

**Minutes of Meeting – FINAL**  
**Joint Committee Meeting – Charles Street Community – November 8, 2022**

**Management Members Present:** Gloria Cuneo - Director, University Family Housing, Apostolo Zeno - Assistant Director, University Family Housing, Michael Kaev - Assistant Manager, Building Operations & Services, Maureen Lynch - Residence Life Coordinator, Community and Recreation, Erin Pettibone – Residence Life Coordinator, Communication & Recreation.

**Tenant Executive Members Present:** Maryam Owodunni, President, Lerato Mpye, Vice- President, Tenants' Association Executive.

**Absent:** John Companion – Manager, Building Operations & Services.

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

<b>Comments or Concerns about Minutes from October 4, 2022</b>
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Gloria asked attendees to raise any comments or concerns regarding the Minutes of Oct 4, 2022.

Minutes are posted on the website within a few days after the meetings. In addition, Minutes are provided to all attendees a week prior to the meeting. Gloria invited Maryam and Lerato to bring forward any concerns or questions.

<b>New Action or Carried Forward Items:</b>
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**Communication Channels for Tenants' Association Executive to communicate with Tenants**

- See full discussion under TE Section. Gloria to provide an update by end of November on action taken to assist the TE is gaining access to a communication channel such as a Listserv. Maryam and Lerato to also provide, in that time frame, a document outlining their request, the purpose and the types of communication they are proposing to disseminate. This will form the basis for the development of a joint framework to assist and guide current and future Tenants' Association Executive.

**Notifications to Tenants of Scheduled Unit Turnover/Reno Work**

- Mike and the Operations Team to investigate how best to inform tenants of work scheduled in proximity to their units.

**Residents' Survey Results**

- Apostolo will send final copy of the Infographic to Maryam and Lerato and will wait to hear back before next steps.

**Documents to be Shared**

- Gloria and Penny to assemble relevant documents to share with the new TE (e.g., Previous meeting minutes which are also located on the website or weblink to previous meeting minutes)

**Status of Action Items October 4, 2022**

**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.

- ✓ Tenants have been dropping donation items on the bench in breezeway between Day Care and Lobby of 35 Charles (should be taken to Free Store at 30 Charles). Mike had posted smaller signage but has recently installed a larger custom-made sign and there seems to be some improvement.

**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.

- ✓ Apostolo and Gloria are happy to meet with Maryam and Lerato to walk them through the survey results and action plan. Considerable learning has resulted, and actions plans have been developed as a result of the residents' survey. An infographic will be posted on the website for the broader community but first we will present the results to Maryam and Lerato. See Action Items.

**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 .

- ✓ This refers to the apartment transfer process for tenants who are currently residing in our buildings who may be growing their family. Tenants apply and get on the wait list to transfer to another unit. This process was laborious and largely paper based. UFH team undertook a third-party review to address issues of transparency and clarity as a result of concerns raised by tenants and the Tenant Executive. We are in the process of implementing the recommendations that include process automation, timely notifications to tenants of their standing on the waitlist and enhancing transparency. Apostolo to send out the process along with the short-term, mid-term and longer-range changes being implemented.

**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.

- ✓ AGM took place.

**Communicate AGM Election of the Tenant Executive:** Following the meeting on October 19<sup>th</sup> 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).

- ✓ Penny will arrange dates for the Budget Presentation in the next week with the member of the Tenant Executive. Apostolo will arrange a date for the Orientation Session and tenant survey results.

**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.

- ❖ Gloria has been raising this issue to address the question of who sits on our Joint Committee. There have been concerns there are not enough members from the Tenants Association. Gloria is happy to discuss expanding the TA numbers or reducing the numbers of the UFH management team who attend.

**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 28<sup>th</sup> or December 5<sup>th</sup>. Penny to further communicate the new TE on scheduling possible dates and times.

- ❖ Penny to communicate with Maryam and Lerato to schedule the Budget Presentation. In response to a question from Maryam, Gloria clarified that the purpose of this meeting is information sharing. The meeting will consist of management decisions on spending, capital investments in the buildings and revenue generation that have been factored into the budget. Maryam asked if the meeting is essentially for the TE to be informed of the plan and Gloria said yes, we talk about rent increases for next year both for existing and new tenants as well as capital investment and maintenance plans. There is opportunity for tenant input on improvements throughout the year at the JCM meetings, improvement requests received from residents and, more recently, by way of the annual tenant survey.

#### 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.

#### Introductions and Purpose of Meetings - Gloria

Gloria welcomed Maryam and Lerato to the Joint Committee Meetings as the new TE President and Vice-President. Gloria provided a brief outline of the meeting structure and the purpose of the meetings which

are to bring University Family Housing team members together with the Tenant Association Executive Committee to discuss and work collaboratively on common goals, to share updates on projects and community programming and to provide the TE with advance information regarding service shutdowns or other items impacting tenants. The meetings provide the Tenant Executive with frequent, regular opportunities to reach the UFH team with concerns, trends etc. However, the UFH team invite timely communication from the TE to address any issues as they arise outside to the JCM Meeting schedule. A standard Agenda is issued in advance of each meeting. Minutes of Meeting are posted on the website, so the broad community is apprised of the work being done.

### **Tenants' Association – Maryam and Lerato**

#### **Providing Communication Channel Access to the Community**

Lerato and Maryam requested the assistance of the UFH management team to provide a way for them to reach the community they are representing. Gloria said that we have raised this issue consistently with the TE and want to assist to raise awareness of the Tenants' Association to the tenants at 30 and 35 Charles. For example, for the Annual General Meeting, offers were made to help where possible by printing and posting notices and to send emails to all tenants.

Lerato said that not being able to send emails is a major concern and they cannot represent people whose voices they have not heard. Gloria added that the TA Facebook and email are important channels but agree they are somewhat limited. Gloria agreed to work together to arrive at a framework. Gloria will go back to Central U of T for a broader consultation on what can be done given need for privacy and confidentiality. Lerato said they are sensitive to the issue of confidentiality, and they are not looking for emails but looking for some channel such as the admin rights to a Listserv. Lerato added that no emails need to be shared, and tenants can subscribe or opt out as they choose.

Gloria has no objection in principle but needs to sort out the mechanics. Gloria to work with the University to see how to provide permissions/access. Gloria offered an interim solution for the TE to send any communication to herself or Apostolo and it will be sent out on the TE's behalf. Lerato has concerns about using UFH as a middleman. Gloria suggested additional means in the interim: post on TA Notice Boards, deliver to doors, and post in elevators while we sort out the mechanics. Gloria agreed that this is a shared priority. Lerato asked if we can get a timeline. Gloria agreed to provide a something in next three weeks.

Gloria cautioned that there may be an administrative element to this as people move in and out, so we need to find a way to provide access to a dynamic list that is updated regularly. Gloria will speak to IT and other folks in Student Life, and she understands the TE is not looking for individual emails but rather a way to communicate with those tenants who are open to receiving communication from the TA.

Gloria will provide an update in the next several weeks and hopes to have actionable items but can't promise how long it will take but agreed it is a priority item. Gloria will provide an update by the end of November and asked that the TE also provide something to her in that same time frame to document their request, outline the purpose and the types of communication they are proposing to disseminate. Gloria appreciated hearing that this is a priority and expressed her confidence we will find a solution.

**Sharing of Tenant Survey Info Graphic and JCM Minutes on Tenant Association Communication channel**

Maryam asked if they could post the Infographic as well as the JCM Minutes of Meeting on their own Tenant Association communication channels. Gloria agreed that once finalized, they can be posted.

**Impact of Noise - Work Being in Units**

Maryam brought forward the issue of noise coming from adjacent units when turnover/reno work is being done. Lerato asked that notifications be made so that important meetings can be scheduled accordingly. Mike suggested that if there are noise/disturbances outside of normal business hours they should be reported to Security or the Residence Office. Mike added that there are vacant units being refreshed and renovated each month, but this work is limited to a few days in each month. Mike appreciates the concern and suggests that the notice would have to be broad as there are several contractors: paintings, drywallers, plaster repair workers, electricians etc. and it is difficult to narrow down when the various contractors will be in a unit. Mike suggested that maybe we could say something like in the first and second week of November there will be work being done but could not predict the exact hours, in addition, since noise can reverberate, the numbers of potentially impacted units could be large. Mike will investigate this. See Action items.

**Operations - Mike**

- No items brought forward due to time.

**Residence Life - Community & Recreation - Maureen**

- No items brought forward due to time.

**Residence Life Operations - Apostolo**

- No items brought forward due to time.

**Admissions & Eligibility - Apostolo**

- No items brought forward due to time.

**New/Other Business – Gloria**

- Gloria closed the meeting by thanking everyone for the great discussion and reiterating that we are working collectively to achieve the same objectives to provide safe comfortable housing for student families.

**Next Scheduled JCM Meeting Dates**

- December 6<sup>th</sup>, 2022, from 11:00 am to 12:00 pm