

# The HPTA Newsletter

thehptenantsassociation.com

SUMMER 2014

## **The High Park Tenants' Association**

### **VERTICA UPDATE**

**WATER** Some complaints were received about the colour of the water. Send us more feedback.

**AFTER HOUR CALLS** We asked that the company directory be left on so people can leave messages.

**EMERGENCY PHONE** According to some tenants, there is sometimes no response. Management ensured us that the call-in centre contacts the superintendent on duty once the message is received.

month.

**GARAGE EXIT** Management communicated that tenants, when stuck underground, can call the store attendant who will alert the office. There is also signage. Send us more information so we can continue to monitor this situation.

### **LOSS OF ENJOYMENT**

Marijuana use, excessive noise, dog barking, garbage bags left

### **WE NEED YOUR DONATIONS TO FIGHT AGIs!**

A log is kept of all incidents. Let us know. Are you contacted by the Superintendent and on time? Is the issue resolved?

### **AGI Above Guideline Increase**

We were not given confirmation for a 2015 AGI. The decision seems to depend on the OMB's decision re. the two new towers to be built on the Grenadier property.

**COINAMATIC** Vertica is offering a better deal for laundry than Minto. It cost between 10 and 25 cents less to wash or dry. Vertica also maintained quality with the installation of new Maytag machines.

**CAMERAS** are used on the premises. Recordings are kept a

in wrong places - The HTPA recommends that tenants let management handle these occurrences rather than to deal with them themselves. The Police could also be contacted. Verbal altercations and fist fights with neighbours escalate rather than solve issues. Always put concerns in writing and request action. The HPTA can help mediate some concerns. The Landlord and Tenant Board can be involved. If eviction is required, you must testify as witness after the other party has been served with warnings.

*thehpta@gmail.com*

WHAT IS HAPPENING?  
**Join our e-mail list!**



Maximum Provincial  
Rent Increase for 2015:

**1.50 %**



### **AGI MEETING**

Tuesday September 30,  
2014 7:30 pm – 8:45 pm  
HP Fitness Centre  
65 High Park Avenue

Email your questions **before** the meeting. Put "AGI Questions" in the Subject box. The paralegal will answer all questions, explain the AGI process and discuss options.



**SWIMMING POOL** The proposal to redevelop the Grenadier property has been modified to eliminate the outdoor pool and replace it with an indoor one. Let us know what you think. Two HPTA members are registered speakers at the OMB hearing in September. Some arguments against the proposal are: noise, shadow, blocked view, dust, density, traffic congestion, schools and recreation centres at capacity. To know how to help, go to [highparkcoalition.ca](http://highparkcoalition.ca).

## **MINTO UPDATE**

**GENERATORS** There was a power outage in the neighbourhood recently. The elevators, corridors and main areas remained lit thanks to the generators present on the Minto property. We thank Minto for showing leadership and responsibility in emergency preparedness.

## **NEW SERVICE DELIVERY**

**MODEL** We continue to receive negative feedback on this new model. Each Superintendent couple has been replaced by one staff member responsible for a specific job on the property, and who is also "attached to a building". The two meetings held by Minto to introduce these staff members were attended by 24 people. A vital part of our living experience at Minto HPV has been our relationships with superintendent couples. The new model does not encourage greetings, conversation and the human touch. These staff members "attached to buildings" often appear "on the run", "busy", "taking care of other duties on the property" and "do not

*have time to socialize"*. There is also a worrisome trend: tenants having to alert staff of things needing to be fixed: bulbs, holes, odours, etc. Superintendent couples used to take care of these things when doing their daily routine checks. Do staff members "attached to buildings" have the time to do this? Do they know their tenants? A Turnover administrator or an In-Suite and Common Area maintenance technician is not a superintendent. Two people (a couple) were better than one. This new model may be saving money, but is it the best customer service model? Continue to share with us your living experience at HPV.

**FOB FAILURE** The fob failure that occurred in May 2014 caused anxieties, anger and frustration. People were not able to enter or exit the garage, were trapped downstairs and could not access their homes. The failure was due to a Rogers' cable malfunction. The HPTA, however, had alerted Minto, in the past, about the extreme unpleasantness and inconvenience with which tenants would be faced should a system failure were to happen in the garage. We had asked for the installation of a communication system so tenants trapped underground could call for assistance. We had also asked for clear signage so the exit stairs could be found easily. Minto had improved the situation with the retrofitting of garage doors with glass panels. People trapped downstairs can now see and be seen. The prompt posting of a notice can also help alleviate

people's frustration. We are pleased to write that Minto has agreed to look into these ideas and will report to us. Thank you for expressing your concerns!

**CONGRATULATIONS and THANK YOU to Serguei and Tatiana** a former superintendent couple! Some of your comments: "kind", "going beyond the call of duty", "always helpful", "know their job" "no non-sense"... This is exemplary customer service!

## **AGI MEETING**

The HPTA has hired a paralegal to fight AGIs for Vertica and Minto tenants. Come to the AGI meeting. See first page, right panel, for details. **You can bring your donations to the meeting.** Write your name, suite number, building, email or contact information so we can keep a list. The people present will make the decisions!

## **Donate to fight A.G.I.s.**

<u>Buildings</u>	<u>Mail Slots</u>
35 HP	707
65 HP	214
95 HP	414
255 Glenlake	607
66 Oakmount	414
66 Pacific	713
111 Pacific	1710
Townhouses: (416) 763-7244	
77 Quebec	735
40 HP	415
Please PRINT. Suite# _____	
Name: _____	
Building: _____	
Email: _____	
Contact Info. _____	

Make cheque payable to the HPTA.

## **Annual General Meeting**

**Notice Thursday October 9,**

**2014 7:00 pm – 8:30 pm**

**65 High Park Ave. HP Fitness Centre**

