

April 8, 2021

Issues for Shiplake – responses to TTA by email

Responses below from Kurt Low, Director of Apartments:

1. **Cleaning common areas:** What are the cleaning protocols for the laundry room, Media Room, stairwells, all buttons, doorknobs, railings, etc.?

- Currently we have housekeeping staff working 12.5 hours a day Monday to Friday (7 a.m. – 7:30 p.m.) and 11.5 hours a day on the weekends (8-7:30). In addition to our regularly scheduled housekeepers that work and clean throughout the property during the day, we added additional cleaners to focus on sanitizing high-traffic areas and surfaces from 4pm to 7:30 p.m. daily.

Some key areas of focus, (but not limited to) are routine surface cleaning of all main access points into the building from P2 to Main floor (door handles, railings, intercoms) and elevator buttons, main lobby surfaces. The media room is sanitized at the start of the day before the first booking arrives to avoid disruption. With regards to the laundry room, all machines are wiped down at least twice daily in the morning and again in the evening. Please note this does not consider that all residents are also asked / encouraged to wash their hands upon arrival to the laundry room with soap and water at one of the 3 available sinks as well as to utilize the sanitizing wipes we provide to everyone in the dispensers provided to wipe down the machines each resident uses before and after use.

These cleaning staff are provided several tools by Shiplake to complete these daily requirements including antiviral wipes, antiviral cleaning spray as well as an electrostatic sprayer to apply to hard surfaces and upholstered furniture.

On this topic of surface cleaning, a new report from the CDC has just come out that questions the necessity of all this surface cleaning as they claim the risk of SARS-CoV-2 infection via the fomite transmission route is low, and generally less than 1 in 10,000, which means that each contact with a contaminated surface has less than a 1 in 10,000 chance of causing an infection.

I attach a link to this new science brief from the CDC below for your own interest. Regardless of this new report, we will continue to remain vigilant with our cleaning routines and keep this additional sanitizing of high traffic areas in place until this pandemic has subsided.

<https://www.cdc.gov/coronavirus/2019-ncov/more/science-and-research/surface-transmission.html>

2. **Landscaping (back and front):** When will this be finished?

We are eager to get this work back in gear, but the weather had been a deterrent up until now due to the frost. At the time of writing, I was informed by the landscaping company that they plan to remove the temporary sod from the dog enclosure on April 6/7 and will be replacing it with an artificial turf. This area is

also irrigated and on a daily schedule to spray down this surface each night to keep everything fresh.

I attach a tentative schedule from the landscaping company. I am hopeful they will stick to this proposed plan so we can wrap this project up.

ID	Task Name	Duration	Start	Finish	Predecessor(s)	20 Oct 25
1	Outstanding Works to be completed	19 days?	Tue 21-04-06	Fri 21-04-30		
2	Dog Water Fountain / Waste Station/Bench	1 day	Tue 21-04-06	Tue 21-04-06		
3	Removal of sod placed in dog park area	2 days	Tue 21-04-06	Wed 21-04-07		
4	Placement of Artificial Turf	4 days	Thu 21-04-08	Tue 21-04-13		
5	Final irrigation work, connection	1 day?	Thu 21-04-08	Thu 21-04-08		
6	Fencing	2 days	Thu 21-04-15	Fri 21-04-16		
7	Concrete Sill, removal of flashing, concrete cap and r	1 day	Mon 21-04-19	Mon 21-04-19		
8						
9	Waiting on Approval	10 days	Mon 21-04-19	Fri 21-04-30		
10	Interlock Option at the front of building	5 days	Mon 21-04-19	Fri 21-04-23		
11	Plantings to be completed in front	5 days	Mon 21-04-26	Fri 21-04-30		

- Garbage enclosure:** When will the side cubbyholes be opened for tenant use? When will organic-waste collection be reintroduced? And what is the schedule for cleaning the garbage chutes on the individual floors?

Owing to an unforeseen design challenge with the height of the cubbyholes not providing enough “slope” to our existing garbage bins, we are in the process of modifying these bins. They will be lowered to ensure the bins can be rolled under each cubbyhole chute. We are hoping to have these modified bins in place by mid May.

Organic-waste collection will be reintroduced when these cubbyholes are opened for use.

With regards to the schedule for cleaning of the garbage chutes on individual floors, the cleaners are expected to visit these chute closets every other day.

- Installation of back-driveway arm:** What is the schedule for this, to reduce after-hours noise in back?

A purchase order for this control arm was placed on March 23 to initiate this work. The contractor is now securing the hardware for this installation and hopes to complete this work within a month.

5. **Disability parking in back:** When will the signs be installed for these 2 parking places? And presumably the other 2 places will be dedicated to contractors' vehicles as before?

We are scheduling the garage and the receiving area at the back of 45 Dunfield to be professionally power washed over three days - April 26 – 28.

Once this area has been cleaned, we will paint new parking space lines and install signage to designate both accessible and contractor spots in early May.

6. **Shed for discarded large items (esp. furniture):** When will this be installed?

Similar to the control arm, a Purchase Order was placed with a contractor on March 23 to build this new shed for oversized waste items. The contractor is mobilizing the supplies needed to complete this shed and stated he hopes to have this constructed before the end of this month (April).

7. **Dog park:** When will it be finished?

At the time of writing, the landscaper has started to remove the temporary sod that was laid in the winter. This is in preparation for new artificial turf that will be installed, during the week of April 12-16. Following this, according to the schedule, they will be installing the access gates over two days, on April 15 & 16.

The more complex part of this project will involve tying these gates into our existing access control system to ensure we can restrict access to this enclosure after hours. The contractor is working through this detail and we do not yet have a firm date as to when this outstanding item will be resolved.

8. **Rooftop fans/kitchen & bathroom vents in units:** Complaints from tenants about lack of circulation in hallways and through bathroom vents in particular – very strong cooking odours. Some tenants block their bathroom vents as the smells make them feel ill:

- When will the faulty rooftop unit be repaired or replaced?

We have provisioned to have some of the older air handling units replaced over Shiplake's next two fiscal years, 2021/2022 and 2022/2023, to improve effectiveness and efficiency for in-suite ventilation.

For the time being, all units are functional and working and repaired whenever needed if they are to break down because of a belt failing or motor issue. On occasion, a resident's in-suite ventilation may be affected when the damper has collapsed within the duct work; this can block air flow being able to escape.

Please encourage any residents reporting such a concern to create a work order so we can investigate and have this repaired.

- Can checking and cleaning of bathroom and kitchen vents be scheduled?

Yes, we have set aside the resources to have all kitchen and bathroom vents cleaned and checked but have had to postpone this work a number of times already as it will require our contractor to enter every unit and spend approximately 20 to 30 minutes per suite.

We have tentatively scheduled this contractor to commence this work in mid-May and the job will take 30 days to finish a building of this

size. However, with another Ontario lockdown imposed currently, we might have to delay this work further if fellow residents are apprehensive of permitting contractors into their apartments right now. The intention was to get this work done over the past year, but COVID has prevented us from proceeding while most residents are at home.

9. Laundry-room renovations: Have these been done? Scheduled?

We have decided to wait until pandemic restrictions have eased before we start demolition of a critical piece of shared space like the laundry room.

This work will involve eliminating a portion of this area in sections, which in turn would increase demand on the existing machines while limiting space -- not advisable while adequate social distancing is encouraged. As soon as we know we can commence this work without posing a risk to our residents, we will do so.

10. Garage cleaning: When is this scheduled? And will tenants be allowed to park their vehicles in Visitor Parking during cleaning of their allotted spots?

We have scheduled professional power-washing of the entire underground-parking garage, from one side of the building to the other, over three days -- April 26 to 28.

Residents who park on P2 will be permitted to use the visitor parking spots on their scheduled cleaning day, on a first come / first served basis as we won't have enough spots to accommodate every vehicle. So we will need the cooperation of everyone with a vehicle to find alternative parking off site while we get the garage nice and clean for everyone's shared enjoyment.

11. PA announcements during after-hours fire alarms/change of smoke detector

batteries: Tenants were frustrated to have no announcement or follow-up information during the 24-minute alarm at 1 a.m. several weeks ago.

- Can a system be set up for live announcements to be made throughout the affected properties in future, either by Lillian Park concierge or fire department?

We are working with a Fire Monitoring Company to see how we can integrate an automated messaging system into our alarm systems to provide timely announcements in the event of alarms while we await arrival of the Fire department.

- Also, the contractors who checked the detectors said they were not responsible for changing the batteries. Who does this and when would it be scheduled?

We have just received the deficiency report from our Annual Fire Inspection, conducted by Trace Fire Services. They have provided a summary of those detectors that need attention, and our in-house maintenance team will be replacing these batteries and scheduling that work shortly. Individual notices of entry will be sent to those tenants affected by such work.