

President's Report – Aria Home Owner's Corporation

Presented for the Annual General Meeting – June 3, 2026

Dear Owners,

What a difference a year makes!

When I sat down to write this year's President's Report, I found myself reflecting on just how much has been accomplished over the past twelve months.

Last year, owners voted in support of several important projects and initiatives designed to maintain, protect, and enhance our community. Thanks to the efforts of our Board, employees, volunteers, contractors, and engaged owners, we have made tremendous progress on those goals.

Our focus this year has remained consistent: responsible financial stewardship, supporting our employees and volunteers, maintaining and improving our buildings and grounds, and protecting the long-term value of our homes.

The result has been a year of significant achievement, continued community involvement, and meaningful improvements throughout Aria.

I also want to give a giant kudos to all owners who made something happen that **rarely** happens and that was 100% access to all units during this past year's Fire Alarm Inspection. Thank you! It makes all of us safer for meeting this milestone!

Highlights of the Year

Hold on to your hats, this is a big list!

The hiring of Chris Ferris has been one of the best decisions Aria has made.

Chris brings an exceptional combination of skill, initiative, problem-solving ability, and a genuine desire to get things done. His contributions have had a significant positive impact on our operations and on the appearance and maintenance of our property.

Every day I am impressed by his work ethic, practical solutions, and commitment to Aria. Quite honestly, his effectiveness has made the role of President considerably easier, and for that I am incredibly grateful.

We have also brought on Brent Rouleau who is taking over as our Aria Ambassador that I've been filling for the past year. If you know the movie The Princess Bride, you'll know about the Dredd Pirate Roberts and you'll understand that the Aria Ambassador sign off is now mostly Brent but still sometimes me. We're all here to get the work of Aria done.

We do have a snow removal person and fill-in for Chris but most of you haven't met him yet - his name is Dale and was good to go on weekends if we got some snow last year - which happened...once. He also has a great attitude and we are so lucky to have the calibre of people working for Aria.

Now on to our BIG Projects list (I've worked to be inclusive of everything but it is likely I missed a few things):

Levy Completed Projects:

- HVAC installed
- Painting of B1/B2 South/West sides; B3 West
- Shrub/Tree work
- Gutter/Drainage upgrades
- Employee toilet install
- Hydro-jetting (stacks)
- Dryer vent cleaning

CRF Completed Projects:

- Hydro-jetting (stacks)
- Dryer vent cleaning
- 5 year sprinkler work
- Fire extinguisher service
- Mulch

Approved - not completed:

- Elevator pins (alternatives used - no CRF funds used)
- Fire panel install (agenda item)

Volunteer-Driven Projects:

- Fire Evacuation Maps
- Shrubs/grasses/flower installation
- Aria operations files centrally stored online
- Dog park renos with moving rocks (to come soon)

Ops Completed Projects:

- B2 fixtures installed
- Carpet cleaning
- Fence repair/painting/topper (on-going)
- Aria sign repair
- Units for sale sign install
- Tree removal/pruning
- Garbage enclosures fixed/painted
- Woodpecker holes repair/device install
- Door & Hallway painting
- Certapro extra work on end of B1 east side.
- acquired tools for Chris (all inventoried)
- B3 Security camera at garbage area move (in progress)
- Elevator ceiling panel install (in progress)
- parking spot number/line painting (in progress)

Communications/Community:

- Notice Boards in elevators
- Town Hall - more to be scheduled this upcoming year
- Meet & Greet - planning at least two a year
- Online Concern/Request form (CR form)

Challenges and Solutions

- **Move ins/outs & Deliveries** - these take time for our team to deal with which costs Aria money. Too many move-ins and outs occur without notice which increases the likelihood of damage since elevator pads are not being put up and elevator keys are not being

used which create issues for our aging elevators. On top of that, there are busy times and all traffic in our circles need to be managed regardless of whether a resident is moving in or out from a ground floor unit. This is why the Board is putting forward the proposed change in Bylaws to address this.

- **Problem units** - smoking in-unit; sound transfer issues as well as visiting nefarious characters visiting residents have created some on-going issues - all of which the Board takes very seriously. This is why the Concern/Request Form has been created so it's easy for issues to be addressed quickly AND TRACKED.

It is important for residents to know that Strata rules allow a specific protocol to be followed to address concerns. Sometimes things shift quickly because the owner is very responsive. Some owners aren't and that means the time to resolve issues takes longer. What is important to know is that between the Board and our Strata Manager - we've got your back.

Our intention is to include the resolution process more clearly on the Aria website so residents can more clearly understand how your concerns are being handled.

- **Security precautions** - while our community is very peaceful and safe - there have been a few untoward incidents. We want to be proactive and that is why the request for a few more cameras is being made at our AGM.
- **Board Code of Conduct** - we want the Board experience to be a professional, productive and dare I say, a fun volunteer experience. The Board Code of Conduct bylaw we are proposing will help to make it just that rather than dealing with drama. If owners support this, it will help to continue to make the Aria Board an experience more people will want to be part of which ensures continuity and getting the good work of Aria done.

All that being said, our complaints are way down and we are finding that the divisiveness in the community has moved on. We have a Board and volunteers that continue to want to be involved and that says a lot about the state of our community.

Looking Ahead

Many of our future priorities are embedded in our resolutions.

We are looking forward to what our depreciation report tells us so we can plan for upcoming projects.

Personally, I am looking forward to the further beautification measures around Aria which includes a focus on finding a reasonable cost fix of the fountain which enhances all our property values.

Acknowledgments

A great big THANK YOU to the volunteer Board members, VP Joanne Kurtzke, Treasurer Trish Fenton, Secretary Susie Farmer; and Directors-at-Large Sandy Atkinson and Sue Jones. Thank you, also, to Alicia Bliskis who stepped into David Dray's big Parking Ambassador shoes, our

amazing Landscape Committee and volunteers headed up by Sandy Atkinson and help from Susie Farmer, Lila Constantin, Brent Rouleau, Robert Castles and Paul and Louise Smith. Special mention - Diane Paulis who has friends who give Aria plants - how great is that?!

And, of course, a big thank you to Tennille Jackson of Coldwell-Banker and her team of helping our Board traverse another year.

Many hands do make MUCH lighter work and make such a huge difference.

While all those mentioned are amazing, I want to make a special call-out to Susie Farmer who works tirelessly keeping all of us on track. She is an organizational wizard with a big heart, great ideas and insatiable thirst to know more about all things Aria.

Conclusion

There is a huge difference between the report I wrote last year and the one I am writing today.

That difference exists because owners answered the call to become involved, volunteer, support projects, attend meetings, share ideas, and contribute to the community in ways both large and small.

We have more people engaged. More projects completed. More collaboration. More forward momentum.

Most importantly, we continue to move further away from division and toward a community that works together to solve problems, improve our property, and create a place we are proud to call home.

Aria is not just a collection of buildings. It is a community.

Thank you for helping make "Aria – Love Where You Live" more than just a slogan. Thank you for helping make it a reality.

Sincerely,

Karen Luniw
President, Aria Board of Directors

