

Wednesday February 15, 2017, at 7pm

Type of meeting General Meeting

Executive members Present: Karni, Sonny, Erin, Surbhi, Deepti, Roma
Absent: None

Meeting started at: 7:00pm

Meeting ended at: 8:29pm

Number of Tenants in attendance: approximately 60

Italics: Notes taken by secretary at meeting

Red italics: Items requiring follow-up

Agenda Items:

1. Thank You - Erin - Secretary

Big thanks and appreciation to Karni, Adam, Erin A, Donna, and Roma for their help distributing meeting reminder flyers!

2. Finances – Sonny – Vice President

- We have \$ 1,641.17
- Membership is down
- We will be sending out membership renewal notices to members who have lapsed.
- Would like to have a nest of \$ 2,500.00 over the next 12 months to cover upcoming AGIs and have a small just in case blanket
- We will be having a few more bake sales to help raise money as well
- Next Annual General Meeting (AGM) and Elections will be held in May 2017

3. Tenant Issues - Sonny – Vice President

- Doors on SB to garage close but do not lock – Fixed
- Men's sauna – Has been fixed at least once in last three months. Someone is pouring water on the element. This is a dry sauna. Element costs \$ 1,200 to fix – Management is looking into continued repairs.
- Air BnB – Please report to concierge if you think there is one on your floor. - Management is working on removing these types of tenants. This takes time.
- SB Lockers- Should they flood again affected tenants will be contacted. These were the lockers on the same side as the laundry room.

- After hours' numbers updated- Management will updating all numbers and as well as posting them in more locations for better access.
- Concierge phone issues - Issue has been addressed- New management is working to fix the issue.
- SB Lockers will not be affected by construction
- Battery and Lightbulb recycling – We will get both. Management is looking into companies that provide the disposal service. We will receive notices ones the program is in place.
- Signage for laundry room etiquette - Yes management will have one put up.
- Laundry machines cleaned more regularly – Yes – Management will speak to cleaners about this and set up a protocol.

Lint needs to also be vacuumed out from UNDERNEATH the lint holders (they are currently screwed down).

4. Building update – Karni - President

- Construction for the two buildings will begin on April 28, 2017.
- The pool will be closed around that date. We will get a notice of the exact date. They will try to keep the pool open as long as possible.
- The first 1-2 months are considered decommissioning months. Taking care of the plumbing, electricity, pool and such stuff to set up for demolition.
- We may lose access to the gym for a week so the far wall can be fortified and secured. Once they start the deconstruction they will know what supports if any the wall has and needs.
- The waterproofing work being done on the balconies right now is not part of the balcony repairs coming up.
Currently on the West side of building -- we are getting an AGI (Above Guideline Increase) for this work.
- We will get an AGI for the waterproofing of the balconies.
- I have asked to see the engineering report for the balcony work. I have not heard back yet. Everyone is getting new railings and only the work that needs to be done on the balconies will be done. We will hear more about the balcony work from Ali.
- We will get an AGI for the balcony repairs.
- **If you have pigeon netting, please contact Elizabeth to get it put back up after.**
- The work currently being done in the parking garage has to do with repairing and upgrading the structure and the building supports. Nothing to do with the construction of the two towers.
- We will get AGI for the garage work.
- We have \$ 1,641.17 in the bank. That's enough to challenge one AGI. (\$1,00.00) By the time we get the balcony AGI we should have enough for a second AGI if needed.
- Hopefully it will not be three AGIs. AGIs have to be registered within 90 days of the work completion.

Q: WHY aren't we getting a decrease while it's going on if you're charging us an AGI??? -- General discontentment about this.

5. Compensation package – Karni – President

- The handout explains the compensation package in detail.
- Construction has been approved. A letter from the city has been mailed out from the city.
- The compensation offer is to cover the loss of amenities and to compensate for the dirt, dust and noise.
- The compensation will start June/July 2017. Once the big drill machines start to drill. (Dirt, Dust and Noise)
- Those of you who live in unit lines 16, 17, 18, 19, 20 and 21, as well as units who were affected by the last AGI will receive letters through the mail as to when your rent will decrease and the new amount.
- Last AGI = 2.6%
- I will have access to the letter that will go out to make sure it's clear and simple. Not complicated like the other letters we get regarding our rent increases.
- Everyone living in the building as of February 2017 will receive a cheque for
- \$ 200.00 to purchase an air conditioner or whatever you feel you will need to help you with the construction.
- People moving in after February 2017 will sign a document letting them know that are not entitled to any compensation as they are fully aware of the construction and loss of amenities.
- Compensation for the pool will begin when the pool closes. (April 1)
- Regular pool users will receive \$ 19.46 for every month the pool is closed as a rent abatement. OR they will receive a pass to use at a Toronto Community Centre Pool. (\$233.52 per year) (Details on notification to come)
- Regular pool users are 2x/month
- Eglinton Community Pool is closing for renovation in July 2017 (*hence why you can receive a pass for any Toronto Community Centre Pool*)
- We will have another Tenants meeting on March 28, 2017 at 6:30 pm in the media room. This meeting will be presented by Shiplake to talk about and answer any questions about the upcoming construction of the two towers.
- We will have one of these meetings every four months. *Construction of buildings is estimated to be ~16 months.*
- There will be an information board posted on the outside laundry wall with updates on the ongoing construction.

Suggestion from tenant: We need a pool that is closer to us for this interim period. Tenant suggested Shiplake contact the Madison or the condo building on Duplex Avenue to negotiate pool use with them while the two new Shiplake buildings are under construction.

Q: *If I have a medical condition that makes living difficult for me during the construction (because of the exacerbated dirt, dust, etc), is there anything to be done?*

A: *This will be dealt with on a case-by-case basis. Everyone's needs are different. We have a plan to relocate those who need to (because of medical condition) to a unit similar to the one they are in now, pending on unit's availability.*

Q: *Is there any plan for visitor parking since our visitor parking is being destroyed by the construction of these two new buildings?*

A: *No.*

Q: *Will we have access to the new pool in the new Shiplake building?*

A: *Yes*

6. Concierge Changes – Elizabeth Ball – Resident Services Supervisor - Shiplake

- *We have already implemented changes:*
- *Before it was difficult to get a hold of the concierge -- Elizabeth is ensuring all tenants have correct information for contacting the concierge.*
- *Concierge is no longer leaving the desk (only for 15-minute break and to otherwise help tenants)*
- *Work orders were falling through the cracks - have implemented a mandatory follow up process via phone or email to let us know if it was up to your satisfaction. Also they will contact you if your work order will require a third party (which will take more time).*
- *Please give me feedback, questions, concerns, positives!*

Q: *Smell of varnishing -- other tenants (neighbours) need notice (they are sensitive). Workers were talking and making noise and they leave their equipment out in the hallway.*

A: *Please call the concierge immediately if that happens and it will be addressed.*

Q: *We need security from 24 hrs in this building.*

A: *Will look into that.*

Q: *Concierge no longer accepts anything? What about flowers?*

A: *Set your apt up for parcel pending. Flowers we can accept.*

Q: *Anything financial wise should go to Carline -- go see her anytime. Concierge doesn't handle finances. We are all here now as this building is considered head office. Leave a comment in the log book.*

Q: *Can we have a list of the staff and their duties?*

A: *Yes.*

Q: *First floor tenants don't see notices because they get put in the elevators. Can we be notified somehow?*

A: *1st floor tenants should be notified individually.*

Q: *Is there going to be a quiet room while the construction is being done?*

A: *In March there will be a respite suite -- this will be available anytime for everyone during the construction. Will not be on Basement or Ground floor (could be any suite).*

Q: Can we get contact numbers on a magnet?

A: Ali will do this yes.

Elizabeth's business cards will be available at front desk. Email is best to contact.

Q: Balconies -- will there be storage space to put stuff while our balcony is being worked on?

A: Craig will identify some locker space in the basement -- Ali stated that it will be free.

7. Balcony Repairs – Ali Khoja - VP Residential Operations, Shiplake

- New balcony repairs -- railings will be replaced with mesh-like-metal (can see through), there will be no gap on bottom of railing, cocking will be re-done, more square footage for you! This update is mandatory because currently they are not up to city code. All balconies will look the same. The new structure material will deflect the wind from coming in on balconies that are higher up.
- Maximum time your balcony will be closed for would be 2 months. All are planning to be done by November 2017.
- Will send out notice at least 48 hours in advance of when your balcony will be next to be worked on. Hoping to send out notices a week in advance but we will have it at least 48 hours in advance.
- The balconies will be done in rows, starting from the top of the building going downward. Approximately three rows will be done at one time, starting on the south.
- Starting March 1st, apartments in rows 19, 20, 21 will be started (South side of building first). **Estimated**
- ~July 1st, rows 10 and 17 will be done. **Estimated**
- ~2 months later, 7,9, 13 and 1 will be done, etc. **Estimated**
- East side will be the last side.

Q: Having our balcony door locked from the outside is a fire hazard when entire row is closed!!

Ali: The doors have to be locked from the outside so that people won't interfere with repairs or fall off their balconies when there is no railing on it.

Q: Is there going to be fumes with the cocking?

A: No fumes

Q: Will we have to take our AC unit out of the window near our balcony?

A: NO, we do not have to remove our air conditioners from the window.

Q: Will we be able to still open our windows on balcony?

A: Yes, you will be able to open 4 inches (a bracket will be put in when repairs are being done to your balcony).

Q: Please explain what is going on right now to some lower level balconies?

A: Waterproofing is being done right now and will take 4-6 weeks each side of building-- you will be given minimum 48 hours if you have to take things off your balcony. Balcony repairs start March 1st for apartments stated above.

Q: What of all this construction is actually city mandated?

A: There are 3 things happening:

- Garage has to be done, will be done by the end of this month (Feb 2017). Idea was to get it all done before the new construction. We are trying to do this with the least amount of inconvenience to you as possible.
- Balconies no longer fit the city bylaw. They HAVE to be done. This building is 60 years old. It has to happen. Shiplake realizes it is an inconvenience but people will still be charged via an AGI.
- Two new buildings being built on south end of this block. Will be 15 meters away from our building (close!).
- Q: Saturday work is too annoying (work will start at 9am, not noisy work. Notice says 8am but it's actually 9am) -- people are pregnant, etc. I cannot use my balcony even when it is done because the new buildings are going to be going up and it will be dusty.

A: It is an inconvenience; you are getting \$200 compensation to get a new AC unit or whatever you desire to make your life easier during this time.

Q: Is a break in the lease acceptable if people cannot end up staying here during the construction?

A: Come see Shiplake on a case by case basis.

Q: Can we appeal to you to postpone this balcony work until next year? People are going to be going nuts because so many things are going on at once. Also people may not be able to afford such AGI (rent increases).

A: Some balconies are just unsafe. The parking garage and balconies really need to have work done. Engineering company did audit and they need to be done. It's not being postponed.

Q: I moved here for the pool and facilities, now it is being taken away, I wasn't assured when the actual construction would be happening. I'm upset because there is not much compensation for us.

A: I don't have a specific answer for you. I realize it's an inconvenience. New buildings will have yoga studio and pool for you to use.

2.6% reduction (is just for the units affected by the last AGI, 2015) includes reduction in services and compensation (for pool).

Q: Relocation - for residents who have special needs -- need to touch base with Elizabeth. There are specific criteria - whatever you're paying now will move over to the new apartment that you are assigned.

Q: Any visitor parking during new buildings' constructions?

A: "City has told us there is enough parking around the area for people"

Q: After garage stuff is finished do we get our own parking space back?

A: Yes

Q: Are there bricks being replaced as well?

A: Yes, it is being done now with the waterproofing.

Q: Compensation being offered is not sufficient for the work that is being done. It is unfair.

A: That's a loaded question. The compensation was made from talks fair and equitable with the city and the tenant's association.

Q: Pool was a marketing tool. Whether we use it or not it is still one of the reasons we moved in here. Will there be any stoppage of increase (referring to AGI) in rent? The work you're doing is increasing our building's market value -- are we going to expect any more increases in the next 4 years? There should be a moratorium on rent increases on us for the next 4 years. We shouldn't have to pay rent increases during these periods of construction.

A: I have no answer for you.

[GENERAL DISCONTENT WITH THE LACK OF COMPENSATION WE ARE RECEIVING FOR THE AMOUNT OF CONSTRUCTION GOING ON.]

Comment: We will have to share this new pool with 10x the amount of people.

A: There will be gyms and 2 pools for us to use once the 2 new buildings are done.

Comment: The three months right now you are using to dictate whether or not we are a "regular pool user" is when people are not using the pool. People use the pool less in these 3 months. This mechanism of measuring this pool usage is ridiculous.

A: It is city bylaw to do it whenever the 3 months before.

Comment: Shiplake is saving so much more money by closing our pool and we are not being compensated.

A: If you are a regular pool user you will be compensated. There will be an underground connection to the new buildings so that you can use their pool

Comment: In nearby buildings during construction -- every tenant in the building was compensated at least \$100 up to \$500. If people wanted to move out they were compensated \$1500 for moving expenses.

A: These things were already discussed months ago. Basically your complaints are too little too late.

Karni: On Holly the units getting the most compensated are because the new building is being directly attached to them.

Q: Are there new visitor parking available for us in the 2 new buildings?

A: Don't know. garages will be attached underground.

Q: Visitor parking closing when?

A: It closes April 1st.

Q: Will we be compensated for the installation of the new AC units?

A: \$200 will be given and you can do what you want with it. In the next meeting on March 28th there will be pictures of the new buildings.

Comment: There is less parking in this area NOT more during construction. Not enough. What arrangements are being made?

A: Will look into it.

Q: Are there going to be blackouts/ power outages for the balcony work?

A: It would be unusual for this to happen.

- Updates will be put up on the board in the laundry room.

Q: Services to relocate -- will we be compensated for these? It is an inconvenience for us. I want a relocation compensation.

A: The compensation of what's been offered now is what stands. There will be more time for questions at the next meetings.

Comment: Compensation package has already been discussed and voted on in last meetings. People should come to all the meetings.

8. Questions/Discussion

Conclusion by Karni:

- more answers at the meeting on **March 28th** re: construction
- AGM in May 2017 for the Tenants Association