



Minutes of Meeting

Joint Committee Meeting – Charles Street Community – May 29, 2024

Management Members Present: Apostolo Zeno – Assistant Director, University Family Housing (UFH)

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

Absent: Gloria Cuneo – Director, UFH, Mike Kaev – Manager, Building Operations & Services, 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.

Additional keys and fobs policy and procedure: Dana shared the policy for resident keys which states that residents receive two apartment Medeco keys and two electronic key fobs free of charge to access the apartment unit, building, and common areas upon move in. If a third set of access keys is required for an additional family member living in the unit a deposit is required, \$50 for the Medeco key and \$15 for the electronic key fob. Both deposits are refundable upon return of these items pending they are in good working condition which is determined by UFH staff. Additional keys are to be requested in the Residence Office by the tenant after moving in, and requests are reviewed by the Housing Administrator, if approved the tenant completes and signs a form, and pays the deposit. Children must be at least 12 years old to be allocated a key. Alexander asked whether there is a limit to resident keys. Dana confirmed that there is not a quantity limit, but keys are only allocated typically to residents listed on the lease including adults or children 12 years of age or older.

Dana also shared the visitor key policy which states that guests visiting longer than three days must be registered at the Residence Office. The maximum stay of a guest is three weeks. Access keys for visiting guests require a deposit, \$50 for the Medeco key and \$15 for the electronic key fob, both deposits are refundable upon the return of the keys in good working condition. Visitor keys are requested by the resident at the Residence Office.



Storage Locker Audit: Dana shared that the physical locker audit has been completed, assessing all lockers against records, and identifying lockers that appear abandoned, or that are in use but not allocated on our records. Signs were placed on any concerning lockers with a prompt to contact the Residence Office by June 30 to claim locker or contents. A notice like the signs placed on lockers will be shared via email and in the newsletter within the next week or two. After June 30, any unclaimed contents will be discarded. The lockers will then be cleaned and are expected to be available for allocation to tenants who request a locker by August 1. Alexander asked whether a communication will be sent to tenants to advertise newly available lockers. Dana confirmed that a communication of this nature would not be sent to all tenants, but the project being completed will minimize the wait time tenants may experience when requesting a storage locker. Alexander asked whether the procedure for accessing lockers will change. Dana responded that the access procedure will not change but clarified that tenants from 35 Charles Street West (CSW) may begin to be assigned lockers at 30CSW.

Tenants' Association – Alexander

A tenant reported their bike stolen from the bike cage that requires fob access, which is the second incident of this kind this year: Alexander indicated this incident was shared on the Tenant Association (TA) Facebook (FB), he recalled this happening earlier in the year, and asked what UFH's thoughts are on this matter and how to prevent reoccurrence. Apostolo shared the comments that Mike prepared in advance, due to his absence from this meeting, which were that without knowing the specific details of this incident, there are a few conditions that may have led to this matter: first, the door to the bike cage may not have closed properly after someone had entered or exited, allowing access without the fob; second, someone with a fob may have entered and stole the bike; third, depending on how long the bike had been in the bike cage, it may have been removed by UFH during an annual cleaning of the bike cage, where UFH requests residents to move their bikes for the duration of the cleaning and failure to do so may result in UFH removing the bike. Alexander said that if UFH was not informed of this issue, that he would advise this individual via FB to share more details of the incident with UFH to complete an investigation. Apostolo agreed that the TE should encourage all tenants to report incidents to security as soon as possible, security writes an incident report, and UFH reviews all reports which contain detailed information that can be investigated and followed up on.

UFH's motivation behind 3.5% rent increase: Alexander recalled that earlier this year UFH shared details on the rent increase and specifically that in 2023 the rent increase was 3% which was equal to the province's maximum rent increase, and this year the rent increase is 3.5% which is more than the province's maximum. Alexander asked UFH to talk about the process and the motivation for establishing the rent increase rates. Apostolo responded that this matter



was a component of the budget presentation given to the TE on December 6, 2023. The presentation in December provided an overview of UFH's financial plan, what projects and activities take place in UFH buildings, what it costs to maintain the building and operations, the big investments being made to tackle an ageing infrastructure, and the rent rate increases. This December presentation was an opportunity for dialogue between the TE and UFH on the matter.

Apostolo stated that as the budget presentation was extensive, we will not discuss the matter today in as much detail, but he noted that UFH is self funded, non-profit, does not receive funds from the University, and is not subsidized in any way. UFH generates the funding required to operate and maintain its buildings. The UFH budget goes through comprehensive analysis, review and approval and is presented annually to the TE. UFH's revenue primarily comes from resident's rent payments. UFH's expenses include annual, ongoing, and major maintenance projects such upgrading electrical main panels, upgrades to security cameras, minor roofing and brick repairs and there are large scale projects like the 30CSW roof project, elevator upgrades, and emergency generators. Apostolo additionally shared that there are cost pressures from vendors and contractors who are passing on inflationary labor and material supply chain costs through their contracts with UFH. When UFH sets rent rates, we consider the desire for a consistent and high level of service, providing value for the money, preventative maintenance, the programming we offer, and having rent increases be predictable and paced. UFH must guard against inflation and ensure we maintain reserves for unforeseen events and planned capital projects. Apostolo reminded that a carry-forward item for these meetings has been the opportunity for the TE to request an ad hoc meeting to discuss this topic further at a mutually agreed upon date, and that the TE may reach out to Dana to schedule this if desired. Alexander thanked Apostolo for sharing this process and stated he understands that most things are becoming more expensive.

30CSW elevator status update: Alexander brought up a new topic not previously included on the agenda, requesting a status update on the elevators at 30CSW, which are currently undergoing modernization one car at a time. However, there are multiple cars out of service now. Car #2 was intended to be the first for modernization, but #1 has been out of service for a few days now. Alexander believes he saw #1 in use as a service elevator. Apostolo responded that he suspects car #1 may be allocated for move-out use since it is the end of the month. However, Apostolo will share this question with Mike after the meeting and the response would be provided to the TE within the coming days.



Mike's response to this matter was as follows: elevator car #1, the service elevator, was put out of service on May 24 at 9:30am due to mechanical operation issues, parts were ordered for the repair, and the service provider was actively working on this repair on May 30 and it is expected that the car will be returned to service by the end of the same day. While car #1 was offline for repairs and car #2 for modernization, car #3 was being utilized for the move in and out elevator reservations, which unfortunately left just one operational car for regular tenant use during times when #3 was reserved.

Building Operations Update – Mike

- No building operations matters were raised.

Admissions, Eligibility and Residence Life – Apostolo

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

Other Business

TE information on UFH website: Apostolo shared that the UFH website has an informational page dedicated to the TE, and some information is currently outdated, specifically the positions of the TE. Apostolo asked Alexander to have the TE review this page and send their updates in writing, either in a document or within an email, to Apostolo and Dana. UFH would make the website edits and then alert the TE once done for their review. Alexander agreed on behalf of the TE.

Next JCM

No meetings currently scheduled: As the June JCM was canceled, these meetings are now on hold for the summer. Dana will contact members in late August to schedule JCM meetings for the fall. If necessary, the TE or UFH can request an ad hoc meeting through Dana, who will coordinate with members to schedule it.