

Minutes of Meeting – Final
Joint Committee Meeting – Charles Street Community – October 4, 2022

Management Members Present: Gloria Cuneo - Director, University Family Housing, Apostolo Zeno - Assistant Director, University Family Housing, John Companion - Manager, Building Operations & Services, Maureen Lynch - Residence Life Coordinator, Community and Recreation.

Tenant Executive Members Present: Fernando Calderon Figueroa – Secretary, Tenants’ Association Executive.

Absent: Michael Kaev - Senior Property Operations Coordinator

Minutes: Penny Wilson - Business Officer, University Family Housing.

Comments or Concerns about Minutes from May 31, 2022

Gloria asked those present to raise any comments or concerns regarding the Minutes of May 31, 2022.

No comments or concerns were raised.

New Action or Carried Forward Items:

Items Left on Bench at 35 Charles – Mike to develop signage. Apostolo to speak to the RA team to promote the use of the Free Store and in addition to get messaging out via social media. Messaging will promote the idea getting people involved in supporting their community and getting unwanted items to the Free Store where they be reclaimed and used by another community family.

Survey Results Meeting with TE: Fernando and Apostolo to set up a meeting with the TE for a drill down session on results, actionable items etc. Fernando added that it is important to have a new executive elected before beginning this engagement.

Transfer Process: In consultation with Fernando decision was made for Apostolo to send out the process broadly with timelines. In addition, each tenant on the waitlist now should receive a separate message

Assist TE with Communication to all Tenants on the Tenants’ Association Annual General Meeting: Fernando to connect with Apostolo. Apostolo can help to extend the reach of the TE. We can assist with printing and getting notices to all tenants/use of the Notice Boards by the elevators etc. We can assist with having Security post/distribute notices.

Communicate AGM Election of the Tenant Executive: Following the meeting on October 19th Fernando to communicate to Gloria and Penny the names and email of each of the Tenant Executive members. Penny will then schedule the Orientation Session (and later the Budget Presentation).

Joint Committee Meeting Structure Review: Fernando to consult with the new Executive and return a recommendation on: if need for expansion/optimal number of TE members to attend and possible reduction/optimal number of UFH management members to attend. Fernando will consult with the new TE once they are established in their roles.

Budget presentation to the TE: This item was raised for awareness. The Budget Presentation to the TE will be scheduled sometime during the week of November 28th or December 5th. Penny to further communicate with the new TE on scheduling possible dates and times.

Status of Action Items from May 31st:

TE Communications Assistance and Strategies (Carried forward): Once the new TE is in place they can explore options or strategies on how UFH staff can assist in extending their reach/helping to disseminate information, raise their profile etc

❖ Item will be carried forward

UFH Website Review: Fernando to send email to Apostolo agreeing to participate in website review and Apostolo will then send him login credentials.

✓ Complete.

Transfer Waitlist Process: See Apostolo's section below for full discussion.

Facebook Posting of Illegal Appliance Impacts & Visuals: Mike and John to send a communication to Ammar and Fernando to be posted on the Facebook page. Gloria thinks that this kind of peer-to-peer communication may be more effective. Mike to share photos of damage done by illegal dishwashers and washing machines so tenants can better understand the impact of illegal appliances on other families.

✓ Complete.

July August JCM Scheduling: Fernando to confer with the Executive if they wish to have meetings in July and August or put meetings on pause for those months. We will wait to hear TE's recommendation.

✓ No meetings were scheduled for July August or September.

Longer Term Action Items – Will be brought forward to Action Items When New Information Available

Flexibility about Payment Options for Rent/Deposits for International Students – (entire Payment Automation issue):

- See Minutes from May 31, 2022, for last update.

Greenhouse Gases/ Carbon Footprint.

- See Minutes of May 31, 2022, for last update.

Building Operations - John

Elevator Modification: this work will initially commence at 35 Charles. Contract awarded to TK Elevator with current provider continuing to do our servicing. We are awaiting schedule of when they will start at 35 Charles and at that point, we will provide a detailed communication to tenants describing how the modernization will work and how it will impact them. We will go from three elevators down to two and during move-in/move-out times we will be down to one elevator. The contract will stipulate that no service elevators can be out of service in the busy months of May to September. The modernization of each car will take 10-12 weeks to complete. John will craft the communication and will provide periodic updates during the project. When the work is 100% complete at 35 Charles, the work will move over to 30 Charles where there are 4 elevator cars. It will take 2 years before both buildings are complete.

Included in our communications and updates will be various suggestions such as encouraging tenants to take the stairs, building in additional wait times into daily schedules, and possibly deploying an “ambassador” to be stationed in the lobby at certain busy times to answer concerns, put tenants at ease etc.

Roof at 30 Charles: John is currently viewing the roof specifications and will be going to tender with a Spring start date. The following year, the roof at 35 Charles will be completed. This work will not be too impactful on tenants except perhaps for those on the upper floors who will experience some noise. We are hoping that effective communications will mitigate the number of complaints.

Playground Revitalization: A survey was sent out and a very robust consultation followed. A total of 122 surveys were returned. There were three options of styles and colour palettes. The option of primary colours was chosen. A communication will be sent out very soon in part to thank tenants for their input and to provide pictures of the option selected and the added accessibility features. This new playground structure will accommodate various age groups, there will be a rubberized play surface, concrete walkway on west side will be extended, several new benches etc. John expects this to go out to tender shortly as John is in talks with U of T Procurement at this time. We are hoping for a Spring start. We have been advised by our Landscape Architect that there are supply chain issues for this equipment. Until we can get the work tendered, awarded, and an order placed for the actual equipment we cannot provide a definitive dates.

Condition Assessments: The last Building Condition Assessment was in 2018. This provided a general overview of what we need to budget for major capital work. However, at this time, we need individual assessments around our electrical and mechanical systems as well as the condition of the balconies. John will be reviewing the submissions and will start on awarding this work. These assessments will help define the level of repair and replacements we need to do over the next several years. These buildings were built in 1969 and we are dealing with aging infrastructure especially when it comes to plumbing. In addition, John will ask these consultants to comment on the level of investment to change out our common area lighting from the current T8s to LED. This should result in improved energy efficiency as well as better lighting levels.

730 Yonge/30 Charles Project: The major exterior work is now complete. There is still a lot of interior work that will extend to the Spring Summer of 2023. We are still seeing delays e.g., the traffic coating to be applied in the loading area already missed the scheduled start date. We may need to look at alternatives as we continue to face delays.

Laundry Upgrades: Our current service contract is set to expire. We will use this as an opportunity to go out to tender to replace the existing equipment, upgrade the technology and move away from the cash to card operation. We will move to a system that uses credit and debit cards only. The plan is to lease the equipment from a service provider who will be responsible for repairing and keeping the equipment in good order. Mike and John are looking at ways to reconfigure the laundry rooms and examined various options such as taking a wall out etc. but have concluded that we are restricted to the current space.

Fernando asked about the timeframe for the laundry replacement and the pricing that might be imposed under a new contract. John said we will ensure that we keep the prices competitive. We will be in communication with tenants, and it is likely we will do an RFP (Request for Proposal) in early 2023. We expect the work to be done in the next fiscal year and will do one laundry room at a time. This will result in some short-term disruption as we move to a better system with more convenience and options for tenants.

Building Heat: We deployed a different approach this year. We monitored the weather daily and kept the Building Operating Engineers on notice. The heat was turned on September 29th. Since that time, we have received complaints about it being too hot. If we do get complaints, we assess each unit and deploy several strategies: close the fins on the rads, turn on the a/c, open windows and final recourse is to get a contractor in to assess. Although the heat is on, it is on the lowest setting.

Tenants' Association - Fernando

Transfer Process: Fernando requested a follow up on the transfer process. Are there any updates regarding providing additional information to tenants on the waiting list?

- See full discussion under Apostolo's Residence Life Operations Section

Elevator Replacement: Requesting updates about the elevators' replacement

- See full discussion under John Companion Building Operations section.

Items Left for Disposal on Bench at 35 Charles: Residents have complained on the Facebook group about people leaving items on the bench next to the entrance to the 35 CSW building. Is there any way to prevent this? Fernando added that one suggestion might be to have a version of the Free Store at 35 Charles or, at minimum, a designated space for unwanted items.

John commented that we have also had complaints from our Cleaning Staff as well from Security. Communication went out on Friday to ask tenants to use the Free Store, but tenants are still leaving things. John thinks the best course of action is to continue with the communication and education strategy and Mike is

looking for a permanent sign to discourage people from leaving items and encouraging them to use the Free Store. John said we do not have the space for an additional disposal area at 35 Charles - we have the bulk garbage enclosures and the Free Store at 30 Charles. John added that it would not be appropriate to put something in the lobby.

Gloria added that perhaps the strategy needs to be twofold: 1) along with messaging and signage we need to highlight to those tenants vacating by way of a special message to bring items to the Free Store and 2) relocate the bench. John does not necessarily want to relocate the bench, but Gloria suggested putting it on the Podium Deck.

Gloria suggested we ask the Cleaning Staff and Security to remove any items the very moment we see them, and this will serve as a deterrent.

Fernando added that much of the dynamics at work here is due to the pandemic. Maybe we need to say that we are almost back to normal, and tenants can now use the Free store and possibly consider expanding the hours that the Free Store operates.

Apostolo agreed that the messaging needs to have that intent i.e., to help educate tenants that moved in during the pandemic. Apostolo will speak to the RAs to raise awareness of the Free Store and encourage messaging on social media. Apostolo is concerned there may be a further uptake of this trend as the winter approaches and tenants do not want to cross the street.

Maureen said that the messaging tone should be community engagement and getting people involved in supporting their community. People may have items that other people need who are perhaps on a fixed budget and someone's discarded item could really help a fellow member of the Charles Street community.

Residence Life - Community & Recreation - Maureen

Campus Care Grant – we submitted a proposal almost a year ago requesting funding to host an annual Children's Literature Festival. The staff responsible for this grant contacted me last spring to tell us once again how strong our proposal was and asking us to resubmit it. Maureen approached all the people who wrote letters of support last year, asking them if they would edit and update their letters. Everyone did. In addition to this, Maureen wrote a revised proposal and new budget for the submission. Maureen heard back from the program proposal committee. We did not get approval for our submission again this year.

Programs & Staffing for the Fall – Programs began on Monday September 26th. There is a significant increase in registration for all the programs we are offering this fall. In fact, almost everything is at capacity. This fall we are offering a co-ed ping pong evening, a co-ed yoga program, a new Jr. Gardener's Program, a children's STEM (Science, Tech, Engineering and Math) program, an indoor/outdoor adventures program and a family night with games and then movies on alternate weeks. Song's Drop-in continues to be well attended and his numbers are

growing consistently as families see the children and their parents in the space and out on the rooftop garden. We are seeing great attendance every day now in the drop-in program.

Work Study Staff: All 15 work study students were approved and are now working in our programs, events, Drop-in Centre, and Free Store.

Fall Rooftop Festival: scheduled to take place on Wednesday, October 12th from 4:30 – 6:30 p.m. We are going ahead with our usual offerings of face painting, pumpkin decorating, a fall craft, popcorn, candy floss and fall treats like carrot and zucchini muffins and hot apple cider. If the weather is good, we can expect a good turn out for this event. Hank at Rabba has again donated 120 mini pumpkins!

Our Feel-Good story for September: Last Wednesday night a child had their iPad with them in the Free Store and they set it down to play with some of the toys in the children's section. Another person, thinking it was a donation, left with the tablet. When the staff contacted Maureen at the end of the night, Maureen suggested that they put a sign up on the Free Store door as well as a second sign down in the main lobby letting people know about the missing iPad. Maureen also reached out to Jo-Anne and Michelle in Admissions in the morning, asking if they could send out a message letting everyone know that the iPad had been picked up in error and that there was a child that was very upset at the loss of their tablet. The great news is that the i-pad was given over to security before 10 a.m. the next day and was returned to the family that same morning. Maureen spoke with the mom who was so grateful to get her son's tablet back. She was profuse in her thanks to everyone for assisting them so quickly in getting a communication out to our community. A nice ending and a great opportunity to see that people are mostly great about helping when they see a family that is faced with a challenge.

Residence Life Operations - Apostolo

- **High level Charles Street Annual Survey Results:** Apostolo is happy to arrange a separate time to meet with the TE to dig deeper into the survey and responses
- The survey provided the team with very important and relevant info as we develop action items. We're looking at repeating the process annually to start extrapolating key performance indicators from the results.
- Currently working on a survey overview which we will roll out to families in the coming weeks but wanted to bring this to the TE attention first. The survey overview that is in the works will be concise and clear and will be made available to everyone.
- See action items.
- A total of 166 residents took part in the survey: 94 from 30 Charles and 72 from 35 Charles. The survey was focussed on several themes:
 - Feedback on staff – Admissions, Building Operations and Residence Office
 - Communications
 - Services and Facilities

Overall, we are very satisfied with the results of the service and have identified actionable items around the customer service area and need for additional training. This highlighted what was previously known: that the transfer process and wait list is unclear and needs streamlining.

Regarding Security, we heard that residents' satisfaction and overall feeling of safety needs to be improved and this is actionable. We shared the survey results with our Security company but recognize that this is a complex issue. For example, we asked if residents would like a 24 hour/controlled access where ID is shown and 44% of respondents said yes and 56% said no. We are open to consult with the TE on this complex and nuanced issue.

WRT communications, it seems the direct method of communication is preferred but we will explore other channels. We know that for the student member of the family, we can use U of T email but for the non-student family member we must use a different option.

Staffing Update:

- Victoria Orr, Manager of Admissions & Residence Life retired back in June
- Helen Katz, Residence Life Coordinator Education and Communication, has moved to the Family Care Office as of June but we are please she is on site every Thursday.
- We've had some staff retention challenges over the past months but have used the opportunity to seek out opportunities for growth and expansion of our team
- We have hired Erin Pettibone as the new Residence Life Coordinator, Education and Communication starting on October 11,2022. We are excited to have Erin join the team. Erin brings valuable insights from her experience as a student, as a Residence Advisor and as a tenant of these buildings.
- We are looking at making continuous improvements to our staff compliment with some staffing changes
- Looking into communications focused roles
- We have also employed a second Work Study Student to focus on social media and helping us create a more immersive Social Media community.
- Looking at staffing to assist with student/family cases and exploring this with HR.

Admissions & Eligibility - Apostolo

Transfer & Waitlist Process: UFH had a thorough review of our transfer process with a series of recommendations and actionable next steps presented earlier this year. At this point, we are sorting out the mechanics of the process as many of our original processes are paper based and we intend to transition to an automated and digital transfer process. Part of this requires engagement with various colleagues across the University who will be assisting in putting some of these automated approaches into action. In the meantime, we have revamped our website with increased information on the transfer process. We are currently in the process of updating the form that we request is filled out by tenants to a Microsoft Form which will be linked on

our website and allow for some initial automation and ensure all records are digital as soon as they are submitted. Over the coming months, our Admissions team will also have reports generated so that those who have submitted a transfer request will be informed by our office on their updated standing and position on the waitlist. Gloria added that once we get to this more automated version of a transfer process we will want to hear from our student families on their review: is the process easy to navigate? Is it transparent enough?

Gloria asked Fernando his thoughts on how best to share this information (i.e., process improvements, updates, and the defined reporting intervals) - should we send it out building wide or only those on the waitlist? Fernando suggested that we share widely and that even though the website shows how the transfer process works, there is still debate around the time frame and transparency and, with turnover of tenants, the process may not be clear for some. This will help everyone get a sense of the process and we can get their feedback.

Gloria added that Apostolo will send out broadly with timelines and each tenant on waitlist now should receive a separate message. Gloria added that while we do make a number of transfers each year, our main focus is to admit new incoming families and transfers are secondary in terms of priority but we to try to strike those balances to serve the needs of everyone.

See Action items.

New/Other Business – Gloria

- **JCM meeting structure:** Gloria posed the question if the TE would like to have additional executive members attend each meeting? Would the TE like to have a smaller group from the housing operation attend? Gloria provided some historical context for the composition of the JCM meetings. Gloria is open to hearing from the TE on what they consider to be an optimal level of engagement i.e., higher level, more TE members attending, fewer management team members attending etc. Gloria added that some felt that the numbers attending the JCM meetings were not equitable i.e., too many staff and not enough TE members. Gloria reiterated that we are open to change. See Action items.
- **Budget Presentation to TE:** Fiscal Year 2023 Forecast & Fiscal Year 2024 Budget Presentation to the Tenant's Executive will be scheduled week of November 28th or week of December 5th. See Action items.
- **Tenants' Association AGM and elections:** We are looking for AGM/election results/date so that the Orientation session can be scheduled for the new TE. Fernando said the AGM will be held on October 19th. Fernando advised that it would be best to have the orientation during the last week of October or the first week of November.
- **35 Charles Power Shutdown:** Gloria explained that both residence buildings have retail space operating within or adjacent to the structures. In a recent review of the retail/commercial space at 35 Charles it was discovered that there is an issue with the main switch gear that provides service to the Residential Tower. This "neutral line" has eroded significantly due to water damage, so the recommendation is to replace it, and this requires a full building wide electrical shut down (this

work is separate from the last two shutdowns by Toronto Hydro). If this neutral line fails, it will take out electricity in the entire tower. There is an emergency meeting scheduled for tomorrow morning, October 5th, to review the Scope of Work. This is deemed to be critical work. It will take a maximum of 4 hours to replace so we are targeting to do this in the overnight hours. Gloria asked Fernando his thoughts on this, and he agreed the overnight hours were the least impactful. Gloria added that during the shutdown last week, we made a lot of provisions, and we will employ the same strategies, except the Athletic Centre, for this next shutdown. Gloria asked Fernando if there were any comments on the TA Facebook page and if so, we would like to hear them. Fernando said no. Gloria said the only comment was that someone felt it would be a good idea to provide flashlights and we will add this to our strategies. John agreed that the best time would be 11:30 pm to 3:30 am for minimal impact. John added that doing this at night avoids impacting the Day Care Centre.

- **Availability of/ Reach out to UFH Staff/management Team:** in closing the meeting Gloria said that the Minutes will be posted on the website shortly and if Fernando or other TE members have any issues between scheduled JCM dates to notify us. The sooner we can address issues, the better.

Next Scheduled JCM Meeting Dates

- November 8th, 2022, from 11:00 am to 12:00 pm
- December 6th, 2022, from 11:00 am to 12:00 pm