



The Tenants Association (TA) of Maple Leaf Quay was able to meet with management in August to discuss the issues that you brought forward in the surveys that we distributed. As you know, this management has since been replaced. The Tenants Association since met with the new management and agreed upon the following plans of action with Brett Matus (Management), the new property manager from Briar Lane.

Parking

It was agreed that parking is an issue at Maple Leaf Quay and that the existing parking policy was unrealistic. You will have noticed recently that short- term parking arrangements with security have been much more relaxed and realistic. Management is working to provide a parking policy that is more flexible and makes better use of the parking spaces.

Management is currently looking at revising the parking policy with the following suggestions from TA:

- A visitor parking permit will be issued for the needed duration, up to a maximum number of hours (exceeding the current limit of 2). After that period, a new permit will be required.
- Indoor visitor parking spaces will be available 24 hours a day.
- Outdoor visitor parking spaces at the back of the building will be available for overnight use outside Rental Office Hours i.e. 7pm - 10am.
- Review the number of overnight permits available to each tenant per month - currently 3.

Cars will not longer be towed, unless there is a good reason to do so. Tenants whose cars are towed from their legitimate parking spots are strongly urged to contact the management.

Communication

It was acknowledged that many of the problems cited resulted from poor communication with management. It was also acknowledged that Tenants have no medium in which to communicate and the following resolutions have been found:

- This bulletin board has been placed by the mailroom in order to facilitate communication amongst Tenants. All materials to be posted should be sent directly to the management office for approval.
- The TA Suggestion Box has been moved from Rabba to its new home at the Concierge desk at 390 Queens Quay.
- Another bulletin board will be placed outside the Management Office at Maple Leaf Quay in order to communicate all relevant information to tenants.

The new management will post and distribute rules and regulation for the building. In addition, office hours and hours of operation of facilities will be posted.

Facilities

- Management is currently reviewing the hours of operation of both the laundry room and the exercise room. They are considering extending those hours.
- Installation of Smartcard machines into the laundry room is currently underway. This will ensure that problems with finding change to do laundry are eliminated.

Entry to Units

Management acknowledges that 24-hour notice is required by law to enter a unit. Management has agreed to be more diligent in this regard. A notice will be issued at least 24 hours in advance and all maintenance staff will be reminded to make a phone call in the morning of the day they plan to enter the unit.

A new person will be in charge, going forward, of maintenance and superintendents.

Security

There is a video concierge at 350 Queens Quay. Management and the owner are exploring options to improve the level of service at 350, but it is too early to commit to any changes.

Garbage

Plans are in progress to build a fence around the property to improve security and cleanliness. Garbage bins will be rearranged after the fence is built.

Thanks for your input, together we are making a difference.