

Minutes of Meeting – Final
Joint Committee Meeting – Charles Street Community - April 26, 2022

Present: **Management Members** - Apostolo Zeno - Assistant Director, University Family Housing, John Companion - Manager, Building Operations & Services, Michael Kaev - Senior Property Operations Coordinator, Helen Katz - Residence Life Coordinator, Communication & Education, Maureen Lynch - Residence Life Coordinator, Community and Recreation.

Present: **Tenants' Executive:** Fernando Calderon Figueroa – Secretary, Tenants' Association Executive.

Absent: Gloria Cuneo - Director, University Family Housing, Victoria Orr - Manager, Residence Life & Admissions, Ammar Bowman-Naseer, President - Tenants' Association Executive, Farhana Islam - Vice-President - Tenants' Association Executive.

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

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| Comments or Concerns about Minutes from March 29, 2022 |
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Apostolo asked those present to raise any comments or concerns regarding the Minutes of March 29, 2022.

Penny Wilson made a request to amend the minutes of the Meeting of March 29, 2022, to include Victoria Orr's response on the issue raised by the TE regarding the decline of the building upkeep. The minutes from March 29th will be amended to include: Victoria added the response that she thinks it is important to note that for most of the past two years, all of the families have been attending school and work from their apartments, 24 hours a day, 7 days a week. This has never before been the case. As a result, the wear and tear on the lobbies, halls, stairs, laundry rooms etc. has been enormous in comparison to normal life at Charles St.

There were no other comments or concerns raised.

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| New Action or Carried Forward Items: |
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TE Communications Assistance and Strategies (Carried forward): Fernando will talk to Ammar and Farhana and will reach out to Apostolo in the next week with possible dates for the meeting.

Website Review: Fernando to determine whether he or other members of the TE are interested in reviewing the website in the June time frame. This would mean either coming to the Residence Life Centre or getting login credentials from Apostolo. The task would be to navigate around the site and provide feedback so the site can be tweaked, links corrected etc.

Waitlist Process for Transfers: Carried Forward. Apostolo said this item is still in the investigative phase and we will reach out a number of tenants as well as the Tenant Executive to get a sense of the needs. More to come as this process develops.

Status of Action Items from March 29:

Building Upkeep - Provide Frequency of sweeping, cleaning, waxing etc.: Mike to provide details of the frequency of various buildings cleaning activities in hallways, stairwells, lobbies etc. This information will be provided to the Tenants Association and will be posted on the website.

- ✓ Complete. Mike provided the TE with information regarding the cleaning schedule on March 31st:
 - Sweep & Mop corridors daily. Floors are stripped and waxed once a year at the beginning of April and ending in June.
 - Stairwells are patrolled and swept daily. Mopped once a day from top to bottom alternating stairwells daily. Stairwells that are not mopped on a specific day still get swept and spot cleaned as required.
 - Lobby carpeting shampooed and deep cleaned twice per year. Spot cleaned throughout the year as needed.

Amendment made to the Minutes from 29.03.22 to reflect that over the past two years during covid, all of the families have been attending school and work from their apartments, 24 hours a day, 7 days a week. This is unprecedented. As a result, the wear and tear on the lobbies, halls, stairs, laundry rooms etc. has been enormous in comparison to normal life at Charles Street.

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.

❖ Carried forward. See above.

Waitlist Process for Transfers: Carried Forward. 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.

❖ Carried forward. See above.

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

- ✓ Complete. John had tags installed in both lobby Security booths in late March. Security does not tag when they leave but they tag when they come back from their patrol/walk about.

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 April 26: See full update provided by Apostolo in Residence Life Operations Section.

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

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 true 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 April 26: Apostolo said the question of need for this service was included in the recent Residents Survey in order to get a sense of the order of magnitude of the need. The survey was recently closed on the 15th of April. The survey results will be unpacked in the coming weeks. Internally, we will have to unpack the responses from tenants before we decide on a broader course of action. Updates will come at future JCMs.

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.

Update April 26: As previously reported, a survey is being developed that we can utilize that poses a series of questions aimed to educate and curb certain behaviors with respect to saving energy and lowering overall carbon footprint. We will pass on to the TE the survey when we receive it from Scott Hendershot. In terms of the broader initiatives tied to Sustainability we are looking ahead to programming over the coming months and will provide an update as initiatives develop. One of our bigger events over the years has been Earth Hour programming and other initiatives will follow.

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| Building Operations – John |
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730 Yonge/30 Charles Rehab Project Update: Exterior work that creates drilling noise has started. Numerous emails have been sent to the General Contractor to request they respect our requirement that noisy work be limited to the 9-12 time frame. John said the contractor estimates this type of work will take 3-4 weeks but from John's experience he is estimating 6 weeks of noisy work to drill concrete (fastening mechanisms to install the tiles).

Maintenance Technician Contact Information Update: The on-call Maintenance Technicians can now be reached directly by phone for urgent Maintenance service. The pager has been eliminated by Rogers. All non-urgent Maintenance requests still must be submitted via the online Maintenance portal, or by contacting the Residence Office during business hours. Refer to communication sent out on April 22nd, and updated notices posted throughout the building common areas. In addition, we have moved from two to three full time

weekday Maintenance Technicians: two for the daytime and one for the afternoon shift. Hoping tenants continue to use the portal to call in work. We will monitor usage.

Bike Rack and Cage Clean-up: The exterior bike racks and two single racks located on A-Level of the parking garage have been cleared of abandoned bikes and the areas in and around the racks have been cleaned. More space has been created for residents who are using the racks on a day-to day basis. The larger Bike Cage Enclosure, located on Parking Level A, will be cleared on April 27th.

John added that there were a number of abandoned bikes for which the locks had to be cut off. These have now been stored in Parking Level C. A tenant can call Security or the Operations team if a bike has been removed.

Tenants' Association – Fernando

April 10th Security Incident Updates: The security incident on April 10th caused concern among residents. The official communication about the event came in after a lot of speculation had happened online in the Facebook group. Why was the response delayed? Related to this: as the Tenants' Association, we have tried to moderate the conversation online to prevent impacting the affected family's privacy, but we could not oversee the posts 24/7. More timely information could have helped ease the residents' anxieties.

Response: Expectations regarding the timing of information in emergency situations will be clarified at the May Joint Committee Meeting.

Percussive Noise on April 19th: The percussive noise coming from the 730 Yonge renovation work started around 7:10 am. However, the Residence Office message from a day before mentioned that this type of work would occur between 9am and noon. Fernando added that after this incident, for the most part, the noisy work seems to have been limited to the 9-12 time frame.

Response: See Building Operations section.

Residence Life Operations - Apostolo

UFH New Website Update: UFH has been in development of a fully revamped site which encompasses both Faculty/Residential Housing and Student Family Housing. While the development of the site has been a significant undertaking, we are excited to announce that a launch is anticipated in early July 2022. Leading up to the launch we intend to send out a request for demo testing to tenants. Asking if the TE would like to partake in testing.

Apostolo added that the focus of the website is the user experience and added that the new site will be mobile friendly.

Payment Automation Update: POS Machine has been ordered and we await setup and testing before launching live for tenants. A communication will be rolled out in advance of this with a set date of use.

On the online payment portal side, we have met with ITS to discuss and assess our project as we want to ensure that the data and privacy of our tenants' data is maintained. We are undergoing a risk assessment and at the

same time exploring some secure third-party services in anticipation of moving towards a rollout. Detailed timing is uncertain at this point as we continue to work with ITS. More to come in the coming weeks as this part of the Payment Automation Project continues to take shape.

Charles Street Survey: The Charles Street Survey closed on April 15. Our team will be reviewing and analyzing the data and comments and will circle back to the community with an update and next steps. There were approximately 170 responses which is a good response rate.

Admissions & Eligibility

No update this month.

Residence Life - Community & Recreation - Maureen

Drop-In Centre Updates: Song opened the Drop-in on the holiday Monday, April 18th to our families as well as their school age children for a special morning of activities, music circle and outdoor play. It was busy but he said it went well. Beginning in May we are increasing our registration numbers to 25 and the drop-in time from 10:00 a.m. – 12:30 p.m. on Mondays, Wednesdays, and Fridays. On these three days Song is offering indoor activities in both rooms to accommodate the numbers should it get busy. However, we are finding that families are returning to their pre-pandemic pattern (a good thing) of coming in at different times and staying for the part of the morning that works best for their schedules. On Tuesdays and Thursdays Song is going to offer some creative outdoor play on the Roof Top Garden (weather permitting). They will move indoors when necessary. We hope to do a monthly trip with the children and their families one Thursday morning each month beginning in May. To date we are planning a visit to a local fire hall, a picnic and visit at Riverdale Farm and a third trip to be determined.

Work Study Staffing Update: All fall and winter work study students have completed their hours with us now. We are relying on casual staff to take us through the final weeks to the new semester in May. All 14 of the work study applications have been approved. Students have begun to apply for some of the positions now. We will be setting up interviews in the coming weeks to do the summer hires which we hope to have in place by the second week in May.

Residence Life – Communication & Education - Helen

BikeChain Event - The RA team is organizing the bike chain event, which will be taking place Sunday May 1st. This event takes place on the podium deck of 35 Charles. Residents book timeslots to have a tune up on their bike by a BikeChain staff member. This is always a very popular event, and we're looking forward to hosting it again this year, after taking a hiatus due to covid protocols.

New/Other Business – Apostolo

No new business.

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| Next JCM Meeting Date |
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- **May 31st, 2022**