

## ROCKHILL TENANTS COLLECTIVE (RTC)

Minutes of the meeting with the building manager dated Friday, November 24 at 3 p.m.

Written by M.R. on November 27, 2023

### Context of this meeting

Three RTC members were scheduled to attend this meeting. For personal reasons, two members had to excuse themselves and other members could not be reached to take over.

Present for this meeting: The building manager and M.R. - duration 1h15

### General:

The building manager was attentive, cooperative and respectful of our RTC. He specified that he may not have answers to all our questions but offered to come back to us with further information if needed.

He wishes to receive complaints and questions from tenants in advance so that he can better prepare and participate in making our meetings more constructive by offering solutions. He is motivated to meet with us monthly, as planned. If on occasion we invite him to one of our meetings, he would gladly come to speak directly with all the members of the COMEX and/or the RTC .He asks us to no longer post invitations to RTC meetings anywhere and without authorization. The last two times, posters were put up in the elevators, which he didn't like at all. He asks us to respect the regulations regarding postings in our building.

Problems selected as priorities by the COMEX following the two meetings with the tenants:

Communications and follow-ups

Security

Snow removal

Data transmission

You can read in bold and red font the answers of the building manager

### Communications and follow-ups:

We felt a desire for collaboration and saw communication efforts on the part of our administration in the immediate aftermath our petition, but the improvement was NOT sustained. Many tenants complain that their calls and messages are routinely left

unanswered, or are met with inadequate or confusing responses, without any results. Serious communication problems persist, both with tenants and with employees and suppliers. This creates a lot of unnecessary frustration. The administration MUST realize that it operates in the housing sector and that it has legal and moral obligations towards the people who live here. It continues to act with a combination of neglect (N) and thoughtless haste (E).

**Manager:** He takes this into account and only aims to improve communications. He says he is the first to suffer the consequences of these poor communications. The tenants become exasperated and angry, which seriously hampers his work. Like all of us, he aims to improve the situation as quickly as possible. He had the entire telephone system of all members of the administration changed to more efficient devices. Each employee now has a headset for better support of telephone exchanges.

**PS:** I remembered that the regional director told us during our first meeting (12.09.23) that he would require that the coordinators e-mail him once a week, on Fridays, a report of all communications and responses made to tenant requests. As the regional director was absent at our meeting today, it will be imperative, at next month's meeting, to assess whether these changes have in fact led to an improvement in communications and follow-ups.

Moreover, at the next monthly meeting, we will need to evaluate concrete achievements pertaining to every point set out in these minutes,.

- Balcony: Week of October 16: unannounced visit from the building manager, a plumber and a contractor to assess work to be done on balconies to fix a water leak on the floor below ; no information on the exact nature or date of this work (N); week of October 23: noisy work on balconies on the 20th floor and suffocating toxic smell - October 31, 7:00 a.m.: contractor on the balconies jackhammering from 8:00 a.m. without us having been notified in any way. The coordinator calls to advise after the work has started. The employees working for the contractor say that it's always the case, people are always surprised and frustrated to see them turn up, and that they keep asking the administration to warn tenants beforehand, but are ignored (N).

**Manager:** He takes full responsibility for it, admits to having failed to inform us about this urgent and major repair. Says that he was wrong for this failure and apologizes for it. He had not considered the noise pollution that this work would cause !?!

➤ Reminder: we need to know the dates of the work on the balconies which will be carried out on our building next April perhaps...

- Given the general attitude of the administration and as it is their right, several tenants demand to know in advance the exact dates and deadlines for the concrete work planned for block B: they must be able to plan ahead in order to minimize the major inconvenience that this work will cause them

**Manager:** Difficult to give a date. On the other hand, he confirms that Building A should be the first to be renovated once Building F is completed.

Security:

- We must be able to reach the security guard at all times outside of business hours - which is not the case, since the Minto # regularly sends us to a voicemail. Furthermore, given the nature of his responsibilities, a single security guard is clearly insufficient for 1004 housing units in 6 obsolete buildings.

**Manager:** The manager was very surprised to hear that tenants' calls were routinely sent to a voicemail when trying to contact security. He says it should not be the case and that he will immediately send a safety notice regarding this complaint to clarify the situation. He asks us to note each time we are sent to voicemail, especially if it is an emergency: date and time of the call and report to the administration.

Concerning the problem of a single security guard, he recognizes the understaffing, says he is sensitive to the issue, that he has already raised this aberration to his superiors, and that he will discuss it again with them.

- Fobs for garage doors do not always work and seem to be circulating among non-tenants.

**Manager:** the Fobs problem is resolved and the garage doors have been changed

- The entrance doors to B and the garages are often open.

**Manager:** He says he will have it checked, that indeed there was a break in the main door of our building last week and that it was quickly fixed. Moreover, as in building A where the doors were replaced, there should be a renovation of our entrance doors but he did not give me a precise date... He will check the access doors to the garage which are not locked and have any problem repaired.

He also told me about the elevators, informing me that a modernization project was underway. In the meantime, he says that every morning, the security guard gives him a report on the state of the elevators and that problems are addressed immediately.

- Lack of exterior lighting or not lamps not repaired.

**Manager:** He will immediately send a repair notice

Snow removal

The contractor selected last year must either be audited or replaced. In addition to the risks to the safety of residents from careless snow removal from driveways and outdoor parking lots, snow removal has been particularly problematic since last year.

- Salt must be systematically spread over the entire surface of the concrete areas, both for the safety of all and for the right of access to common areas and the enjoyment of the rented premises.

- Snow removal must be done in such a way as to guarantee the safety of tenants:

**Manager:** He says he noticed this poor work done by this contractor last winter, he also received several complaints from tenants. He met with this contractor and discussed the requirements to be met to carry out this snow removal. He told me that it was difficult to break a contract, that there had to be a gradation in the reprimands. If the work is unsatisfactory this winter, his contract will not be renewed.

#### Data transmission

- Two tenants are surprised and worried to have received messages from the Rentcafe platform without having ever registered. They rightly wonder WHO communicated their personal information to this third party company without their consent?

- Which raises serious concerns about the dissemination by Minto of personal data, especially since only checks and payments via Rentcafe are now accepted since February 1, 2023 (it is no longer possible to make bank payments). The information transmitted to this third party company is sensitive and confidential in nature: WHO authorized Minto to transmit it? What guarantees in terms of protection of personal information and against fraud? Who decided to prevent any other form of payment?

- How come we received advertising for TD insurance?

- Rent cafe: personal information disclosed on the platform even if the tenant has not registered (Theft of personal data)

**Manager:** He explains to me that RentCafe is a platform for paying rent, transmitting requests for services and providing various information to tenants. He confirms to me that no personal information is transmitted to anyone. The personal data of tenants is protected. He confirms to me that to be part of RentCafe, tenants who make this choice must give their consent, otherwise, they are not part of it. He notes that some tenants have complained that their personal information has been disclosed, he will investigate this and keep us informed. Concerning unsolicited advertisements that certain tenants may have received via RentCafe, this is possible, says the manager, because MINTO has certain agreements with companies allowing them to broadcast advertisements on the RentCafe platform. He also told me that if a tenant received unsolicited emails or ads, to take a screenshot and send it to them by email for verification.

## Quality control

There is currently no monitoring of work entrusted to contract workers and maintenance staff are demobilized;

- Work given and carried out by independent contractors paid through our rents and without quality control for the work carried out

In addition, the building coordinators are never seen on site: very little direct contact with the tenants, abstract knowledge and inadequate understanding of the concrete problems experienced in Block B; no follow-up, rarely come to assess the initial situation, the work progress, the final result, which they nevertheless coordinate.

**Manager:** He says that all contractors or workers assigned for work have previously gone through central control centers to verify their registration as official companies and comply with the requirements of competence and quality of their work. They have all been verified and validated. Quality monitoring is ensured but he explains to me that sometimes, because these buildings were built several years ago, during the work carried out unexpected problems arise and this can give the impression that the work is poorly done.

He takes note of complaints made to the effect that coordinators are never seen on site and lack contact. He will investigate this problem to ensure improvement... To be continued

## CLEANLINESS

- Elevators: worn carpets and wall protections in poor condition

**Manager:** Carpets are ordered so will be changed

- Insects, cockroaches and ants present in many places.. Are there bedbugs at Rockhill....?

**Manager:** Change in the maintenance of waste chutes, pressure washing is now carried out regularly to prevent the proliferation of harmful insects. Complete eradication is impossible, he says, but controlling the proliferation of these insects is and that is why exterminators come regularly to carry out preventive treatments. He will ask the exterminators to provide them with an information document intended to send to all tenants, in the form of a memo, to explain that we must avoid carrying out our own extermination treatments because this only aggravates the proliferation of pests.

- The Lobby of B, compared to that of A, deserves more in-depth care

**Manager:** He will come and see for himself and make the necessary changes for improvement and beautification.

- The renaissance box is very often overflowing and always open.

**Manager:** He will come and see this box and if possible, remove it or move it.

#### MISCELLANEOUS

- Problematic outdoor parking: few spaces reserved for visitors - non-respect of spaces for the disabled - No space for ambulances or fire trucks.

**Manager:** He says that more rigorous surveillance is now ensured, several tickets have been handed out and will continue to be handed out.

- Non-functional cameras in the laundry room and entrance hall (objects or linen have already been stolen)

**Manager:** Indeed, several cameras are non-functional. A replacement project is underway.

- Fire alarm system installed on each floor for some time but covered with adhesive tape: Are they connected.

**Manager:** Adhesive tape actually covers the alarm system boxes located on each floor currently. It is waiting for the fire alarm system to be connected and connected to an alarm center, they are waiting for a room to activate it.

- The fire alarm sound tests which were to take place regularly have not been carried out for several months.

**Manager:** He assures me that a daily inspection, with supporting report, is carried out on the proper functioning of the alarm system, so no fear at this level. As for the sound tests, he will inquire but he thinks that with this daily inspection, these tests will no longer be necessary. He assures me that their alarm system complies with fire prevention standards.

- Swimming pool, sauna, Gym, used by non-tenants

**Manager:** He tells me that it is practically impossible for them to check all the people who use these places and that it is the responsibility of each tenant not to open the door to people who do not have a Fobs. He says that if tenants realize that an unauthorized person or group of people is entering these premises, to immediately notify the security agent who will verify the right of these people to access these places.

- The heating...Too hot or too cold...Are the thermostats working?

**Manager:** He informs me that for building B, he has not received any complaints from tenants. Heating complaints have only come from tenants in building A and two new kettles have been purchased and replaced so this should resolve this issue.

- Old bicycles accumulated outside... (find a space for the winter)

**Manager:** He will send an employee to check and will send a memo notice for the owners of these abandoned bikes to remove them.

He also informs me that an exterior embellishment project is planned for this spring.

- When will window washing be carried out

**Manager:** This service should be renewed in the spring, he will check.

- Make tenants aware of the nuisance caused by their dog, dog excrement

**Manager:** As part of this exterior beautification project, it was suggested to create an area for dogs, which would solve this problem. He cannot go back and ban dogs because until now, it was allowed.

-GYM - broken equipment, not repaired for months. No cleaning wipes for clean appliances most of the time.

**Manager:** He will advise immediately to remedy this lack of cleaning wipes. For broken devices, they will be repaired as soon as possible. He adds that he has hired a technician who will ensure the proper functioning of all the GYM devices.