

Priority	Category	Subcategory	Issue	Proposal
HIGH	Health & Safety. Cockroaches can spread diseases.	Pests.	Cockroaches. Some residents have complained of multiple cockroach infestations as neighbouring suites are demolished/renovated. Others have claimed of stubborn infestations that do not respond to the typical treatments.	We support the <i>Building Clean Out</i> strategy that is currently being implemented. We propose that 2 weeks prior to demolition, the suite being turned-over has its traps examined for cockroaches. If they are found, all surrounding suites should be offered gel, dust spray or no treatment (their choice). We propose that suites with stubborn infestations that do not respond to several treatments should be offered enhanced treatments.
HIGH	Health & Safety. Bedbugs are a public health issue and can cause skin infections and other health conditions.	Pests.	Bedbugs. Several residents have complained of persistent bedbugs despite many treatments. Bedbugs have been spotted by several residents in the laundry room.	We propose those who have had 3 or more traditional bedbug treatments be offered an enhanced treatment such as a heat treatment We propose increased monitoring of surrounding units when a nearby suite is treated for bedbugs.
HIGH	Health & Safety. Pigeon feces can cause a variety of health problems if aspirated or if it contaminates food.	Pests.	Pigeons. Many residents have complained of the “pigeon mess” at the back of the building. Some have had to drive their childrens’ stroller through it several times.	We propose that any resident feeding the pigeons from their balcony be cautioned. We further propose much more frequent cleaning. Cleaners/ superintendents should be equipped with proper PPE such as a HazMat suit as this is very hazardous work. Further, individual tenant responsibility should be stressed by both management and the tenant association.
HIGH	Health & Safety.	Pests.	Pests - all. Nearby building demolitions are sure to bring in additional pests.	We propose that the Management be proactive with their pest contractor in formulating a plan to prevent additional pest infestations (e.g., mice) from neighbouring buildings being demolished from infesting our building.

Priority	Category	Subcategory	Issue	Proposal
HIGH	Health & Safety.	Security.	Security Certain security guards are “too friendly” or are distracted by their phones, preventing them from being effective deterrents. Security guards are under resourced for such a large building.	We propose having a staff member to monitor the cameras at night, as well as an additional security guard. We propose that the Tenant Association be granted permission to post the dispatch number in large font, on both entrances, inside and outside. And on the 5th floor of the East Tower. We propose the investigation of a system where the elevators are locked, and only unlocked by the FOBs or buzzer.
HIGH	Health & Safety	Security.	Fob reader in East Tower main entrance is very far from the door, allowing trespassers to enter the door before the person “tapping” their fob can reach them/intervene	We propose that the fob reader be moved immediately beside the door handle as it is in the West Tower entrance. This will not only prevent trespassers from entering the East Tower entrance, it will be less congested near the buzzer where people often take a long time to search for a buzz code while someone else wants to tap.
HIGH	Health & Safety	Amenties / Gym	Some equipment in the gyms are unsteady and give the impression they may fail, potentially injuring tenants (e.g., bench press).	We suggest a prompt safety check on all gym equipment to prevent injury. Further, regular maintenance should prevent unsafe conditions.
MEDIUM	Health & Safety	Security	Security - high traffic due to individual operating “business” from suite	We propose the expansion of the camera system into the halls, so that evidence can be better collected. We further suggest examination of the log files from the buzzer system, when neighbours complain of excessive traffic in/out of units.
MEDIUM	Health & Safety	Parking	Fumes from cars idling in the underground parking garage	We propose some “No Idling” signage be installed

Priority	Category	Subcategory	Issue	Proposal
MEDIUM	Health & Safety	Heating/cooling	Heating can be excessive. Many residents report excessive heating even with windows open, curtains closed and fans running. One resident reported their unit was at 32 degrees C with all these measures in place. The gyms are severely overheated putting those who workout at risk of heatstroke.	The gyms are severely overheated and must receive urgent attention to the radiator valves before someone develops heat stroke. We also propose equipping the gyms with water coolers. The City of Toronto has declared indoor temperatures above 26C as hazardous to human health. Therefore, we propose urgent radiator adjustments for anyone with a unit which has experienced >26C with windows open. We further propose the re-introduction of thermostatic regulator valves into the units for the purposes of improving health, reducing fuel waste (and costs), and reducing climate impacts.
MEDIUM	Accessibility	Parking	Delivery drivers and other vehicles block the main driveway, making it inaccessible for WheelTrans Buses and other residents	We propose improved signage on the driveway. We also propose a designated parking location for delivery drivers at the back of the building.
MEDIUM	Convenience	Communication	Contractors sometimes make repairs, sometimes it is done improperly and there is no follow-up. Or sometimes contractors fail to show up and there is no follow-up.	We propose that management follow-up with contractors/tenants to ensure the jobs are done right.
MEDIUM	Convenience	Parking	Visitor parking is hard to book for residents who work during the day.	We propose that PPM implement an online booking system (easy) with a lock-box system (moderate difficulty) for access to the fobs. Alternatively to the lock-box system, residents' fobs can be programmed to open the garage door on particular days.
MEDIUM	Convenience	Parking	Visitor parking is often booked-up.	We propose the expansion of the number of visitors' parking spots if spots are available.
MEDIUM	Comfort	Cleanliness	Front entrance has become much messier in recent years, and is littered with trash, cigarette butts and dog urine.	We propose the installation of a cigarette butt box, improved signage and more frequent hosing-down of the dog urine.
MEDIUM	Property Damage	Laundry	Coinmatic dryers have been spewing oil	We propose the Management use leverage on Coinmatic for better equipment maintenance.

Priority	Category	Subcategory	Issue	Proposal
MEDIUM	Accessibility	Fire alarms	Fire alarm system results in elevator outages for up to an hour; this traps residents who have mobility challenges in their suites	We propose that the elevator interruption be limited to 5 minutes.
LOW	Health & Safety Exposure to raw sewage can cause a variety of diseases	“Water” leaks	Sewage leaks in the basement locker rooms.	We propose that the Management hire a qualified cleaner or train/equip their cleaner to clean up after the sewage leaks (with a HazMat suit) so that raw sewage is not present in the lockers or locker room. We further recommend that management reimburse tenants for items destroyed by sewage leaks when ineligible under existing tenancy insurance. Finally, all leaks should be fixed.
LOW	Comfort	Heating/cooling	Humidity is not controlled in the West Tower.	We propose that humidity control be investigated as part of the 5-year plan. We acknowledge this may be challenging as there is currently no forced-air system into the units.
LOW	Comfort	Cleanliness	Certain inaccessible windows are never cleaned (e.g., 2-bedroom dining room window)	We propose follow-up with tenants after a window cleaning to ensure all windows are cleaned, and have the contractor re-visit windows that are missed.
LOW	Convenience		Many different in-suite entrances of staff throughout the year	We propose management consider arranging for an in-suite entry to cover multiple items at the same time (e.g., cockroach inspection along with fire safety inspection)
LOW	Convenience	Laundry	Laundry room is congested. In-suite laundry systems in the East Tower are not reliable.	We propose an expansion of the Landry room. Further, we suggest management clarify its position on bringing in portable washing machines into the West Tower (understanding that there are electricity infrastructure issues preventing the use of most electric dryers in that tower).
LOW	Convenience	Fire alarm	Fire alarm system is tested very regularly (monthly) and is a disturbance to residents	We propose that, if this is due to the age of fire alarm system components, that they be replaced as part of the 5-year plan to reduce the frequency of the disturbances and improve their reliability
LOW	Convenience	Communication	Some tenants say there have been suite entries without advance notice	We propose full compliance with the Residential Tenancies Act as it pertains to suite entries

Priority	Category	Subcategory	Issue	Proposal
LOW	Convenience	Communication	Some tenants indicate that management is hard to reach by phone, and sometimes doesn't respond to communications	We propose management have a designated phone number that goes to an available staff member, and that they respond to all emails and Building Stack messages