

**The Torontonians Tenants' Association
General Meeting
Wednesday, June 28, 2017
7:00 pm–8:30 pm**

Media Room

Minutes

Approximate number of people in attendance: 55

Welcome & Meeting Rules – Kathleen

Intro of current (acting) executive committee:

Kathleen Armstrong-Member at Large

Ryan Nicholas- Treasurer

Roma Del Bel-Member at Large

Jim McCarthy-Member at Large

PURPOSE OF THE MEETING – Jim

- Explain change to Executive Committee & Impact on Executive Positions.
- Get direction from members on options to fill vacant Executive positions.
- Inform members about the meetings with Shiplake.
- Provide an explanation about the documents handed out.
- Outline the voting process if members voted to hold an election tonight.

EXECUTIVE COMMITTEE CHANGE & VACANT POSITIONS - Jim

- Following differences within the Executive Committee it dissolved, resulting in **all** Executive committee positions being declared vacant.
- The above 4 Executive members are willing to stay on the TTA Executive for another month pending results of another election. The other option is to have an election tonight.
- The vote to decide if an election should be held tonight or in a month was deferred, at the request of a majority of members, to last place on the Agenda.

MEETINGS WITH SHIPLAKE - Jim

Association Membership Activities

- Kathleen Armstrong, Roma Del Bel, & Jim McCarthy met (June 15 and 26) with Shiplake representatives Ali Khoja, VP Operations, and Elizabeth Ball, Resident Services Supervisor.
- Shiplake has no objection to the TTA's using the lobby periodically to set up a table to recruit new members or using elevator boards for Association notices (meetings, bake sales, etc.) & agreed to include the Association Welcome letter in the Shiplake package that is given to new tenants. TTA to supply the letter once approved by the Members.

General Maintenance & Other Issues

Note: A new city bylaw as of July 1 will obligate Landlords to provide a variety of notices and plans such as Pest Management & Cleaning (see synopsis of By-law on the TTA website under Tenant Concerns). Landlords have until October 1st to register with the City.

Concerns raised:

- **Schedule for cleaning the windows & halls?** Windows - once/year; Halls – supposed to be vacuumed once/week but a special request can be made to the Concierge if there is a major cleaning issue.
- **Heat complaints:** Too hot – too cold. Shiplake looking into automated systems/processes to fix balance problem. See the City Tower Renewal Report on TTA website under “Tenant Concerns” about work done here at 45 Dunfield on the heating system.
- **AirBnB short-term rentals:** at least 2 individuals are renting out their units in AirBnB fashion and there is a company named Olivia's Housing which has about 6 or more units being used as short-term rentals. Individuals are not supposed to be renting out their individual units. Shiplake needs to go through the Landlord and Tenant Board to evict someone so it's difficult to know if action is being taken on some of the current short-term rentals occurring.
- **Wifi availability:** service has been restored following flooding.

Lillian Park Development

Note: See 2 documents on the TTA website: Section 37 Agreement between the City & Shiplake listing mitigation strategies and compensation during development & the Construction Mitigation Plan (also on the bulletin board by the Laundry room).

- Tenant Compensation for Eligible Units (Lines 16,17,18,19, 20). The \$200,000 fund will be paid out until the total amount is exhausted even if it goes beyond the original 16-month period. This abatement is applicable to tenants who signed leases in the eligible units after March 3, 2017. Shiplake will provide an update on the fund around October 2017.
- Business/Amenity centres: the City required a certain amount of amenity space before approval of the project. Shiplake is unsure at this time what the space will be used for, possibly wedding receptions, anniversary parties, etc.
- Communication from Shiplake about construction: a bulletin board has been set up near the laundry room. The TTA has asked for more frequent and detailed communication about construction activities. The next quarterly meeting to be held by Shiplake is supposed to be July 28.

Repairs & Concerns

Preliminary Clarification – Note that the balcony, caulking/waterproofing, garage repairs, and flood damage are separate issues from the current Lillian Park development.

- **Caulking/waterproofing & Balcony work:**
 - The caulking/waterproofing is not complete. Approximately 2/3rds is done. Work is taking so long due to waiting for different parts, different-sized balconies, weather, etc. There is some concern about the gap between the walls and the ends of the new balconies. Shiplake is reviewing. Schedules are posted near the laundry room about when units are due to be done – for both balcony & caulking/waterproofing work. Times provided are estimates that can be affected by weather, etc. There were many complaints from members about timeframes being inaccurate.

- **Garage work:**
 - Repairs are supposed to be completed but some tenants are only now being told they can move back into their parking spots. TTA to follow up with Shiplake.
 - Shiplake was handing out car-wash tickets but not all tenants were aware of this. Unfortunately none are left.
 - The official date of completion is unclear but TTA to try & find out because of a potential Above the Guideline Rent Increase (AGI).
- **17th-floor flood (May 6):**
 - A pressure-valve pipe burst on the 17th floor resulting in flooding. Shiplake says it has checked all other similar valves and these are in okay condition. Several members are saying that their valves have not been checked & remain unconvinced that this has *actually* been done. TTA should follow up.
 - Air testing was done and no mould was found.
 - No dates provided for completion of repairs.
 - **Emergency number for tenants to call (Non-medical/non-fire emergency) # 416-614-4240**
 - It was discovered that many tenants did not have *rental insurance*. Shiplake is looking into whether it can arrange for a group rate for tenants.
 - If anyone is still concerned about health risks they can call Toronto Public Health at They should call 416-614-4240 & speak to Edward.
- Shiplake decided to do all of this extra repair work at the same time as the development to “get it over all at once.” Shiplake cannot confirm whether they will be seeking AGIs for these repairs.

COMPENSATION OR REMEDIATION

- Tenants have the legal right to apply for both monetary or non-monetary compensation or remedies if the Landlord
 - reduced or discontinued a service or facility AND/OR
 - seriously interfered with the reasonable enjoyment of their homes by the Landlord’s action.
- The TTA will collect information from Members about potential requests for compensation or remediation & report back at the next General meeting & seek direction for the next steps. The TTA will also contact

other Associations who have experienced similar issues, including dealing with AGIs.

- Several Members with relevant technical experience have offered to assist in unofficial capacities if asked.
- A Member suggested that if a tenant has discussions with Shiplake, they should document the interaction (date, time, purpose of discussion, etc.) and share the information with the TTA.

DOCUMENT – Kathleen

- Constitution
- Roles & Responsibilities
- Proxy Voting Form
- Welcome Letter
- Membership Form
- Remediation Form

Attendees of the meeting picked up packages of these documents for review, in preparation for discussion and voting at the General Meeting, to be held next month. The Remediation Forms – one for Rent Reduction and the other for Serious Interference – require some more work before submission to the membership.

VOTING FOR EXECUTIVE POSITIONS – Roma

- Procedure/Process
- Vote

Items Deferred to next General Meeting.

RESULTS OF VOTES

Members voted:

1. to meet in a month to vote on the package of documents handed out;
2. to hold a vote/election on vacant Executive Committee positions in one month at the next General Meeting;
3. to approve a motion by Karni Baum that the existing members - Kathleen Armstrong, Roma Del Bel, Ryan Nicholas, & Jim McCarthy of the Executive Committee remain in office pending future elections.

Notes taken by Dana Berquist and Ryan Nicholas. Reviewed and edited by Kathleen Armstrong & Jim McCarthy