



Minutes of Meeting

Joint Committee Meeting – Charles Street Community – April 24, 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

Revisit the parcel theft and the role of security personnel in this topic: Alexander shared that this matter has been ongoing for awhile, but it is being brought back to attention due to a recent event that was observed by a tenant approximately two weeks ago as they were exiting one of the buildings. The tenant overheard cleaning staff speaking with security about an individual who exited the building with a parcel, the tenant inquired with these staff about the incident they were discussing, and it was shared with the tenant that the cleaning staff witnessed this individual who may not be a part of the community carrying something out of the building, the cleaning staff pointed to this individual who was now at a distance from the building, and security confirmed that they would not approach as they were too far from the building now. This tenant found the incident concerning, knowing that parcel theft is an ongoing issue not only in our buildings but more broadly, as they believe locations from which to steal parcels may be targeted based on the level of ease to do so, and they believe the buildings in our community may be targeted if they appear easy to get in and out of unnoticed. This event was discussed on the Tenant Association (TA) Facebook (FB) and a common question from the discussion was around the role of security in this scenario. Alexander expressed that he feels that security is unable to identify all tenants, and asked if security has approached an individual if a similar situation has occurred before.



Mike responded to Alexander stating that he was unaware of the specific event that was described, and suggested Alexander could provide the date and time of the event so that the related security report could be reviewed and/or if no report was made, the security on duty at the time could be asked for more information. Mike stated that, generally, security engage with trespassers frequently, if trespassers are located on the exterior of the building they are escorted away from the property, occasionally Campus Safety may be involved, and there are regular security reports filed regarding these types of events. Mike shared that the amount of security patrols was increased following increased trespasser activity, and the lobbies and exterior building doors are secure. Mike indicated that security do not check fobs of all tenants, as the current tenants are split on their want of this level of security, so security check fobs on a case-by-case basis. Mike confirmed that security has less turnover currently than has been typical before, so the current security team can become familiar with tenants more so than in the past. Mike offered to provide data on how often trespassers are removed from the property and how often Campus Safety is contracted for support in these types of events if wanted.

Mike stated that regarding building patrols to prevent parcel theft, short of having security on each floor of the buildings, it would not be possible to monitor all packages. However, UFH routinely shares resources and communications with tenants about safe parcel options. On the rare occasions where security locate a tampered parcel during a patrol, the parcel owner is tracked down and the parcel is returned. Mike indicated that security is doing the tasks that they have been requested to do, and it is not the intention to be extremely strict and checking all fobs as folks enter the building. Mike agreed that parcel theft is an ongoing problem in the city and more broadly, and that UFH responds to issues of parcel theft as they are presented. Mike shared an example of where a tenant reported a stolen package and who expressed concern about a specific door near the Dollarama as being the possible point of entry. UFH followed up on this tenant concern quickly by inspecting the door in question to ensure it was operating correctly. Mike elaborated more generally on the regular process of inspecting all door closers and fob entrances to ensure they are operational, safe, and secure.

Alexander, referring to instances where security may escort trespassers off the property, asked if it would be triggered by security patrols or tenant reports. Mike confirmed that security patrols are the more common way of locating a trespasser, and most often trespassers are noticed on the exterior of the building. If security has reason to believe that folks are not part of our community, they will engage with that person to determine if they are a tenant or visitor and are watching where these folks are heading. Some of these interactions are straightforward and folks might be asked to leave the property, or security may inform folks that Campus Safety will be called. Some folks who identify themselves as a visitor will be asked to contact the tenant they are visiting before proceeding beyond the lobby.



Alexander asked as a follow up question if there are regular trespassers. Mike responded that security may be familiar with some non-tenants who frequent the area, and that some of the security reports include photos. Mike noted that an area that saw a higher level of trespassers on the property was a landing outside of 30 Charles Street West (CSW) where the previous commercial tenant, Captain Printworks, was located and after a recommendation made by a tenant to UFH, UFH quickly installed a port hole to the exterior door so tenants leaving the building could survey the area before exiting through this route, and a convex mirror was installed outside in this area to provide a view of the stairs.

Alexander asked whether UFH would be agreeable to the TE suggesting to tenants through their means of communication to always use their fob when entering the building, so to identify themselves as tenants to security, and let tenants know that security is available to support a tenant should they wish. Mike was happy to hear Alexander's suggestion and confirmed that UFH would be supportive of the TE encouraging other tenants about safety and stated that it is important for tenants to be mindful of the surroundings and to report anything that looks out of place, and that UFH always encourages the use of fobs, as per the signs in the entrances. Mike shared that there are occasions where tenants will routinely not have their fob with them when they enter, and security will kindly request these tenants to use their fob in future, and if this occurs with younger tenants, they are advised to speak with their adult about obtaining an additional fob if needed from the Residence Office, which are available for tenants aged 12 years of age and older. Alexander asked whether there is a fee for additional keys or fobs beyond the two each tenants receive when they move in, and if at the time of move in there is a child over the age of 12 would they automatically receive an additional key and fob or would this need to be requested. Gloria confirmed that the specific policy regarding additional keys and fobs will be noted as an action item to share at the next meeting.

4th floor apartment flood at end of March: Alexander shared that on March 31 there was a flood that occurred on the 4th floor, on the east side of the building and asked if there was a known cause for the flood, what actions were taken following the flood, and for confirmation on whether there was damage to the storage locker area below on the 3rd floor. Mike confirmed that this flooding event occurred in the evening and was the result of a burst hot water sink supply line in the bathroom of a unit. Security and maintenance were notified of the flood, maintenance quickly turned off the water line however there was already water on the unit floor. Maintenance and cleaning staff followed the standard procedure for water clean up, a plumber was called who replaced the water line. Regarding the storage locker area below this unit, the area was checked and there was no water found and there were no reports from tenants about water found in the area.

Alexander shared that he was passing by the building at the time of this flood and saw water coming out of the stairwell. Mike confirmed that the flood did produce enough water before the water line was turned off to result in water exiting the unit and entering the stairwell,



maintenance and cleaning staff completed water clean up in the stairs as well. Mike stated that the flood was isolated to the unit and this stairwell.

Alexander asked if there was an investigation into why the water line burst? Mike explained that the exact determination of this burst line was not confirmed but could be a failure of material, however this would be rare because the line is made of a weaved metal and there is a consistent pressure in the line. Mike stated that during the annual unit inspections the maintenance team is seeking out old plumbing lines, and if any are identified they are proactively replaced. This type of water line is also one that is exposed, so if a tenant were to put something under the sink it could potentially damage the line. Alexander stated that he believed the annual unit inspections were beginning soon. Mike confirmed that yes, these inspections have begun, and those units being inspected first have received communications about the inspections.

Storage locker audit: Alexander stated that he was reminded by this 4th floor apartment flood that several meetings ago there was a discussion about a storage locker audit and requested that this matter be revisited. Mike confirmed that the audit has begun but is in its early stages and ongoing, with the audit tentatively scheduled to be complete over the summer months. Mike confirmed that the specific details regarding the audit will be noted as an action item to address at the next meeting.

Building Operations Update – Mike

Heating System Update: Mike shared that operations staff continue to monitor outdoor temperatures and long-term weather forecasts so that a determination can be made on when to shut down the building heating systems. Operation's benchmark is usually when we experience steady day time temperatures in the high teens or low 20s, along with steady overnight temperatures in the double digits. Based on current forecasts, operations is eyeing a system shutdown to occur in early to mid-May.

Mike stated that in the last meeting we discussed some tenant heating issues, at that time we had a lot of requests to turn heat off, however the number of requests has lessened now. Currently the temperature is still fluctuating significantly, so we need to see consistent temperatures before operations will make the decision to turn heating system off. Once this decision is made, the heating system will be turned off quickly and a communication will be sent to tenants. Mike indicated to Alexander that the TE would be welcome to share this timeline with tenants. Alexander confirmed that the number of complaints on this matter has decreased on the FB page. Mike reiterated that concerns regarding the heating system are common in both spring and fall.

Admissions, Eligibility and Residence Life – Gloria



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

Next JCM

- **May 29 from 1:00 pm to 2:00 pm**
- **June 26 JCM:** Gloria shared that this meeting date and time would need to be rescheduled as there is a conflict for all UFH members. Alexander shared that the TE members are busy, and there may not be anyone from the TE who could attend a meeting in June. Gloria proposed cancelling the June JCM and, as in past years, the JCMs could be paused for the summer as many members will be unavailable at various times, with the understanding that should a matter come up that requires discussion an ad hoc JCM could be called. Alexander confirmed the TE is agreeable to cancel the June JCM. Gloria confirmed that Dana would cancel the June meeting.