



## LT TA Meeting of the Membership

Date & Time: April 9, 2024, 7:30 pm to 9:00 pm

Location: Leaside Towers Recreation Centre, Party Room

### STEERING COMMITTEE REPRESENTATION

Participating:

Ali Meghani, Manny Blatt, Luba Maisterrena, Judith Scolnik, Betty Coules, Jason Ash

Regrets:

Liz Morellato, Safeera Mulla

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

### MORGUARD PARTICIPATION

Susan Morasse, Morguard

### MINUTES

Judith chaired the meeting and began by welcoming attendees and introducing the evening's special guest, Susan Morasse, the Senior District Property Manager of Morguard Corporation.

We also welcomed an unexpected and very pleasant visitor - Detective Alex Wallace, who has recently joined 53 Division's Community Police Force and was interested to attend our meeting.

To move the meeting along at a good pace, while leaving time for questions from the floor, the Steering Committee compiled a list of questions and concerns that arise most often at meetings or in tenant emails and provided that list to Susan Morasse in advance.

Questions addressed brought to her attention covered a wide swath including:

- Laundry rooms: Morguard will be replacing all the laundry machines this year.
  - Contract has not been signed yet. May or may not be Coinamatic.
  - There will be some larger machines for larger items.
  - New machines will be able to be tracked by smartphone and home computer.
- Commitment to install touch-free, wavy door openers throughout Leaside Towers.

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- Morguard recently hired an in-house electrician and is looking to hire a plasterer. This is a change from recent years where electrician and plasterer were always a third-party, external contractor.
- Rogers Communications: Susan heard the full extent of problems that many Leaside Towers residents are experiencing with Rogers Wifi and other services. She will prioritize getting it fixed.
- Bell Fibe: Morguard is piloting Bell Fibe service at another property. She now understands Leaside Towers residents want the option to choose Bell. If the pilot is successful, it can be brought here.
- Window washing, understanding residents' frustrations:
  - Cannot occur until exterior cladding work is completed and roof is available:
    - Building 85 windows will be washed in 2024.
    - Building 95 windows won't be washed until early 2025.
  - If quality of window washing was poor in the past, Morguard can select another vendor.
  - Only the outer windows are washed. For assistance with inner windows, contact the office.
- Parking garage cleaning is impacted by ongoing construction that will continue beyond 2024. The garage will be cleaned in sections as construction is completed.
- Parking security: Susan heard from residents about their concerns about non-residents using Leaside Towers parking facilities.
  - Morguard cannot force residents to apply Leaside Towers parking decal to their vehicles.
  - Morguard will redouble its efforts to ensure that only residents and authorized visitors use the parking facilities and asks residents to continue to report suspicious activity and abandoned vehicles to the office and to building security. This includes bicycle rooms.
- Apartment insurance: It is a requirement for your tenancy at Leaside Towers, from Day One onward.
  - Morguard plans to offer a monthly-payment apartment insurance plan, availability date to be announced, for flexibility and affordability compared to traditional 12-month plans.
- Apartment unit occupancy: By law, Toronto allows one person for every 100 square feet.
  - If a tenant has concerns about multiple and unfamiliar persons occupying other units, they should report it to the office.
  - Sub-letting is not encouraged, and it is against the law for a lease holder to sub-let to family or friends at a fee higher than what their lease states.

- Security Cameras:
  - Morguard will provide moveable, USB cameras that can be moved around and temporarily installed in problem areas – for example, if residents see repeated garbage room issues or stairwell vandalism.
  - Adding permanent security cameras on every floor and every common area is not possible.
- New resident education: Susan will consult with rental staff about how they educate new tenants about use of the property, laundry rooms, garbage chutes, pet ownership, etc.
- Gym Hours: Cannot be open 24/7/365 because it is not staffed overnight and would be unsafe.
- Hot tub: It has not been at the top of Morguard's repair list, but Susan understands residents want it.
- Annual summer BBQ event: To be confirmed, but Susan hopes to bring it back this summer.
- Garbage chutes: Confirmed to be cleaned on a regular basis. File a work order if you see a problem.
- Pest control is ongoing. Work orders to the office is the most effective way to keep it in check.
- Dog Yard: Susan received comments about its safety, security, and accessibility (including gate), and will make improvements.

Overall, even when our guest could not promise immediate improvements, her attention to each tenant and her replies were straightforward and candid.

The meeting concluded after 9 pm while several groups of tenants continued their own conversations on the topics discussed.

Our next Tenants Meeting is scheduled for Tuesday, June 11th at 7:30 pm.