

RE: To the Board of MTCC # [REDACTED]

From: **eric martin** (ericmartin62@hotmail.com)

Sent: July 30, 2010 2:11:58 AM

To: ericmartin62@hotmail.com

Cc: [REDACTED]@sympatico.ca; [REDACTED]@ontario.ca; [REDACTED]@hotmail.com;
[REDACTED]@hotmail.com; [REDACTED]@sympatico.ca

Dear Board Members,

Further to my email from 9 weeks ago, how long before I will receive a response or even an acknowledgement?

Eric Martin

From: ericmartin62@hotmail.com

To: ericmartin62@hotmail.com

CC: [REDACTED]@sympatico.ca; [REDACTED]@ontario.ca; [REDACTED]@hotmail.com;
[REDACTED]@hotmail.com; [REDACTED]@sympatico.ca

Subject: To the Board of MTCC # [REDACTED]

Date: Wed, 26 May 2010 00:53:23 +0000

Dear Board Members,

When was the last time the property management contract at [REDACTED] Street was tendered? I'm very concerned about the lack of service we are receiving from our full-time Property Manager. I've been living under noise since October. When I returned to work today I was told I look exhausted. I've been emailing the office and calling the concierge for months and I sometimes get an acknowledgment but never a solution. The noise continued this weekend. I know I'm not the only one calling about this.

This building is not being property maintained and [REDACTED] communication (aside from posters in the elevators with the wrong dates and horrible grammar) is entirely nonexistent. If it wasn't for the AGM package and annual fee increase package, we wouldn't get anything. I make this judgment based on my nearly 30 years devoted to property management and real estate ownership. In the email you were copied on earlier this month it was made clear that the PM thinks those posters are the only way to communicate with residents. I think some real communication and education could be accomplished through newsletters and emails.

Could someone explain to me why the payment of a status certificate would be made payable to [REDACTED]? I would think the money should go to MTCC # [REDACTED] rather than over-pay [REDACTED] more!

Thank you for your time. I've only asked two questions so I look forward to a response in the near future. If you care to respond to the rest of the email, I would welcome those comments.

Eric Martin

Currently 2216 and soon to be 1901

[REDACTED] outstanding record keeping

From: **eric martin** (ericmartin62@hotmail.com)

Sent: May 28, 2010 2:20:14 AM

To: ericmartin62@hotmail.com

Cc: [REDACTED]@sympatico.ca; [REDACTED]@ontario.ca; [REDACTED]@hotmail.com;
[REDACTED]@hotmail.com; [REDACTED]@sympatico.ca

Dear Board Members,

It seems [REDACTED]'s incompetent record keeping isn't limited to the bike parking spots. When the status certificate for 2216 was ordered this week the [REDACTED] on-site staff contacted my Realtor to ask for a copy of my City of Toronto tax bill. My Realtor explained that she didn't have it and, because of privacy laws (which a competent property management company would understand and comply with completely), she couldn't give it to [REDACTED] if she did have it. My Realtor asked why it was needed. The response was that the Corporate records still showed the previous owner in 2216 and [REDACTED] didn't want to issue the status certificate that way. My Realtor suggested that [REDACTED] staff contact me but she was told they didn't want to "bother" Mr. Martin.

I would guess the [REDACTED] didn't want to "bother" me because they would have to admit they don't know how to keep official corporate records any better than they know how to maintain the building or manage operating costs. I have not been contact by [REDACTED] staff about this matter (although the office called and didn't leave a message at 11:03 a.m. on Wednesday) and the full-time [REDACTED] staff was not in the office this afternoon shortly after 3:00 p.m. so it wasn't possible to resolve this during the posted office hours.

For the record, I bought 2216 more than 4 years ago.

Eric Martin
Currently 2216 and soon to be 1901

Eric Martin

Suite # 1901

Dear Mr. Martin:

RE: emails of May 25th and May 27th.

Noise in our building continues to be the largest complaint issue. While it is sometimes difficult to get the resident to comply, the Board takes the issue very seriously. We recently had a group of renters evicted by the owner of a unit on the 1th floor after numerous unsuccessful attempts to address the noise issue. Part of the process required for us to achieve this was a trail of compliant letters from disturbed residents. The office did send out several letters to the suite advising them of noise complaints. We can appreciate that noise issues are often difficult to resolve especially if the resident is unwilling to comply. We would encourage you to continue to contact security at the time of the noise so that the source can be verified and also send a letter to the office documenting the date and time and the details of the disturbance. Although it is a long tedious process we will continue to take legal action against anyone who continues to deliberately disturb the quiet enjoyment of other residents.

With regard to the "Status Certificate" (previously called the Estoppels Certificate) [REDACTED] Property Management we had the right to collect a fee for the preparation of this certificate since our original agreement with [REDACTED] in 1987. It is common practice for a member of the board to sign the document on behalf of the Corporation. The management firm has the responsibility to ensure that the information contained within is correct and meets the requirements of the Condominium Act; therefore there is a shared liability in the preparation and execution of the certificate. If we wanted only the property manager to sign the certificate we would require a resolution of the board granting management the authority to sign on the Corporations behalf.

I also checked with the office regarding your status certificate for 2216. This is normally ordered through the real estate agent who would have the legal description of the property. The status certificate needs to be correct or this could hold up the final closing. The office was trying to verify the record on title so that everything would be correct for closing.

With regard to communication to residents we did publish a newsletter around Christmas which was available for pick up at the front desk. We stopped delivering flyers to the suites as this created extra mess in the halls and were also a security issue for many residents who travel out of town frequently. We had an extensive yearly update at the last AGM informing every one of the major projects in progress. [REDACTED] also publishes a magazine (4 times a year) available to all residents at the front desk. This

magazine has over the past year had many articles on issues that our building was concerned about such as: HST and its impact, and energy improvement items.

I agree that having a "Communications Committee" in the building would help keep the residents better informed. We would like to explore use of a website and social networks to help reach out. If you would like to be involved in this committee please leave a note for "[REDACTED] Condominium Board" at the front desk.

We are sorry for the delay in a response to you. The board meets once a month and your correspondence fell between meetings. In future please drop off a letter to "The Management Office" at the front desk. The office will help you with your questions and concerns.

2.

Yours Truly,

[REDACTED] Condominium Board