the answer regarding the windows was confusing. Are you saying there is going to be two different choices of windows and the owners will choose?

A: No, the window style and material has been selected as it was required to proceed with the building permitting process with the City of Vancouver.

Q: I really do not appreciate the inability to see everyone's question. If we were at an in person townhall we would be and again it is helpful to see what other people come up with that I have not thought of.

A: We understand your concern but at this moment in time, we cannot hold an in-person meeting based on current government regulations.

Q: Owners have a right to see the window style, window tint colour, EIFS panel colours, etc. Where do I see the final construction specifications?

A: A board will be posted in the lobby with design information. This will happen once scaffolding starts.

Q: Will move ins & move outs be affected during construction... access to loading bay?

A: All access will be maintained as it is now. Some coordination may be required with the Site Superintendent

Q: I'm confused. He said that contractors had been selected and they have agreed to terms. Now he

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said that no contracts have been awarded due to 'lawyers'? Can he clarify?

A: Contracts have been confirmed and will be awarded once the RDH and Council contract is agreed (note - all contracts are now in place).

Q: What is the warranty period on work performed?

A: The trades supply a 5-year warranty on labour and material. There are additional warranties provided by the window and roofing trades of 10 and 20 years respectively. The additional warranty is for the glazing and the roofing membrane.

Q: Could you please confirm about notice for the blinds? Asked if we could have more than 48 hrs notice. We have speciality blinds. Can't necessarily have a tradesperson arrange for removal in 48 hours.

A: Notice of a week will be given for the removal of blinds.

Q: Is there a warranty on the work done and how long for and who is the warrantor?

A: See above

Q: again, when do we get to see the colours, window styles and do we get to vote on that?

A: Answered above.

Q: Owners should be allowed to participate/observe the materials selection for the remediation, if they sign a non-disclosure confidentiality agreement.

A: This comment / observation will be addressed at the next Strata Council meeting.

Q: Why in 4 months council didn't even try to talk to new city construction, who was ready to do this job for WAY less?!

A: New City or any other contractor cannot possibly provide a price without a scope of work. Any off-hand discussions are unreliable. The owners absolutely have the best and most competitive prices based on the scope of work and this process has been thoroughly vetted.

Q: yes: are the owners going to be able to vote on colours and designs this is for council.

A: Colour choice was limited based on City of Vancouver requirements. Your elected Strata Council selected the colours and will provide a sample for review.

Q: please thank them for all the work they have done on our behalf. It's very much appreciated.

A: You are welcome.

Q: I am assuming that detailed financial statements will be kept and eventually those would be available for owner's review

A: Yes.

Q: There are no enclosed balcony's in the building. What is guy talking about.

A: There are enclosed balconies. They are shown as "EB" on the official strata plan and most every strata lot has an enclosed balcony.

Q: Will renovations in unit be allowed during the construction?

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A: If it does not impact with this project.

Q: There were six questions that the owner asked to be removed.

Q: How are awning windows going to accommodate air conditioning units?

A: The awning windows won't accommodate portable A/C units the same way the existing sliding vent windows do. Owners will be approached with possible wall mounted solution (an additional cost)

Q: If scaffold is installed inside Enclosed balcony's does that mean they will be open to the elements for the duration? How does that work?

A: Only a few select units will have scaffolding beams installed into suite interiors. Temporary partitions will be constructed complete with weather seals where the beams pass from exterior to interior.

Q: what about the den windows?

A: See above.

Q: will the windows be the same overall dimensions

A: Yes, windows will generally be the same overall dimensions.

Q: so, the windows in the den will swing out?

A: Yes, windows will open outwards (where operable).

Q: Maybe there was a confusion regarding my question for entering suites through the suite door. my questions have been answered already, what I wanted to clarify was entering through the suites and the protections for the floors. Booties, or laying down some mats, etc.

A: Trades will place protection on the floor and booties as above.

Q: how will the repairs affect strata fees in the future?

A: Repairs will limit the need for exterior preventative maintenance and will reduce the overall utility costs by being more thermally efficient.

Q: will the windows be able to open as much as they currently do?

A: No - changes in building codes and window construction since the original construction of Pacific Point 2 will limit window openings to 4" typically. For frames that have a height greater than 31" the opening can be expanded to 6".

Q: But the window frames will be thicker, about 3 inches thick, so less glass surface area.

A: Yes, window frames for the new windows will be thicker than the currently installed windows.

Q: thank you

Q: Thanks to all