

**Charles Street Student Family Housing  
Minutes Joint Committee Meeting – February 22, 2022**

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

Present: **Tenants' Executive:** Ammar Bowman-Naseer - President - Tenants' Association Executive, Fernando Calderon Figueroa – Secretary, Tenants' Association Executive.

Absent: Gloria Cuneo - Director, University Family Housing, Michael Kaev - Senior Property Operations Coordinator, Helen Katz - Residence Life Coordinator, Communication & Education, Farhana Islam - Vice-President - Tenants' Association Executive,

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

<b>Comments or Concerns about Minutes from February 1, 2022</b>
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Apostolo reconfirmed that JCM Minutes will be published on the News & Events section of the UFH website. Apostolo asked if Ammar or Fernando had any comments or concerns regarding the Minutes of February 1, 2022. None were raised.

<b>New Action or Carried Forward Items:</b>
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**TE Communications Assistance and Strategies: Carried forward.** Gloria asked Ammar and Farhana to contemplate ways in which our team can assist the Tenant Executive in their communication efforts i.e., how can we help disseminate information/increase the TE's profile in the residence facility. Gloria asked them to take this away and give it some thought. In addition, Ammar and Farhana to let us know if they prefer the communications piece be tabled at a future JCM or set up a dedicated meeting to discuss communication strategies.

- ❖ Ammar requested that a separate meeting be held with the TE members and Apostolo and Gloria. On February 22, Penny requested TE members submit their availability for a March meeting with Gloria and Apostolo. Penny to arrange meeting before the March 29<sup>th</sup> JCM at which time an update will be provided.

**Waitlist Process for Transfers:** The management team committed to providing periodic updates on their efforts to clarify and provide transparency for the unit transfer waitlist process. This will be studied first and there will be a separate discussion with a few tenants who are invested in this process.

- ❖ Apostolo is scheduling an internal team discussion in March and will share progress at the next JCM. After the internal discussion there will be a plan that will include the engagement of tenants.

**Security Presence in Lobby at 30 Charles:** John to investigate if it makes sense to have a tag in the Security Booth in the lobby at 30 Charles.

**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):**

Update February 22: See Residence Life Operations Section

**Pay Per Use Services (Photocopying, Scanning, FAX):**

Gloria said we would like to provide this level of service at some point and have been in touch with service providers. However, we are not sure what the overarching appetite would be for this service and given that the equipment is very costly, and there are questions around how we would provide this service (provide paper, toner etc.). We are not sure of the degree to which our student families would want printing services. Given the cost, and unknown level of uptake we have added a question to our bank of survey questions to get a better sense of what type of services our tenants would find most beneficial.

Update Feb 22: Apostolo said that this service question will be incorporated in the survey that will be conducted in March. There will be two surveys: 1) Building Operations and Communications and 2) Residence Life. The survey will have a question on common spaces and customer service, maintenance etc.

**Greenhouse Gases/ Carbon Footprint:** John and his operations team will reach out to Scott Hendershot of the Sustainability Office to get advice on how to proceed.

John has been in contact with Scott Hendershot. Scott could not find anything that would be directly helpful. John has also copied our Facilities and Services Property Manager to see if they have any advice on how we complete this assessment. John will follow up. John said that we have done several upgrades that would contribute to our efficiency: electrical upgrades, booster pumps, LED bulbs in all units. There are some constraints, however, e.g., there are no 24" high efficiency fridges. Hydronics, how the units are heated, is very energy efficient. Penny commented that we have consumption data from hydro bills maintained for roughly a decade but added that there are many variables which impact consumption such as occupancy levels, tenant behavior. Penny suggested we only look at the data at this time if we expect there to be actionable items that arise from the analysis. Apostolo suggested that we table this item as a broader Long-Term Action Item. The UFH team will review from an operational perspective. There are several aspects such as the general education component, programs, and initiatives etc. The team will review what can be reasonably done from an operational perspective.

**Status of Action Items from February 1, 2022**

**Arrows on Walls:** Ammar reported his observation of arrows on walls in pencil: 5<sup>th</sup> floor between 508 and 506 arrow pointing east, 5<sup>th</sup> floor between 503 and 505, paint colour changing. Penny emailed this observation to John shortly after the meeting. John to respond.

- ✓ UFH verified the marks were placed on the wall by the General Contractor to indicate upcoming plaster and paint work. John confirmed that he has asked the manager of the company to stop marking the walls in this manner.

**Construction Noise complaints:** John requested that if Farhana and Ammar are getting noise complaints to please forward them to him so that he can investigate as they are happening.

- ✓ John addressed the noise issues that had been brought to his attention. See Building Operations Section.

**Waitlist Process for Transfers:** The management team committed to providing periodic updates on their efforts to clarify and provide transparency for the unit transfer waitlist process. This will be studied first and there will be a separate discussion with a few tenants who are invested in this process.

- ✓ Move Item to New/Carried Forward Action Items above.

#### Building Operations – John

**730 Yonge Construction and Update on Noise Complaints from Tenants:** John described the process of determining the source of the vibrations. Initially Security was sent to investigate as well as one of the Property Operations Coordinators and nothing was heard. John went to 30 CSW himself to the 5<sup>th</sup> floor and confirmed the noise was loud. John traced the vibration/noise to the construction activity at 730 Yonge. Holes were being made on the roof to prepare for the installation of the roof top unit. This was happening outside of the 9:00 to 12:00 window. John escalated this issue to John Rand, the U of T Project Manager, who issued a letter to the contractor. The loud vibration was caused by the construction activity at 730 Yonge however, it was noted that, on occasion, there may be noise from unit renovation work from time to time. John Companion requested that emails get sent to allow him to determine if the noise is from 1) the construction project or 2) renovation work in the units. John concluded that most of the time, the noise is from the construction. The noise from this activity was intermittent and this is why Security did not hear it. John Companion contacted the construction manager on his cell so he could hear it. John will continue to deal with the contractor and if it means that the U of T Project Manager has to come over and shut them down then this will happen. John has requested a copy of the letter sent to the contractor to inform them they are in default of the contract. John Rand will do spot checks on the site to keep them in check. John Companion said we understand that this should not be happening outside of the hours of 9:00 am and 12:00 noon and this is exacerbated when Security is suggesting the noise is from unit turnover work.

Ammar asked to verify if the dates in his pre-submission were the same dates John investigated and it was confirmed they are the same. Ammar asked if there is a way tenants can be notified in advance of noisy work. John said it would be impossible with this contractor as they are having difficulty sticking to their

schedule. Apostolo confirmed that once we get communication from John Rand, we will update the website. John Companion added that the exterior work, the installation of porcelain tiles on the walls will be noisy and this will be communicated to tenants.

**Toronto Fire Department:** John addressed a recent issue at 30 CSW where someone let off a fire extinguisher which set off an alarm and the City of Toronto Fire Department attended. John made the point that the Toronto Fire Department do not follow our script in terms of announcements. When they are on site they are in charge and we, including our Security team, do not have any control over what is said. John said that at 11:20 the alarm was silenced, and they gave the “all clear” announcement at 11:50.

Apostolo asked if Security should still make an announcement that everything has been returned to normal? John said he is on the fence on this - - he thinks it may be too much and only contribute to the confusion.

#### Tenants' Association – Ammar & Fernando

**Percussive Noise Coming from 730 Yonge Construction:** Tenants have complained about percussive noise coming from the construction site at 730 Yonge. The noise was experienced in the East wing of the building, particularly in the lower floors on Thursday 10th, Friday 11th, and Monday 14th, during the morning and early afternoon. Tenants would like to be notified in advance to make prior arrangements.

John addressed the noise issues in Building Operations section.

**Security in 30 CSW Lobby:** Regarding security tags and tapping of them - how does that work with the requirements for security to be in the lobby as well? After rounds are complete do the guards register their presence in 30 lobby by tapping there.

Often it seems like there is no one at the 30 lobby, this might just be a timing of my entry/exit but what exactly is the frequency expectations of rounds and when they are supposed to be back at lobby by? Ammar asked if they guard registers their presence in the lobby by tapping a security tag and also asked about the frequency of patrols.

Response: John is working to increase the Security presence in the lobby at 30 Charles. There is no tag in the Security booth in the lobby. The tags are located throughout the buildings. John has made changes to the afternoon and weekend shifts to have a more consistent presence in the lobby. John would like their presence in the lobby at all times, but this is difficult to achieve during the day since we have the guards perform various tasks such as delivering notices and escorting contractors.

Security guards do the patrol rounds every 2 hours and it takes 45 minutes to complete. John has not been able to increase the presence of guards in the lobby during the day without sacrificing patrols. John feels that evening and weekend coverage is pretty good. In addition, Security can be contacted at all times and their number is clearly posted.

Ammar asked if it makes sense to have a tag at the booth in the lobby. John agreed to look into this (see Action items).

John added that he contacted the manager of our security company to ask for any advice with respect to parcel thefts. The suggestion was to have tenants ship items to a depot where they can be picked up. So aside from more security guards there is little else that can be done at this time. The people taking the parcels are professionals. John stated that the volume of thefts has dropped off but there has been a recent incident.

#### Residence Life Operations - Apostolo

**Updates to COVID-19 Protocols at UFH:** With restrictions continuing to ease, I have a meeting scheduled with EHS this week to discuss them and review how these changes can be applied to UFH. Will define impact on common spaces, program offerings, capacity limits. Shortly after this meeting, tenant communications will be rolled out.

**Payment Automation Update:** We are at approximately 75% complete on the Payment Automation Project. We are working closely with colleagues at the University on our online payment portal piece as well as reviewing and finalizing the implementation of a POS Machine at our Residence Office. We intend to begin a rollout sometime in March most likely starting with a POS Machine and moving to online payments shortly after. Leading up to implementation we will issue a communication to tenants notifying them of upcoming changes. The online payment portal option is being investigated with central ITS and it takes time to do our due diligence.

#### Admissions & Eligibility – Victoria

No updates for Admissions & Eligibility.

#### Community & Recreation –Maureen

**Programs:** Song's Play Dates are almost all filled with children and their parents who have been waiting to be back in person. It took a while but the 11:30 a.m. time is now busy too. Parents are so happy to have somewhere to bring their little ones on these cold winter mornings. Song and his staff are also delighted to be back.

**Free Store:** OASIS was onsite last Thursday to do a pick-up of the clothing from the overflow from the Free Store. For anyone who isn't aware OASIS is the non-profit that picks up our excess. They have been coming in here almost since the Free Store first opened to collect our items that either can't be offered in the Free Store or the excess that happens quite frequently. The proceeds from OASIS are used to fund addiction treatment, rehabilitation and other programs and services. The staff have done an awesome job getting the room ready for the reopening this Wednesday. Maureen thinks it is another site that families will be excited to be able to visit once again. We have also renewed our recyclable drop-off so people can bring electronics, cables, batteries, lightbulbs, and other small items during the open hours at the FS. At this time, we aren't going to leave these bins in the hallways but we will begin to look at other drop sites in the future so there is 24-hour access for drop off of these materials.

**Student Placement:** Our placement student from Nipissing University, Jennifer has been going in to 30 Charles and participating in a variety of onsite programs. She's been impressed with how quickly our families have returned to in person programming as soon as it was available. Last week she attended the re-opening of the Free Store and was surprised to see over 25 people waiting patiently for it to open. She is also working with Song on a couple of his drop-in days. She will be observing two of our online programs and then doing interviews with a variety of staff to learn more about this community, and how the programs and services for work to support student families here at UFH.

#### Residence Life – Victoria for Helen

**RA Programs:** An English conversation group, a weekly writing group, and an information session on an organization that runs hikes and outdoor trips are starting shortly, and registration has started.

**RA Coordinator:** Helen Katz is still on leave.

**Family Care Office:** Our colleague in the Family Care Office has contacted us to arrange for them to return on site to Charles Street so that they can advise our student parents about family care related issues. They are hoping to return in the next week or so.

#### New/Other Business – Apostolo

**June 2<sup>nd</sup> Election:** John mentioned for information that there will be a provincial election on June 2<sup>nd</sup> and the Recreation Room at 35 Charles will be used as a polling station.

#### Next JCM Meeting Date

- March 29<sup>th</sup>, 2022