

Thursday, May 28th, 2026

MINUTES

Date: Thursday, May 28th, 2026

Location: Castle Arms 3 Common Room

Time: 4:30 p.m.

Present: **Chair-** Larry Fuld
Vice Chair- Paulette Point
Treasurer- Jonathan Muterer
Director- Sherry Culling
Director- Mark King

Staff: Jamie Lowery- ED
William Brooks-CFO
Jennifer Carriere- Operations
Coordinator
Jillian Duchesne- Health & Wellness
Coordinator & Recording Secretary

Regrets:

	ITEM	ACTION
1.	Call to Order	
	** Recorded Meeting** "Moved by: Mark King and seconded by Sherry Culling that the meeting be called to order at 5:16 p.m. Res. #23-26 <u>Carried</u>	
2.	Approval of Agenda	
	"Moved by Mark King and seconded by Jonathan Muterer that the agenda for this meeting be adopted as presented". Res. #24-26 <u>Carried</u>	
3.	Conflict of Interest	
	Removed from Agenda	
4.	Approval of the Minutes	
	"Moved by Paulette Point and seconded by Mark King that the minutes of the Meeting held on Thursday, April 23rd, 2026, be adopted as presented" Res. #25-26 <u>Carried</u>	
5.	Consent Agenda	
	5.1- Finance update	

	5.2- Operations Update 5.3- Health & Wellness Update 5.4- Executive Director Update <i>“Moved by Jonathan Mutere and seconded by Paulette Point that the Board acknowledge all items listed under the Consent Agenda as presented”.</i> Res. #26-26 <u>Carried</u>	
6.	New Business	
	6.1- Cassellholme/Castle Arms Update 6.2- Marquette Parquette- Update - A fencing project (160 ft, 8-ft high acoustical fence) is planned at a cost of \$22,450, pending permits and a variance. A grant application is in progress. 6.3- Donnor Perfect-Attached* - The board approved adopting the DonorPerfect platform for donation processing and issuing tax receipts, at a cost of ~\$160/month plus transaction fees. - Donation categories will be created for specific projects (e.g., lobby updates, memorial bricks). - A sub-meeting will be held to coordinate a donor outreach strategy to avoid duplicate solicitations. <i>“Moved by Larry Fuld and seconded by Mark King that the Board approve moving forward with Donor Perfect software for Charitable Fundraisings efforts”</i> Res. #27-26 <u>Carried</u> 6.4- 2026 Survey Results - A high response rate (144 of 262 surveys returned) showed strong satisfaction: 90% rated living experience as good/excellent, and over 96% would recommend Castle Arms. - Key positives included an increased feeling of safety, high ratings for social programming, and effective communication. - Areas for improvement include laundry room etiquette and addressing minor cleanliness dips. Maintenance, patching, and lobby repainting are planned. - The organization was commended for its excellent reputation.	
8.	CORRESPONDENCE	
	None	
10.	REQUEST FOR FUTURE AGENDA ITEMS	
	None	
11.	DATE OF NEXT MEETING	
	Thursday, June 25th, 2026	

12.	ADJOURNMENT	
	<i>“Moved by Sherry Culling and seconded by Mark King that the meeting be adjourned at 6:06 p.m.”</i> Res. #28-26 <u>Carried</u>	

Chairman

Secretary

❖ **OPERATIONS UPDATE** (Jennifer Carriere, Operations Coordinator):

❖ **Operations and Facility Management:**

CA1 Elevator Modernization:

Elevator work is not quite complete. More to come.

MPAC Inspection:

We have been granted the property tax exemption on all but one of our buildings. The Minutes of Settlement should be sent to us in the next few weeks.

Mechanical/Electrical service contract:

We are seeking quotes for the service contract on our mechanical and electrical components that service the buildings (not the individual units). We are hoping to find some cost savings, based on the quotes received to date. We will bring more information to the board when we receive all quotes.

Sidewalks:

We are in the process of acquiring quotes to replace all sidewalks around our buildings. Most are in need of some repair.

❖ **Tenant Relations:**

Surveys:

Jilly will present our survey data. We have gathered and inputted all information from the surveys and we are pleased to see how many people have contributed their voice to our planning efforts.

❖ **Administrative & Financial Support:**

Enhancing Access to Spaces for Everyone (EASE) Grant:

The EASE grant was submitted. Unfortunately, if we are awarded any money, all the work must begin after October 1st. Since we haven't begun the permitting process with MTO and we are unsure how long that process will take, we figured it best to submit the application.

❖ **Leadership & Staff Management:**

Office migration

We will consolidate our administrative offices and have them in the CA1 building. Jillian and Jennifer will share an office, and our board meetings will be held in the common room of that building, in the future. At the same time, we will complete any necessary computer hardware upgrades that are needed to reduce

downtime. We have reached out to NCC to see when the migration can happen, and we will coordinate with our contracted IT so that we can manage the transition with as little disruption as possible.

❖ **Maintenance & Work Orders:**

Work orders, maintenance and planning:

There are currently 62 outstanding work orders, and 72 have been completed since the last report. Swings and hoses have been put out. The gardening meeting has taken place and planning is underway.

❖ **HEALTH & WELLNESS (Jillian Duchesne, Health & Wellness Coordinator):**

❖ **Wellness & Community Engagement**

Thank you to the Board for attending the Volunteer Appreciation luncheon, it was appreciated by all residents and staff.

May Events

Mother's Day Breakfast- 69 tenants were in attendance between 9am-11am. Compared to 47 in 2025

Gardening Meeting-May 13th

Last Trivia till September- May 19th

Yard Sale- May 23rd

Murder Mystery Dinner- May 26th

Upcoming Events:

- Survey Results and Pizza with all Tenants- June 3rd
- Seniors Month BBQ- June 10th
- Father's Day Breakfast- June 18th
- Canada Day BBQ- July 1st
- Strawberry Social- July
- Blueberry Bash- August
- Street Dance- August

❖ **Tenant Relations & Housing Administration**

With the funding from OHT last year, we were able to assemble and distribute shopping carts. Shopping carts have now been delivered to **ALL buildings**, and we are pleased to see how many tenants have taken advantage of this opportunity. All tenants have signed a document acknowledging the cart—regardless of whether they chose to receive one—which will be placed in their file. Carts are the property of Castle Arms and are on loan to the tenant for the time that they live here.

❖ **Administrative & Clerical Support**

The 2026 surveys went out to tenants on April 15th. 144 returned, 262 handed out. Survey presentation to follow.