

The Peaks

IN RADIUM HOT SPRINGS



December 2011

YOUR VOLUNTEER BOARD OF DIRECTORS FOR 2011-2012

Gerry Nell	Board Chair/Secretary
Mike Peacock	Treasurer / Financial Reporting / Manager Liaison
D'Arcy Johnston	Construction Projects
Katy Pattison	Owner Communications / Landscaping
Jim Parker	Capital Res. Study / Maint. & Operations Manual
Kevin Clews	Capital Res. Study / Maint. & Operations Manual
Brenda Berezuk	Bylaws & Regs / CHOA Interface / HR Support

To contact any member of the Board of Directors, please email
board@radiumpeaks.com

YOUR PROPERTY MANAGEMENT TEAM

On-site Managers: Curtis Franklin and Miriam Woelfle
peaksmgr@radiumpeaks.com
Emergency phone number: 250-409-4184



It's beginning to look a lot like Christmas!



HEAT CHECKS

Heat checks were conducted in early November. Thanks to Mike & Judy Peacock and Curtis for the considerable amount of time they put into this.

We are disappointed to report that the heat was off in 25+ units. As most of you know, lack of heat in units at The Peaks in past years has resulted in freeze-ups and floods leading to insurance claims totaling more than \$200,000. Not only is this a massive waste of money, it has in the past caused our insurance costs and insurance deductible to rise sharply resulting in increases in strata fees for all of our owners. Further freeze-ups this year could make it difficult to get insurance in the future. We must not let this happen!

It is NOT the responsibility of the Property Manager or volunteers on the Strata Board to ensure the heat is turned on in your suite! It is the responsibility of each owner!!! If you as an owner rent your suite, please insist that your renters or rental agents understand the critical importance of ensuring the heat is on during the winter! Owners are reminded that they are responsible to pay for The Peaks deductible (\$10,000.00) on any insurance claim for water damage originating in their suite.

At this point the Board is considering introducing an amendment to our by-laws stating that the owner of a suite found to not have the heat turned on during winter months would be subject to a fine and be required to pay for weekly heat checks for the balance of the season.



MESSAGE FROM THE CHAIR

The past couple of months have seen considerable changes at The Peaks, the most notable being that of Curtis Franklin and Miriam Woelfle coming on as our new Property Managers. There is much for them to learn about the operation of our mechanical systems at The Peaks but they are taking a strong interest and are already contributing significantly. We can look forward to good things from them over the months to come and into next summer. Day to day questions regarding operations at The Peaks are still best sent to board@radiumpeaks.com but you can contact Curtis at peaksmgr@radiumpeaks.com. To reach Curtis or Miriam in case of an emergency, call (250) 409-4184.

This fall about 40 of our owners participated in our first Owners Survey. The responses indicated a reasonable level of satisfaction with most aspects of life at The Peaks. The most obvious concerns are the delay in repairing the decks and the need to pay more attention to landscaping and overall maintenance. As a Board, we believe we are on track to rectify both of these issues.

We ask for your continued cooperation to allow all owners, renters and guests to enjoy their time at The Peaks. This means doing your part in keeping the buildings, parkades and property clean, and keeping noise to a minimum. It also means controlling your dog at all times, ensuring it is taken to the edge or off the property so as to not damage lawn areas, and picking up after it at all times. Dog issues have become a particular problem of late. Any concerns related to dogs should be forwarded to board@radiumpeaks.com.

The start of ski season is nearly upon us, followed closely by Christmas and New Years. Have a great winter at The Peaks!



MEET OUR NEW MANAGERS!

We are excited to introduce and welcome our new Property Managers - Curtis Franklin and Miriam Woelfle! Curtis has a strong construction and renovation background coupled with an interest in landscape maintenance and has taken a Pool Operator I course. Miriam is already a familiar face at The Peaks as she has been doing part-time cleaning and pool opening/closing over the past couple of years. Together, we feel Curtis and Miriam will do an excellent job meeting our maintenance needs at The Peaks. When you see them, say hello and introduce yourselves.

WHAT'S HAPPENING IN THE VALLEY?

12/13/2011 6:00 pm The **CP Rail Holiday Train** will once again visit Radium Hot Springs at 6:00 pm - head down Forsters Landing Road toward the Canfor Mill, then turn left onto Horsethief Forest Service Road. As in the past, please bring an item to help the local food bank.

<http://www.cpr.ca/en/in-your-community/holiday-train/Pages/default.aspx>



A note to owners: If you hear water running or unidentifiable noises in an adjacent suite, please knock on the door or call Curtis or Miriam (250-409-4184) to assess the situation. It could keep a relatively small problem from becoming a disaster! Thanks to all owners who take responsibility for our complex. We all appreciate you!

NEW YEARS EVE



Celebrate Radium's 21th birthday on New Year's Eve. Fun begins at 3 pm with tobogganing & skating in the park, hot dogs, hot chocolate & birthday cake. Walk over to the Golf Course Driving Range, and finish the day with an awesome fireworks display at 6:30 pm courtesy of the Volunteer Fire Department. Donations welcome!

CONTRIBUTIONS ANYONE?

Do you have something to share in the next newsletter? A picture, an event? Email Katy communications@radiumpeaks.com

DECK UPDATE

We appear to be facing yet another delay by our insurance company (NHW). A contractor is to be selected within a few weeks but while we had been told repairs would begin in early January, NHW is now pushing the work out until spring. Through our lawyers, we believe we are doing all we can to pressure NHW to get on with these repairs. We will send out a more complete update as further details become available over the next few weeks.

I want to thank D'Arcy Johnston in particular plus several of our other Board members for all of the work they have been doing related to this issue. Likewise we thank you, our owners, for your patience! It may not seem like it but we are making progress.

COMMUNICATIONS

If you did not receive this newsletter by email - we do not have your email address! You may not receive updates and newsletters as quickly as others if we have to mail or fax them to you. Did you know that **only 3 owners have not given us an email address?**

INFORMATIVE WEBSITES

<http://www.columbiavalleypioneer.com/>
<http://www.invermerevalleyecho.com/>
<http://www.radiumhotsprings.ca>

The Peaks always looks very festive with lighted decks! However, this year with the decks closed on the Birch & Willow buildings plus some on the Poplar, Christmas decorations on these decks should be saved until next year. An alternative would be Christmas trees and lights in the windows.

Also, please consider using an artificial tree this year since we cannot dispose of the trees over the majority of railings and would like to keep all the needles out of the hallway carpets.



Remember to conserve energy by turning indoor lights off and heat down when you are away.

Wishing everyone a very Merry Christmas and all the best in the coming year!

For emergencies, site maintenance or noise disturbance issues, please contact Curtis or Miriam: 250-409-4184
peaksmgr@radiumpeaks.com

For short term rental issues please also contact the Rental Agency responsible for the specific suite— numbers are posted in each lobby.

Did you know that some of the thermostats in units at The Peaks require batteries! Next time you are out please check yours and change the batteries! This would be a great thing to do every time we change the clock for Day Light savings time!

