



Bhutila Karpoche

MPP / Députée / གྲོས་ཚོགས་འཇུག་མི། • Parkdale—High Park

Karen Jones, Property Manager
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By email

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By email

Paul Baron, Senior Vice President of Operations
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By email

Glen MacMullin, Chief Investment Officer
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By email

June 14, 2022

Re: Balcony Waterproofing – 255 Glenlake

Dear Ms. Jones, Ms. Brunne, Mr. Baron, and Mr. MacMullin;

As the Member of Provincial Parliament for Parkdale—High Park, I am writing to you to raise my concerns regarding your upcoming “balcony waterproofing” project at 255 Glenlake.

I have been informed that Minto only provided 19 days notice of the start date of this project to tenants—giving tenants less than three weeks to seek more information and assistance in navigating the extreme impact this will have on their lives and well-being. As well, the notice was not posted publicly until 12 days before the suggested start date of the work.

Memos provided by Minto to tenants indicate that the work will take at least 12 weeks per phase, throughout the height of scorching summer weather, and that tenants will completely lose access to their balconies for the duration. They have also been advised that windows should remain closed, and that A/C units are at risk of damage should they be installed and used this summer. Needless to say, this is a concerning prospect for anyone given predictions that this summer will be exceedingly hot, but even more so for tenants whose health could be at risk from extreme temperatures.

Tenants have been further informed that they must remove all their belongings from their balcony with this very little notice, and without any provided alternative for storage. Tenants report that possible solutions suggested by Minto would render their personal belongings inaccessible, or not easily accessible, for the duration of the project—an unreasonable expectation, given the lengthy timeline of the project, and the need for many of these belongings to be easily accessed, such as bicycles and other such frequently-used and necessary items.

While tenants understand that repairs and improvements are inevitable in any building, 19 days’ notice with absolutely no tenant consultation whatsoever is unacceptable, especially given the enormous impact this project will have on these residents.



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As the Member of Provincial Parliament for Parkdale—High Park, I urge you to immediately address the demands and resolve the concerns of the tenants at 255 Glenlake, namely:

1. Immediately postpone this project to allow for consultation with tenants via Town Hall Meetings and other measures;
2. *Before* the project is rescheduled, ensure tenants have an opportunity to submit their questions and concerns, and have them adequately addressed by Minto;
3. Provide clear and detailed information on project timelines;
4. Take reasonable steps to minimize the project's impacts on residents;
5. Provide storage solutions for tenants' furniture and other items, which would allow reasonable access to these items over the duration of the project;
6. Provide fair compensation to residents for lost living space and temporary loss of amenities.

This project impacts your tenants' lives, homes, and well-being. As such, it is reasonable to expect that Minto will handle this issue with care, and treat tenants with respect and consideration to the disruption this will have over the course of months. To that end, I look forward to this project being immediately put on hold, so that you can engage in appropriate consultation and communication with the residents of 255 Glenlake.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Bhutila Karpoche, MPP
Parkdale—High Park