

# CRANSTON RESIDENTS ASSOCIATION

## AGM Q&A 2021

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### BUDGET & FEES

What's included with my annual encumbrance fees?

All residents have access to Century Hall and amenities, discounts on programs and rentals, have access to Cranston community wide events, seasonal lighting displays, as well as general maintenance completed on CRA owned land (Riverstone Gazebo, Windmill, Art park, Century Hall and decorative corners)

In addition to the above Riverstone fees also include: snow and ice removal, park maintenance in all City owed parks (grass cutting, tree wells, shrub beds, weeding and litter control), maintain dog waste stations, specialized Riverstone only events (Ex. Riverstone Harvest Festival, Riverstone Wine Tasting, Bubbles and Rocks event)

How is the CRA going to reduce their debt?

The Cranston Residents Association has been successful in fully paying off their operational loan to Brookfield in March 2021. In addition, there is approximately 12 years remaining on the facility mortgage. Paying this loan off sooner will be balanced with reserve fund contributions.

## With all the new homes and condos being added in the area, will fees reduce overtime?

The fees are set based on the long term forecast of the RA which takes into consideration the number of homes that will be in the community, RA operational revenue and expenses (programs, salaries, utilities, insurance, etc), facility mortgage and operational loan from Brookfield.

Brookfield provides the RA with an operational loan in the early years of the RA when there are not enough homes in the community to sustain the operations of the facility. The loan bears an interest rate that is equivalent to external financing rates. The Cranston RA paid back the Brookfield operational loan in full in March 2021.

The fees are set to ensure the long-term stability of the RA for years to come. The fees are also set to be stable to avoid large fluctuations in the annual fees through the years.

## Why are Riverstone fees higher than Upper Cranston fees?

The Riverstone area receives additional benefits and privilege's then those residents in Upper Cranston.  
(Please see above for details)

In addition, as per the CRA Articles of Association, in the case of the River Lands, all residential lots, rental projects, condominium units and commercial developments within the River Lands, the Directors of the Association shall have the discretion to determine the fee amounts payable for such River Lands, not exceeding 3.5 times the applicable fee for Cranston Lands that are not within the River Lands; provided always however that the amount of such Encumbrance for each such lot or unit shall be THREE HUNDRED FIFTY (\$350.00) per year, subject to adjustment for inflation as provided in the Encumbrance

## Are the CRA financials audited?

The Cranston Residents Association audits financials annually, the 2020-21 audited financials were provided in your mailed package or are available online on the CRA website for your viewing

## Is there a more detailed version of the budget available?

The Cranston Residents Association does not provide a more detailed breakdown of the budget due to confidential components of the budget, but an overview of the budget is provided each year to residents during fee season and is posted on the website.

## Have there been any discussions regarding reducing or equalizing fees for all of Cranston?

The Board of Directors, when reviewing the budget for the current year, requested to apply two scenarios to see the impact of a potential fee change. Scenario 1- was to reduce Riverstone fees by 50%, Scenario 2- was to equalize fees to that of Upper Cranston. In both scenarios the CRA's budget ended in a large operating (negative) deficit.

# MAINTENANCE

## Where can I send questions or concerns about community maintenance?

Questions or concerns regarding maintenance can be sent to our Facility Manager at [fm@cranstonra.ca](mailto:fm@cranstonra.ca) or call 403-781-6614

## What is included and not included in the Riverstone enhanced maintenance program?

Please see community Summer/Winter maps on the website for more details

Greenspace Agreements with the City of Calgary in Riverstone (City owned parks):

**Include:** grass cutting, tree wells, shrub beds, weeding, litter control.

**Don't include:** weed spraying, fertilizing, mulch replacement or maintenance, irrigation, tree planting or tree maintenance

Greenspace Agreements allow the CRA to provide 12.5 acres of enhanced maintenance on City owned property, the CRA does not receive any additional support or revenue from the City to complete this work

In addition, the CRA completes 12km of fire-cut and 13.75km of snow removal in Riverstone.

The CRA does not provide any of these services in Upper Cranston on City of Calgary property.

## Who is responsible for tree maintenance, planting and re-planting?

The City of Calgary is responsible for all trees- protection, maintenance, removing dead trees, and replacing trees. Brookfield is responsible for areas not turned over to the city. No community in the City of Calgary is allowed to touch the trees. All removal and planting of new trees needs to be conducted by the City, please contact 311 to report any issues in this regard

## Is it possible to install more garbage cans in the community?

The City of Calgary is responsible for determining how many garbage cans there are in a community. A request to the City can be made through 311, the City will assess the area and determine if additional garbage cans are required in that area.

## Who is responsible for fence maintenance in the community?

Typically fence maintenance is the responsibility of the land owner, check restrictive covenants registered on the property title.

## Looking for a plan to beautify the community?

The CRA owns the Riverstone Gazebo, Art Park, Windmill and Century Hall facility and park space, therefore has full jurisdiction on maintenance, landscaping and irrigation in these areas.

The park/green spaces in both Upper Cranston and Riverstone are owned by the City, therefore unless given permission, the CRA is not allowed to perform work in these spaces. All work completed on City owned land must be approved.

The Riverstone area was designed to have a more natural looking landscape, versus areas such as Century Hall and the Art Park which were designed to have a more maintained landscape.

# GENERAL

## How does the Board of Directors work?

The RA Board of Directors is a governance board and historically has met approximately four times per year to ensure policies are set; review the annual operating budget; be the voice of fellow residents for CRA-related matters; and provide input on the RA. With turnover from Brookfield approaching in the fall of 2022 the Board will meet more often over the next year to ensure a smooth and seamless transition.

Resident Directors are voted in for a 2 year term at the AGM. Currently, there is a management agreement in place with Brookfield Residential until the turnover date (fall 2022), accordingly Brookfield Residential holds the President, Treasurer, and Secretary position until this time. These positions will be taken over by Resident Directors as of the 2022 AGM.

## Were any CRA staff laid off during the Covid-19 pandemic?

When covid began in March 2020 the CRA was coming into a very busy season of outdoor landscaping, maintenance, removing ice from the rink etc, as well as entering into the encumbrance fee collection season, and the admin support needed to cancel registered programs and rentals.

Only essential staff required to perform these duties stayed on, some part-time employees were laid off temporary during this process, until we were able to re-open and operate out of the facility again.

## Why are the questions not part of the meeting and recorded in the minutes for all members to view and keep record of?

As we are conducting a virtual meeting an open question forum can be challenging to manage due to time restraints, in addition to technology- for example, having to unmute residents and ensure virtual hands are seen.

In speaking with our Lawyers. When the normal business at the AGM has been transacted (i.e. reviewing director's report and financial statements, appointing the auditor, electing directors, passing any special resolutions or other resolutions), the chairperson will declare the meeting ended. At this point the information session will begin where we will discuss various operational matters. This year having the AGM virtually, residents were asked to submit, during the registration process, any questions they have for the board. We will be putting together a Question and Answer sheet to be posted on the website post AGM.

We encourage residents to reach out to the Cranston RA GM and/or the Board of Directors at anytime throughout the year with any question or concerns you may have.

## is the CRA responsible for the beavers?

The CRA is not responsible for animal control, please contact 311 with questions or concerns regarding community animals.

## How many Riverstone Only events were held last year? Why are there still costs associated with events?

Due to Covid many of our events were affected and unable to be held in person, to supplement we offered virtual events, but unfortunately did not always see the same participation numbers. We were only able to offer 2 Riverstone events, Pub in the Pub (fall 2020) and Virtual Wine Tasting (spring 2021), unfortunately the Harvest festival in 2020 was cancelled due to covid.

Some events have an additional cost associated depending on what it is. For example, the CRA covered all costs of the Wine Tasting (virtual hosting, staffing costs, tasting facilitation etc) and the participants covered the cost of their wine. Whereas some events are free, such as our most recent Harvest Festival, hot dogs, smores, entertainment etc were all free for residents.

## Can we petition to have caution deer signs/speed control put up throughout the community?

As the Cranston Residents Association, we do not oversee City signage such as animal crossings or speed, however the Cranston Community Association (different organization) can support lobbying with local government for these types of community issues

**If you have any additional questions please don't hesitate to contact us at [info@cranstonra.ca](mailto:info@cranstonra.ca)**