

## LTTA Meeting of the Membership

Date & Time: November 9, 2022, 7:30 pm to 9:00 pm

Location: Leaside Towers Recreation Centre, Party Room

**MEMBERSHIP REPRESENTATION:** 47 members

## STEERING COMMITTEE REPRESENTATION

Participating:

Safeera Mulla, Liz Morellato, Jason Ash, Ali Meghani, Manny Blatt, Luba Maisterrena, Judith Scolnik, Betty Coules

Regrets:

Chris Adams

Building Representation	Building 85	Building 95
Low-Rise Floors	Y	Y
High-Rise Floors	Y	Y

## MORGUARD PARTICIPATION

Regrets:

Suzana Eskic, Property Manager

## AGENDA

Chair of the meeting, Jason Ash, greeted many past attendees and a welcome group of new attendees.

Jason then updated the meeting about current maintenance issues including the mechanical failure of all the dryers in the 95 laundry room and the communication to tenants about this problem and its cause. He also stated that the Fire Incident Report has been officially filed but hasn't yet been reviewed by the City. He has followed up about that with our City Councillor as to when it will be available to the public.

He then welcomed comments and questions from tenants, emphasizing that many of their concerns would be addressed by our invited guests at this meeting. Most tenants expressed their frustration with the responses and lack of clear communication from Morguard office staff.

The meeting was officially informed that our previous Property Manager, Amit Thakur has resigned his position and is now working for another Toronto company. His position has been filled by another in-house office employee, Suzana Eskic, with no additional staff hiring. Elevator and other maintenance problems are ongoing.

## **GUEST PRESENTATION**

Jason introduced two employees of the City's significant [\*\*RENT-SAFE TO program\*\*](#) – its Director, Janet Stoeckl and one of its experienced Supervisors, Cameron Culver. They presented a detailed outline of the goals and procedures of the RENT-SAFE TO program and how it aims to assist and protect tenants who reside in the majority of Toronto apartment buildings. The program applies to tenant complaints in the approximately 3600 buildings, taller than 3 floors, in this city.

As the LTAA has also suggested in the past, their recommendation in dealing with maintenance or other issues, whether in individual units or in public areas, is as follows:

- Make use of the [Rentcafe app](#) to register issues with the management office
- When problems are not addressed in a timely manner, follow up by phone, email or in writing to the management office to repeat the complaint
- When there is no response from management, call 311 to report the problem. This step will reach a Bylaw Officer who will follow up as quickly as possible, possibly in less than 24 hours, depending on the urgency of the issue.

Steering Committee member, Betty Coules, outlined an issue of great concern in her unit that followed the post-fire replacement of the electrical panels on the high-rise level at Building 95. In this case, Morguard was not responding to her request to have the heating unit and wiring checked after the major power surge on the evening of October 11th. Bylaw officers met with her in the presence of two neighbours and promised to immediately follow up with the landlord once they had the details. Within 24 hours, printed notices from Morguard were received by all 95 high-rise tenants informing them that all electrical wiring and fuses would be inspected.

The floor was open for tenants to ask our guests questions about sundry issues, all of which were addressed by them. With regard to long delays in elevator repairs, Cameron explained that elevators repairs are part of the Provincial mandate, not the City. If there are fewer than 50% of elevators available for use, this would also come under the aegis of the Health and Safety Department. Bylaw Officers can get involved if elevator cabs are not clean or well lit. Health and Safety issues also include heating and air conditioning complaints. By law, building temperatures are to be maintained at 21 degrees at all times.



Property Management has no more than 30 days to deal with the majority of issues, after which heavy fines will be applied. It was explained that such fines are automatically added to the landlord's tax files and cannot be ignored.

More detailed information about RENTSAFETO can be found on the [City of Toronto website](#), including how apartment buildings are rated and inspected.

Jason thanked our guests for an outstanding presentation.

The meeting was adjourned at approximately 9 p.m.