Wynford Tower Residents' Association

108 - 35 Wynford Heights Crescent, Toronto, ON, M3C 1K9, Canada (647) 237-7494
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The content of this document,
Submission for Meeting with M&R 2017-09-19,
was unanimously approved by members of the
Wynford Tower Residents' Association Committee
at their regular meeting on 29 August 2017.

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Submission for Meeting with M&R 2017-09-19; Date: 2017-09-06

Foreword

Mr. Randy M. Daiter, Vice President, Residential Properties,
Mr. Rafael Tablada, Property Manager,
M&R Property Management

Gentlemen,

We look forward to our forthcoming meeting 19 September 2017, and we appreciate the opportunity to speak with you. From past statements by M&R Management personnel we believe that M&R is an organization that is very much prepared to keep its buildings updated.

At Wynford Tower, however, there is a consensus, particularly among long-time residents, that the Tower which in the past was considered the jewel among rental buildings in the area, now lags behind the other buildings in restorations and renovations, as illustrated by photos in this document. It is suggested that it would be in the interest of M&R to prevent further deterioration by undertaking update and repair of the building.

As illustrated in Section 1, residents have taken the initiative to address some of their needs. M&R action, however, is required for issues outlined in this submission which are beyond the capabilities of the residents.

We believe that in working together we can accomplish our mutual goals.

Sincerely,

Roosevelt Robinson, Chair _____Date: _____

Arnold Garson, Deputy Chair _____Date: _____

Ruth Ann Doyle _____Date: _____

William B Lynn _____Date: _____

Wynford Tower Residents Liaison Sub-committee

Contents

Section 1, Resident Commitment, lists a number of actions taken to date by Wynford Tower residents, in order to illustrate our commitment to helping our superintendents and management to improve our lifestyle.

Section 2, Requests Previously Discussed, lists requests for building repairs and improvements that have been previously discussed and have not yet been acted upon.

Section 3, New Requests, lists requests for building repairs and improvements that have not previously been discussed.

Section 4, Resident Request Record, presents a document to track resident requests and resolution.

Section 5, Questions, lists questions for which no immediate action is requested

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1. Resident Commitment

Wynford Tower residents are committed to enhancing their lifestyle through cooperation with the building superintendents and M&R management, and by making improvements that are within our capabilities. Following is a summary of Resident Committee activities toward this objective to date. (Dollar values are shown as an indication of amounts spent by residents, not as a request for reimbursement.)
(Labour is expressed, in person-hours (PH).)

1.1 Muddy Shortcut on Front Lawn and Burnt Grass in Rear Lawn.

Sod and "Keep Off The Grass" signs were installed in the front lawn muddy short cut. A low fence originally installed to deter users was removed to avoid tripping by trespassers. Sod and grass seed were installed in areas of burnt grass in the rear lawn.

Cost for sod, soil, grass seed, gardening equipment: $500
Labour to prepare site and install soil, sod and seed: (watering, etc., continues.) 50 PH

1.2 Community Cleanups

On 18 January and 23 April 2017, residents took part in collecting litter from the common areas around Wynford Tower.

1.3 Pool Patio.

Residents held a cleanup of the pool patio on the evening of 18 July 2017.
Labour: 10 PH

(See also New Request re patio mud.)

1.4 Patio Furniture

Nine Muskoka chairs, one 3 ft round table and one 5 ft round table were purchased, painted, assembled and set in place. A 30" round plastic table was donated by residents Ivan and Eileen Church.
Cost: $180
Labour: 30 PH

1.5 Signs

Signs were posted in an effort to encourage smokers not to throw cigarette butts on the ground, and to encourage residents to keep the green bin lids closed.

Cost, Lamination and stakes: $40

Labour: create signs, get lamination, affix to stakes, post stakes: 5 PH

1.6 Elevator Bench

A fireproof bench was purchased and set in place in the main floor elevator lobby in order to determine the possibility of providing fireproof benches of acceptable appearance and utility. The response from residents has been positive (with one complaint that it is uncomfortable).

Cost: $133 plus tax, on sale from Wayfair.ca, shipping included. $150

Labour: Search, purchase, assemble (30 min), set in place: 2 PH

1.7 Green Bin Lid Lift Limiter

In order to ensure that the lids on the green bin close after use (by animals or by humans) a structure to limit the lid opening was built and installed.

Cost: $70

Labour: 10 PH

1.8 Social Activities

Residents have organized movie evenings and sing-alongs.

A Wynford Tower resident who is a qualified TDSB fitness instructor leads exercise classes on the front patio Mondays and Thursdays from 10:30 to 11:15 AM during her summer break.

Residents have organized a "social swim" programme at 9 AM each Tuesday and Saturday.

2. Requests Previously Discussed

2.1 Repairs and Renovation

Following are a few of many photos showing evidence of shabbiness at Wynford Tower which destroys its image as the premier rental building in the area and causes residents' concern that the common areas of the building need updating. There is also some concern regarding inefficient windows in the apartments.

Broken stones in the entry patio are unsightly, and hazardous for wheelchairs and walkers.

Chipped tiles in front entry

Bare patches in SB hallway

Torn wallpaper (Typical of many tears in hallways)

Carpet Stains, typical of numerous stains after Jul 2017 washing

#3 Elevator Floor Scratched & Chipped

Please advise when renovations are scheduled for #35 (it would be preferable for corridors to remain light and bright, rather than dark and gloomy per modern decorating style).

2.2 Party Room

It is requested that the Party Room be made available as soon as possible, as agreed at our meeting 1 February 2017. It is suggested that the Party Room be given a less suggestive name, such as Common Room. If it would be helpful to M&R, the Residents Association could dispose of the combustible benches stored in the Party Room by taking them to Habitat for Humanity, or similar.

2.3 Card Room / Common Room Access

Since the key to the Card Room (Common Room) has been taken away from everyone but the Superintendents, access to the Card Room has become difficult because the Superintendents are often not on duty, and when they are on duty they are busy with problems other than opening the Card Room.

It is requested that a key to the Card Room (Common Room) be made available to the Residents Association.

2.4 Elevator Lobby Benches

Residents have requested that the combustible benches removed from the elevator lobbies be replaced, in order to provide a place to sit or to rest grocery bags, laundry, blue boxes, etc. while waiting for an elevator.

The fireproof metal bench placed in the main floor lobby for trial purposes meets Toronto Fire and residents' requirements. It is requested that benches equivalent to this one be provided to replace those removed from all floors.

2.5 Office Hours

Residents and potential renters or visitors are frustrated when they want to talk to the superintendent in the office, but the office is closed with no hours posted and no way to know when it will re-open. There is an emergency telephone number to call, but people are reluctant to call that number for non-emergency issues.

Requests:

a) Post the office hours on the office door.

b) When the office is closed during posted office hours, post a sign showing the time that it is expected to re-open (date if not the same day).

c) Re-locate the Emergency Phone Number notice to the lower right corner of the notice board, closest to the office.

2.6 Swimming Pool Ventilating Fans

The swimming pool ventilating fans, which seem to run continuously, are so noisy that normal conversation is impossible. It is requested that the fans be replaced with quieter fans.

3 New Requests (Not Previously Discussed)

3.1 Garage Ceilings

Garage ceilings, especially in the B level, are in such bad condition that portions of the ceilings occasionally fall on parked cars. It is requested that garage ceilings be renovated.

3.2 Garage Mirrors

There are semi-spherical mirrors at the top and middle of the garage ramps, but none at the bottom, which makes it difficult to see cars coming from the side parking spaces, or vice versa. It is requested that mirrors be installed at the bottom of the ramps.

3.3 Patio Mud

Every time it rains, mud slides onto the pool patio from the bare slopes beside it, leaving patches of mud (which becomes dry mud). This may be a reason that access to the pool patio from the pool has been stopped. Suggestions for prevention include installation of fences along the patio edges, and planting of ground cover on the bare slopes.

It is requested that steps be taken to prevent mud accumulation on the pool patio.

3.4 Pool / Patio Access

The doors that formerly provided access from the pool to the patio are no longer open to residents. This makes use of the patio impractical for those using the pool. It is requested that the patio be made accessible from the pool, as it used to be.

3.5 Back Yard and Parking Lot Security

It is requested that increased security in the form of better lighting and security cameras be provided in the back yard and outdoor parking lot, to deter their use by unauthorized people as party locations, which can be bothersome to residents and can create litter and waste problems.

3.6 Hand Drying Facilities in Common Washrooms

It is requested that hand drying facilities be provided in the washrooms in the laundry and change rooms.

3.7 Dogs On Leash Signs

Residents complain that non-residents allow their dogs to run unleashed through the #35 rear property.

It is requested that signs be posted in the parking lot, waste disposal area and back yard, stating that dogs must be on leash.

Note: Signarama East quote $60 ea for 9"x12", $90 ea for 12"x18", $120 ea for 18"x24", all 0.040" aluminum.

3.8 No Idling Sign

Residents on lower floors at the front of the building complain about vehicles idling in the driveway for extended time periods. In Toronto, it is illegal to idle more than one minute. It is requested that a No Idling sign be posted in the driveway.

3.9 Fire Alarm All Clear and Causes

Fire alarms is recent months continued to sound intermittently for over an hour, with no clear indication that they were over. It is requested that an All Clear be issued after all fire alarms and, after fire alarms have occurred, that notices be posted to advise residents of the cause of the alarms.

3.10 Gym Access Hours

It is requested that the gym be accessible to residents before and after work, either by moving the deadbolt locks from the hall doors to the locker room doors (so the gym is accessible when other fitness facilities are locked), or by installing electric door locking similar to the laundry room.

4. Resident Request Record

The Association has created a Residents' Request Record, enclosed, to show the progress of resident requests. Regular inputs from M&R will be required to keep the record up to date for projects requiring M&R resolution.

5 Questions

5.1 Is it permissible to use the lobby lounge for activities such as Tai Chi if the number of participants exceeds the capacity of the Card Room?

5.2 What facilities are shared by the residents of #35 and #45?

5.3 Several residents have complained recently of water flooding in their apartments. Please explain the causes of these recent incidents.

5.4 Residents are concerned that the changes to the M&R privacy policy announced in the Summer 2017 newsletter enable dissemination of private information to undesirable third parties. Please explain how M&R intends to prevent such information transfer.

5.5 Why do the hallways above floor 7 receive outside air, whereas those at levels 1 through 7 receive conditioned air (heated or cooled)?

5.6 With Electric Vehicles (EV) and plug-in hybrids increasing in popularity, EV chargers will soon be a necessity in all residences. Does M&R have any plans to make EV chargers available in the parking areas? (See https://flo.ca/at-home/multi-residential)