



## Managing Director Update

### Gates:

As you are aware, we encountered significant problems with the KanTech software that is used to populate the database. This caused some FOBs to stop working. Once reported, the FOBs were re-done, only to work once, and quit again. As a result, no new data was entered pending a resolution to the problem. As of Friday afternoon, at 3 pm, we may have a workaround that we allow us to continue the data entry. As of Tuesday, October 25, 2022, we are back on track entering data into the database and moving forward. Staff has agreed to extend their workday focusing solely on database creation in hopes that we can make up some of the lost time. As some of you are aware, we rolled out the delivery of two streets as they became available to do a trial run with the dissemination of the FOBS and RFID tags as well as handling the money. The FOB problem that we had had nothing to do with this event. We learned that we had problems handling the cash as Coldwell Banker didn't want to accept this. As a result, we are asking homeowners to sign a form that will give Coldwell Banker permission to withdraw the funds for the FOB and RFID purchase directly from the account used to pay your monthly fees. This is the preferred method of payment, but we can still accept cheques if necessary. We will start rolling out more streets as they become available. Many thanks to the office staff for putting in the extra effort to get this done, and to Linda Metcalf for distributing the Fobs and RFID tags and collecting the funds.

The lower gates are fully operational with the exception of an incomplete intercom directory, which is populated by the office staff as they enter in your names. The RFID reader will read your RFID tag and will open the gates. Admittedly, it is a slow start to open, but it works. I will investigate further to see

to open, but it works. I will investigate further to see if I can speed them up a bit. There is a FOB reader mounted to the side of the intercom which is functional, and the automatic exit gates are operational so you don't need your garage door opener to exit anymore. On the sidewalk side pillar of the exit gate, there is another FOB reader installed for cyclists whose bikes do not trip the automatic exit gate function. Cameras have been installed to record traffic in both directions.

The upper gates remain open for now, and until the distribution of the FOBs and RFID tags is complete. We are still missing a pedestal on which to mount the FOB reader and the postal lock. It's backordered. AVS has been focused at resolving the software issue but should complete the camera installation and the previously mentioned equipment soon. There is now a FOB reader mounted on both sides of the pedestrian gate, so it is ready to be used.

### Intercoms

The Intercoms are functional with a limited list of residents names at present. The operation of them is slightly different than previously explained.

One can enter in the User ID (*Tenant ID*). This is a number associated with your primary telephone number that you supplied us with. It is created at the database entry time and you will be provided with this number at FOB pick-up time. It is like a speed dial for you so you don't have to search through lists. Simply enter the 4 digit Tenant ID, and press "Call".

One can "List" the tenants and use the arrow buttons to scroll up and down through the list of names, or "Find" a tenant by using the keypad to narrow the search down. As previously explained, one must tap a key once, twice or three times rapidly to select the correct letter from the keypad similar to the old telephone handsets when entering names into a caller

list. Once the name is highlighted in the window, press “Call” and the primary number for the tenant will be dialed and voice communications will be established. Do not spend a lot of time in conversation as the time to talk is very limited. If you want to let the person in, simply press “9” on your phone, and the gates will open. Please note, that as soon as you press 9, the intercom hangs up so no further conversation is allowed.

It should be noted that the upper gate phone number that will appear on your call display will be either **778-754-0242**, or it may say Sonoma Pines Homeowners. The lower gate call display will show: **236-970-4544**. All of this to say, please don’t ignore phone calls from either of these numbers.

After you receive your package from the office, and if the telephone number that you supplied the office is a long-distance number, please take a moment and test your intercom listing to ensure that the intercom calls you correctly. This should be done at the upper gate, as it is a traditional landline that requires a “1” prefix to dial long distance correctly. The lower gate is cell based and doesn’t require the “1” prefix.

### **FOBs**

The FOB demand has been higher than expected, and homeowners must understand FOBs are the keys to our community and our building and that they come with the responsibility to ensure that they are used properly. Your names are associated with the FOBs and can be easily traced back to events, and homeowners will be held 100 % responsible for any trouble or damage that may be associated with the FOB’s use. Please note that if you move away, please return your FOBs so that they can be deactivated and recycled. If the FOBs are still useable, your money will be refunded. Sorry, **no refunds for RFID tags**.

### **RFID Tags**

I have been getting some questions about the RFID tag installation. There is a link to a video showing how to install it on our website, and I’ll post it here too. Simply clean the area of the windshield with a little alcohol then peel back the clear backing and place the tag on the windshield, pressing it in the middle and smoothing it out in both directions. Do not try and remove the tag from the windshield as it will tear. It is recommended that the tags be mounted at the top of the windshield either side of the rear view mirror. If there is a blackened area around the mirror, it should

be placed within that area. .

Here is the link to the installation YouTube video: <https://www.youtube.com/watch?v=vRWFJnXgsA0>

### **Landscaping**

The upper gate area is enjoying a long overdue facelift and is 80% complete with work still to be done to the right of the exit gate, and some fresh sod on the sidewalk side. Work should be completed by Thursday, October 27, 2022. We were fortunate to get GreenPark landscaping at a reasonable price just ahead of winter. Many thanks to Chris for getting the irrigation installed on short notice while the gardens were being worked on and to Vern for making sure that the plants stay alive until freeze up.

### **Yard Waste**

A yard waste bin will be available by the club house for yard waste only October 29 & 30 and again on November 5 & 6. **ABSOLUTELY NO PLASTIC PLEASE** or SPHM will be charged **TRIPLE!** This is a smaller bin than the last time, so no ladders required!

### **Snow Removal**

We have changed snow removal companies this year. We are using Tiger Landscaping. He will be using a Ford F-450 and a Ford F-150, as well as 2 large skid steers and a smaller one for the sidewalks. The skid steers will remain on site with one parked in the small car spot in the Alvarado Trail parking lot and another parked near the upper RV lot. The sidewalk one will likely be parked beside the one in the Alvarado lot. The parking on site was a term of the contract and reduced the cost of floating the equipment in for each event. We are going to be Tiger’s only snow removal contract and he will be here bright and early if necessary and will stay on site until the entire community is cleared of snow. He will also be using a calcium based anti-icing agent to prevent ice from forming on the roadways, as well as having the side benefit of making the snow removal easier from the roads because it doesn’t stick as well. Calcium is less corrosive than rock salt and is more environmentally safe. Unlike previous years, all roads will be treated equally with snow clearing and anti-icing agents being applied to all streets.

*Gary Kitchen  
Managing Director, SPHM Ltd.*

## Home Insurance Requirements

There have been recent questions from single family homeowners about insurance requirements. Sonoma Pines is on property leased from the Federal Government but administered by the Westbank First Nation. The headlease is an agreement between the Federal Government and SPHM Ltd. There are sub leases for each property owner that form an agreement between SPHM Ltd. and the homeowner. When each home was purchased, owners have signed and agreed to the terms of the sublease. Copies of both lease documents are available on the Sonoma Pines website (<https://www.sonomapines.ca/sphm-leases/>).

The headlease requires that **ALL** improvements on the property be insured for **ALL RISKS** at replacement value. The term “All Risks” is defined in the headlease and includes coverage for earthquakes. The sublease, between SPHM Ltd. and each property owner contains the same clause, requiring All Risks coverage at replacement value, but does not specify what all risk includes. Legal counsel advised that SPHM should assign the Head Lease requirements to the subleases.

In both leases, there is a requirement that WFN be included as “Additional Insureds.” After a review by our legal counsel, the SPHM Company Articles included the requirement to also name SPHM Ltd. as an “Additional Insureds.” This was done and approved at the last AGM.

To comply with our Articles, SPHM Ltd. requires homeowners to provide annual current proof of insurance showing the following:

- Liability insurance for \$2 Million
- All-Risk Insurance for full replacement value including earthquake insurance\*.
- Additional Insureds to include SPHM Ltd. and Westbank First Nation.

\*Earthquake insurance may be costly if the homeowner chooses to insure both the building and the content but is inexpensive if only the building is covered. Compliance with the headlease would require coverage for the building only.

Our bylaws are currently being amended to require compliance with our Articles, including acceptable insurance coverage.

*Malcolm Metcalfe, Chair, SPHM Ltd.*

## Who Do I Contact by Email

It seems there is confusion with residents as to the correct email address you should use to send your requests, complaints, comments, etc. While the office email address ([sphmboard@gmail.com](mailto:sphmboard@gmail.com)) might suggest that it is being seen by the board, it is **NOT**. It is seen by the administrators for them to appropriately deal with. The Board does not get involved with day to day operational issues.

Should you have maintenance, alteration requests/concerns, etc., send your email to Jon Connick, our Community Services Coordinator, at his email address [sonomapinescsc@gmail.com](mailto:sonomapinescsc@gmail.com).

## So What's Happening?

Many residents do not go to our website on a regular or even “one off” visit. Are you aware that **ALL** notices sent from the SPHM office are posted on the day they are sent and typically within the hour?

“**News Updates**” on various topics from RFID tags and FOBS, landscaping upgrades, yard waste containers, etc. These notices remain for at least two months for your reference.

“**Social Events Bulletins**” (*new look on home page in the upper right hand corner*) list all the upcoming social events taking place at the clubhouse or in your community.

“**Blockwatch Updates**” has current reports on scams, identity thefts, crime in the community, etc. from RCMP Roy Morgan, Crime Prevention Coordinator / RCMP Support Services.

Please plan a visit to **YOUR** website and peruse all that is there. <https://www.sonomapines.ca/>. The “**Homeowners Area**” requires that you type a password “**sonomapines**”. You will find that many of your questions can be answered without unnecessary

contacting the office staff who are busy dealing with the FOBS and RFID tags.

It just takes a few minutes of your time to do so.

**THANK  
YOU**

