



Minutes of Meeting

Joint Committee Meeting – Charles Street Community – March 27, 2024

Management Members Present: Gloria Cuneo – Director, University Family Housing (UFH), Mike Kaev – Manager, Building Operations & Services, UFH

Tenant Executive (TE) Members Present: Alexander Valencia Sanchez – Secretary

Absent: Apostolo Zeno – Assistant Director, UFH, Maryam Owodunni – President, TE, and Mel Heibert – Vice President, TE

Minutes: Dana Burke – Manager, Admissions & Housing Services, UFH

New Action or Carried Forward Items

Orientation Session: TE to reach out to Dana to schedule a meeting.

Rental Rates for Upgraded Units: TE to reach out to Dana to schedule a meeting.

Tenants' Association – Alexander

Unit temperature fluctuations: Alexander shared that some tenants have been posting in the Tenant Association (TA) Facebook (FB) recently about feeling cold in their unit. Alexander recalls this being the north facing units as they do not receive as much sunlight, and that the south facing units might be ok. Alexander asked if the heating system works at the same level on both sides of the building or not. Mike responded that the building's boilers serve the north and south facing sides independently, that these boilers are on an automatic system with sensors that read the outdoor temperatures, and the heating output is determined based on these readings. The system, although automatic and modern in this sense, is a bit dated, and when we experience outdoor temperatures that change quickly, like we are currently, the heating system takes time to adjust. Mike asked Alexander if the posts on FB were mostly from tenants at 30 Charles Street West (CSW). Alexander responded that most posts are from 30CSW, but that posts have been made by tenants in 35CSW too. Mike shared that there was a recent issue where heat output was low for the south facing units at 30CSW, where over the course of a few days, the U of T engineers were troubleshooting and making repairs. The repairs were completed by Monday night. Mike said this issue is likely the reason for the increased number of FB posts regarding this matter.



Alexander asked if this is a regularly occurring issue and whether there is scheduled maintenance for the heating system. Mike responded that the heating system is exclusively monitored by U of T engineers, and that the engineers check the system regularly and have a preventive maintenance schedule. However, if UFH receives notice of a heating issue, UFH operations staff will investigate and report to the U of T engineers. In the case of the recent heating issue at 30CSW, the UFH operations staff received multiple notices of similar heating issues, and when temperature readings were taken inside the units, low temperatures were confirmed, and the issue was reported to U of T engineers for repair. UFH communicated the issue and repair plans with tenants in the affected units. Mike stated that sometimes heating system issues will be discovered first by U of T engineers during regular maintenance checks, and the engineers report them to UFH operations staff including the plans for repair, and UFH communicates to affected tenants. Most often communication is not sent to all tenants unless it is a building wide issue.

Alexander asked if tenants could measure the temperatures in their units themselves. Mike responded that tenants should be encouraged to report their heating issues, as the UFH maintenance team is onsite 16 hours per day and is always on call, and the UFH maintenance team can safely attend a unit to investigate the issue, where a tenant could be at risk of injury by touching a hot radiator. Gloria stated that heating is an essential service and UFH responds to all issues that are raised in this regard, including in-unit assessments of the issue, and arranging for repair. Gloria also stated that tenants have varying preferences for what they consider to be a comfortable temperature. For example, a tenant may report that they feel cold in their unit, but upon inspection the temperature could be 23C, and in this case there is not an issue with the heating system, rather this is tenant preference. Mike agreed that it is common for tenants to report heating system issues that result in a tenant preference rather than an issue requiring repair, especially in times of the year where weather conditions fluctuate. For example, a tenant may open their window, then forget to close the outer pane later, leading to the heating system not operating efficiently since the windows are not entirely closed to contain heat. Mike ensured that regardless of the heating system issue that is raised, all issues are investigated, and that there are portable heaters that can be loaned to tenants while they await repairs to the heating system in their unit, if required.

Building Operations Update – Mike

30CSW Roof Replacement Update – Saturday work authorized: Mike shared that the 30CSW roof replacement project is at 60% completion, throughout the schedule there was some lost time due to the U of T winter break and some inclement weather, and that the contractor for this work inquired with UFH operations about working on Saturdays to complete the project by the original deadline. Mike confirmed that UFH stipulated that in agreeing to Saturday work, that the contractor would abide by the existing noisy work rules that are in place on other workdays, no noisy work before 9:00AM and between 12:00-1:30PM, and that the Saturday work must be productive. The update to this project



schedule has been communicated to tenants. Mike stated that the first Saturday of work had just occurred and there were no complaints from tenants, and that in future if noise complaints are raised by tenants that the Saturday work will be reconsidered and stopped if deemed required to uphold a positive tenant experience. Mike confirmed that the noisy work rule has been communicated to any sub-contractors on the project as well, as in the past there were sub-contractors conducting noisy work in the times where it is not permitted.

Mike asked Alexander if the TE had received any tenant concerns regarding this work. Alexander responded that there had been some complaints from tenants living on floors near the roof about noisy work in general and it being a disturbance if they work at home, for example, but that the complaints were not that the work was occurring during the restricted times. Alexander also shared that some of the lower floors complained of noisy work. Mike responded that when complaints of noisy work were made by multiple tenants on floors four and five, that UFH operations investigated, and the noise was the result of the 730 Yonge project that recently resumed where work is taking place on the ground floor. The 730 Yonge project is being managed by another U of T department outside of UFH, it is a new contractor than previously, and UFH operations consulted with the other U of T department about noisy work time restrictions, and this issue has since been remedied and no further tenant complaints on this matter have been received.

35CSW Elevator Modernization Complete: Mike was pleased to announce that all three new elevator cars are operating and that a communication was sent to all tenants at 35CSW to thank them for their patience throughout the project. Mike confirmed that there is still more work to be done in these elevator cars, new floor tiles and installation of a digital screen, and that once this work is scheduled it will be communicated to tenants, and that only one elevator car would be out of service at a time to complete the work.

30CSW Elevator Modernization Update: Mike shared that the start date of the elevator modernization at 30CSW has been scheduled for Monday April 1 and that communication was sent to tenants. Mike stated that the work will be like that done at 35CSW however there is a fourth elevator car, there are more tenants in this building, and the lobby is smaller. Despite these differences, there were many lessons learned at 35CSW that allows UFH to anticipate challenges and work efficiently. Mike confirmed that the elevator ambassadors that were at 35CSW will be stationed at 30CSW. The estimated timeline for the entire project, as shared in the communication to tenants, is that all four cars should be complete by December 2024, working out to approximately 10 weeks per car. The service car will be the last car done to ensure that this car is in service for the summer which is the highest volume time for move ins and outs. This project will start with car number two, since this car is one that had recent mechanical issues.

Admissions, Eligibility and Residence Life – Gloria

- No admissions, eligibility and residence life matters were raised.

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