

Tuesday, October 4, 2016, at 7pm

Type of meeting General Tenant's Meeting

Executive members Present: Karni Baum, Sonny Malhotra, Erin Edwards, Roma Del Bel, Surbhi Malhotra, Deepti Diwan Khosla
Absent: *n/a*

Meeting started at: 7:00pm

Meeting ended at: 8:30 pm

Number of Tenants in attendance: *approximately 25*

Italics: Notes taken by secretary at meeting

Red italics: Items requiring follow-up

Agenda Items:

1. Financial Update

Sonny

We are doing well, we currently have \$ 1805.55. It's a nice nest egg for an emergency or battle.

2. Thank you to the volunteers who distributed the flyers Erin

- Special thanks to Erin A., Darylann, Dana, Sonny, Surbhi, Donna, Roma, and Vicky for distributing flyers for this meeting

3. Garage & Bake Sale Update

Deepti

The Garage and Bake Sale was on Saturday July 16, 2016 We had a great day, a bit cloudy in the morning but the day got better. We had 13 participants selling some pretty nice stuff. We had a well-stocked donation table. Thank you to everyone who donated. The bake sale was a hit as always. Thank you to our bakers Deborah, Roma, Regine, Doreen, Kathleen and Karni. A very special thank you to Darylann who spent the whole day guarding the money and selling baked goods. We raised \$ 245.55.

- *Letter from concerned resident was read and heard -- Overall disappointment about the yard sale, 1 yard sale/year is not enough. Suggestion is why not have 4 yard sales/year.*

- *Karni: Happy to open it up as a discussion if people are able to volunteer with the Tenants' Association to help put them off. You can contact Karni regarding this if you are interested.*

4. Development Update

Karni

Right now the garage is getting rehab. It's a 50 + year-old space that needs to be fixed and set up for the expansion. As well by doing the work now they will not need to move 150 residential parking spots to a different parking structure. Once the work is complete in the garage the south end will be decommissioned and work associated with the development project will commence. The Garage is going to grow. It's also going to be dirty.

The official construction date of the development project will be **February 2017**. The construction will be in a few parts. The pool and visitor parking will be closed as of February 2017. (Don't have an exact date). We will get a 30-day notice. This work should take about 2-3 months. Once that is complete they will start the "shoring". **Shoring is the process of supporting a building, vessel, structure, or trench with shores (props)**. When they put up the construction wall. That is when the outside dirt and noise will begin. That is also when our compensation packages (when the walls start going up) will go into effect with the exception to the pool which will start earlier (in February/March).

I am going to start meeting with Shiplake in November to work out the compensation package administrative details and keep up with any date changes to the construction. I will also be meeting with them every quarter or so to discuss the construction and how they are meeting their milestones. Shiplake will also communicate with us throughout the construction as is mandated in their contract with the city.

- *Karni: Parking garage is not part of the new development, it just needs to be updated as well. From now until March 2017. It's putting in new reinforcements to maintain stability. This will save 150 spots so that people who have current parking will still have access to parking*

- *Question – Will we get compensated for this "pre-construction to the parking garage"? There will be generators there all day and loud construction ongoing. **Karni will arrange to meet with Shiplake to discuss. if nothing can be worked out, we can go to the Landlord-Tenant Board.***

- *Question regarding storage Lockers on Sub-basement level near swimming pool area. What is happening with them during the parking garage re-construction ???*

- *Question about remodeling the balconies – Karni says no date at this time.*

- *Comment on flood at SUB basement locker hallway under laundry room --- water damage – Karni to check with Jay to ensure they are notifying people if there has been water damage in that hallway.*

- *visitor parking and pool will be closed as of February 2017.*

- *Q: Someone hasn't received a letter to move their car yet. They should take it up with Jay. As far as we know you will get a letter if you have to move your vehicle.*

What this means for you: If you would like to be compensated for the loss of the pool you will have two options. You can buy a membership to the community pool and Shiplake will refund you the cost. Or you can swipe into the pool once a week or more starting in November (though now is a good time as well). You will then receive a cheque equal to the

cost of using the pool at the community centre every month until we have access to the new pool or you move out.

The city has defined that all “regular” pool users will receive compensation. Anyone who uses the pool three times a month is a regular pool user. So if you swipe once a week until the pool closes you are a regular pool user. If there are two people in your unit with two fobs swipe both. The pool user list will be comprised of the numbers on your fobs.

- Start swiping your card to the pool in November 2016 once a week (has to be 3 times a month for 3 months before the closure) in order to get compensated. Has to be for three months before. Cheque will be given every month for however long the pool is out of service (we will be getting a new pool once the new building is done). The amount you're getting is based on the amount the Eglinton W community center is charging for the community pool as of their new prices in January 2017.

- Question: Has the city considered making Dunfield and Lillian 2-way streets with all the increase in people working in construction in the area?? Where are they going to park?? Karni to look into this.

We will have another meeting in January 2017 to discuss the upcoming construction and answer any questions you may have. Shiplake is in the process of hiring the staff they need for this project including a project manager. Once they have all their ducks in a row we will have more concrete dates. Should be soon though.

5. Tenant Issues

Karni & Sonny

During the last meeting people were talking over other people and taking over the issues. So for this meeting we have some rules that you will all need to follow. If you do not, you will be called out. I understand that this is your home and that the passion runs deep, (this is our home as well) but in this meeting we will respect each other. If it gets out of hand, then the meeting will end whether we discussed everything or not.

- 1) No talking over anyone.
- 2) If you want to talk put your hand up
- 3) Once we have discussed an issue and there is nothing more to say we will “Park” it. It will be written on the paper board and it is closed.
- 4) A Parked issue cannot be brought up again.

Heat: The bylaw states that the heat should be on now. I have heard from a few people that they are not getting heat. I have spoken to Jay about this issue directly and today he told me that the issue will be resolved. I will continue to follow up with him accordingly. I do not have heat in my unit either. If your unit is too hot with the heat, please fill out a work order to have the heat turned down. If you are not getting any heat, contact Jay and let him

now. Hopefully this issue is resolved as of now. Please also try and keep in mind that this time of year the weather is up and down. We will have hot days and cold days.

- Jay is looking into this. Heat should be on now. Karni to re-check this with Jay (also one lady on the 15th floor having to put in work orders to get heat on -- 15th floor not connected at all?) Difference between 1-15th floor, and 15th upward. Does it only go 100% or off completely? Tell Jay that this situation comes up every year and it needs to be addressed.

Recycling: Compost gets picked up by garbage truck – It was an issue in the first week but has since been resolved. Compost goes in its own section of the truck.

Can we get a recycling bucket downstairs for batteries and lightbulbs?

- Jay is looking into it. Karni to follow up. Karni can ask about certain dates and deadlines for that, trying to get it as soon as possible to be put in the lobby.

Can Shiplake buy the biodegradable bags and offer a bulk reduction for us as tenants instead of us having to buy them?

- Jay is looking into that but not likely. I will follow up.*
- Answer is no. They're not that expensive (50 for \$6.99) to buy individually.*

Bathroom lights will probably get replaced by Shiplake if they break, just put in a work order for them. The bathroom lights all fit normal light bulbs.

Complaints about smell in the back of the building about composter. Not much that can be done, As the weather is colder it should get better. We will deal with the issue again in the spring.

- It is something on the agenda to deal with for when the new buildings are built since the whole garbage situation will probably change.

Contact Numbers: New building security after-hours company. You should have all received a yellow sheet in the mail. If you have issues with them, please let Jay know.

Complaint about the direct dial numbers to Carlene and Doreen.

- Jay tested the phone numbers and they all worked. He used the phone numbers from the contact sheet we all received in the bag with the compost bins.

Jay is looking into the issue of the phone at the concierge desk.

General concerns about never seeing the administration anymore, lines of communication between tenants and Shiplake are not open. People feel unsafe. People don't know anyone on their floors anymore. There is nothing that can be done about this. You are welcome to visit the administration staff in the office in the basement.

- It was verified that numbers on the sheet given a few months ago with all the contact numbers on it all should work.

- Comment: AFTER HOURS NUMBER THAT IS UP AT THE CONCIERGE.. RE-ROUTE THE CALL AND AREN'T DOING THEIR JOB. Karni to look into this number that they are posting, is it wrong? Who is answering it?

Door Slamming: Place a work order request with the concierge or on-line to have your door fixed. If it's an issue with a neighbour Place a work order. Jay will deal with this issue as they come up.

Pigeon Fecal Matter on Balconies: If you have a pigeon poop issue on your balcony or you see it on another balcony please let the concierge know. If it's your issue, then fill out a work order.

- Cheaper for them to spray for PIGEON off? I told Jay about this product. He will look into it.

- *They will come in with masks and suits to clean if you or your neighbour's balcony is dirty.*

Window Washing: In October

The rope supports on the roof needed to be checked and certified. They are good to go now.

- I spoke with Jay regards cleaning the windows looking out next to the elevator (apparently they never get cleaned) I mentioned the kitchen windows not being cleaned as well.

- *Supports have been certified. Washing to be done this month (October).*

- *They clean the windows that you can't get at (ie, clean your own windows by your balcony).*

Stairs: some floors don't have railing on both sides – problem for elderly people who are one-hand dominant and don't have strength or stability to maneuver stairs on other side – safety issue.

- Jay will look into the issue to see what the extent of missing railing is. The stairs are up to compliance. It's an old building and the codes from 1965 are not the same as today's codes. New buildings do not have a railing on both sides.

- *May be costly.*

- *Question: Also can we clean the stairwells?*

Parking Garage: Garage is dirty, one person asking if we could get it cleaned.

- Not at this time. Construction starting on October to do repairs and get ready for the development project. Construction to continue until March 2017. We received a notice on September 26.

Hallway carpets: Cleaned the middle of October

- ***CLEAN THE CARPETS IN THE HALLWAY***

- Will be steam-cleaned mid-October

- *work order was put in to get an embarrassing stain – got it at first, then 4 days later it already came back!! – near unit 1514*

4th floor hallway airflow: Should be resolved now

- stinky again?

Gym: Complaint about tenants bringing their own personal trainers into gym. It is intimidating as well for gym users.

- Tell concierge right at the time of this happening, if no concierge, knock on superintendent's door.

- Supers' Unit #???

Airbnb: If you know there's an Airbnb on your floor please let Jay or concierge know. Jay is working on getting these people to cease their activities.

- Successful in evicting a few already.

- Unit 2614 – Shiplake renting it out day-to-day like a hotel – Karni will look into it. Take man's contact info: ? [supposed to come talk to us after the meeting]

Backyard: Complaint about our small backyard getting over-used by other condo pet-owners, etc.

- There is no way to gate our property and therefore no solution to stop others from using it. The development project will change the use of this area.

Concierge:

Elise is no longer employed at the Concierge Desk. Michael and Ana now work weekdays only. They will alternate day and evening shifts every other week. Nadya works days on the weekend. They have hired a new fellow for the evening shifts on the weekend. You may have noticed him training as of this past weekend.

There are still many issues that need to be resolved. Jay is looking into hiring a manager whose job will be to oversee the concierge and all their duties. Including filling in when someone calls in sick. This will take time to fix.

- Can you put the concierge schedule on the Tenants' Association website their hours? Yes. (7am-11pm?)

- If you leave a message on the concierge's phone, they do not ever call back? Look into this.

- Jay is hiring a new manager to ensure that everything is better kept.

After Hours Security:

We all received a yellow paper with the NEW after hours company the building is using. Please disregard the magnet with the previous information.

6. New Issues:

Varnishing floors

- *Do you have to varnish floors every single time somebody moves out??*
- *People seem to think that they do it every time a unit is being moved into.*

Laundry Room

- *Etiquette. Can we have a sign-up for laundry room etiquette. Try not to use powder as detergent? Remove lint from the lint trap in dryer as a courtesy for the next person?*
- *Can we get underneath the laundry lint trap vacuumed?? (can't take it out because they are nailed in)*
- *Machines aren't really cleaned – something has to be done. Reports of seeing an elderly woman cleaning the machines so that she can use them.*

NEXT MEETING WILL BE HELD IN JANUARY 2017