

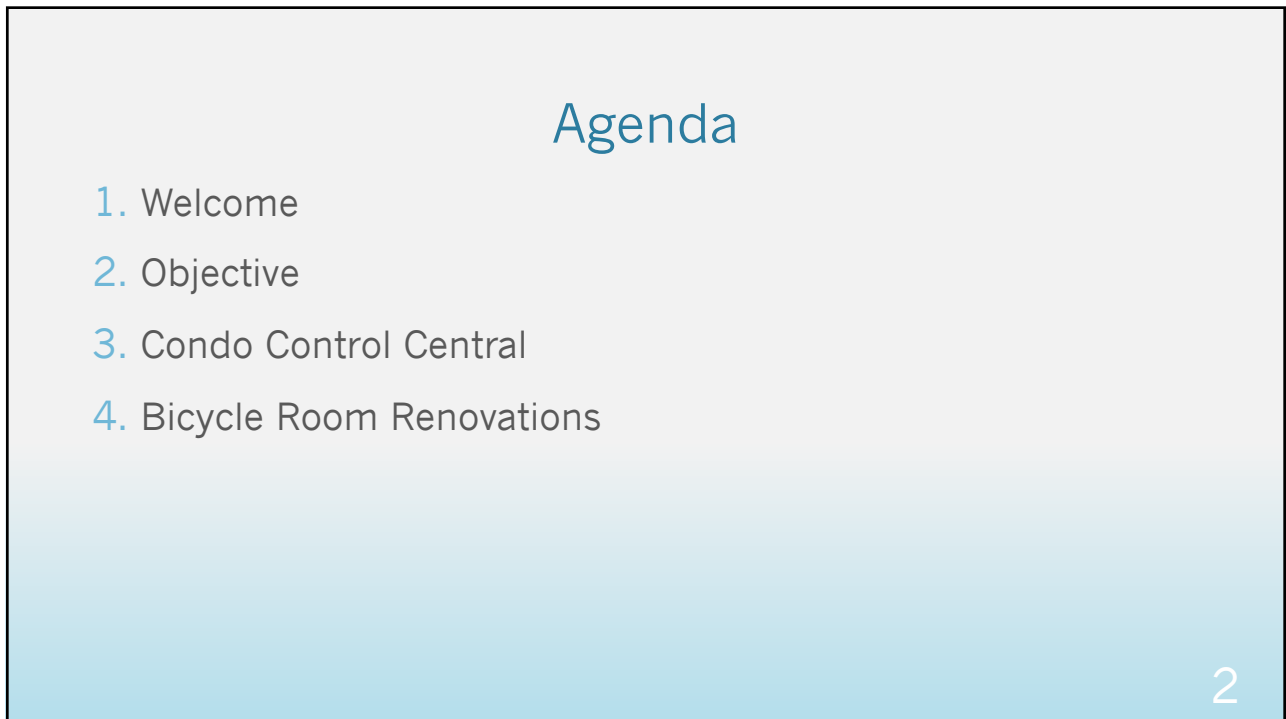
Landmark

Town Hall
June 17, 2021

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This slide features a light blue gradient background. The word "Landmark" is centered in a large, dark blue font. Below it, the text "Town Hall" and "June 17, 2021" is centered in a smaller, dark grey font. A small white number "1" is located in the bottom right corner of the slide.

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Agenda

1. Welcome
2. Objective
3. Condo Control Central
4. Bicycle Room Renovations

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Welcome

- Welcome to all Owners and Residents
- Information will impact everyone.
- Tonight we focus on two specific things
 - Communication
 - Bicycle Storage

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Objectives

- We continue to look for ways to improve communication.
 - Need MORE and BETTER communication from management about building matters
 - Covid has forced us to use technology – such as tonight’s meeting via Zoom.
- Bicycle use has increased substantially since the room was relocated to its current spot.
 - If you own a bicycle, you know the issues.

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Condo Control Central

What is it?

- It's an internal web platform designed to improve communication between the Corporation, owners and residents.
- In Kingston, it's already in place at other condos including Harbour Place and Royal George.
- The Landmark has been testing it for a while and we feel it's time for a broader trial across our community
- Linked to our website but can also be accessed directly.

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Condo Control Central

What does it do?

- **Notices** that are usually posted on bulletin boards and in elevators and wait for someone to pass by to read, can be rapidly sent directly to registered persons.
 - Notices will still be posted to the boards and in elevators as needed.
- **Documents** such as the Declaration, By-Laws, Rules, AGM materials, Board Minutes will have a central library where they can be accessed.
- **Service Requests.** Items needing attention, questions, suggestions, etc. can be entered by residents for addressing by management.

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Condo Control Central

What does it do?

- **Store.**
 - Set of services that you need from the office.
 - Keys, FOBs, etc. can be requested here.
 - Services that Bendale can provide to residents for which you may not need to contract other trades

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Condo Control Central

Why are we doing this?

- Notices, despite postings, get missed.
- Relevant information needs to be communicated quickly
- Covid has forced us to rely on electronic communications.
- Property Management has changed.
- Managers aren't always on-site → CCC helps them manage virtually.
- Information can be disseminated quickly and efficiently from anywhere.
 - E.G. notices about last minute shut-downs, etc.
- Residents need a way to follow up on requests.
- A library archive of documents, previous notices etc.
 - Easy retrieval

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Condo Control Central

Demo

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Condo Control Central

- You will receive an invitation to register from Bendale. Please do.
- The process is a migration, not a cut-over.
 - Evolve over time and will become more robust.
- Try it! Send feedback to Bendale.

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Bicycle Storage Room

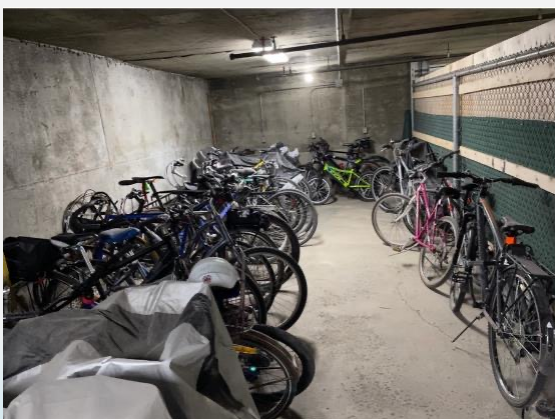
History

- The Landmark does not have a defined storage location for bicycles and it never has. It is not a defined corporate amenity.
- FCC11 did create a storage room in the old location behind visitors parking.
 - About 25 bikes were kept there.
 - It got full and space was needed for resident lockers.
 - It was relocated to its current spot in the basement with space for 30 bikes.
- It's now overflowing.

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Bicycle Storage Room



- There are now more than 45 bicycles in the room.
- Several are stacked along the side walls and fence - unlocked.
- Some individuals have more than one bicycle.
- If you take your bike out, you will likely have lost your spot on return.

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Bicycle Storage Room



- At least 12 bikes are not used.
- At least two belong to persons who no longer live here.
- The room also contains items other than bicycles.

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Bicycle Storage Room



- The existing installed racks are not useful.
 - Too close to the wall to allow wheel to be inserted and locked.
- The lock to the bike storage can be opened by the common “activity” key.
 - All residents have access whether or not they own a bike.
 - No requirement to return these keys when someone leaves.

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Bicycle Storage Room

- Periodically, management asks owners to remove unused bikes and to retag them.
 - There are 14 bicycles that are untagged. We have no idea who owns them.
- Of ones that are tagged, 12 are obviously never used.
 - Tires are flat and rubber is crumbling → Suggests long-term use.
- The room is becoming a junk yard.
- This is unfair to neighbours who actively use their bicycles, but space is occupied by abandoned bicycles.
- We can do better.

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Bicycle Storage Room

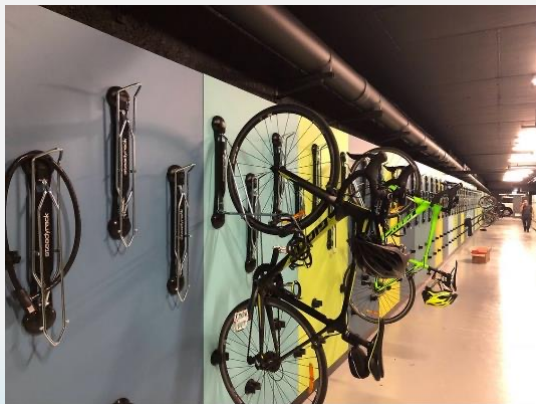
Objectives

- Encourage residents to use bikes by providing a clean, secure, assigned location.
- Discourage storage of unused bikes
- Prevent damage to bikes when adjacent ones are removed.
- Remove or reduce the danger of trip hazard obstacles.

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Bicycle Storage Room

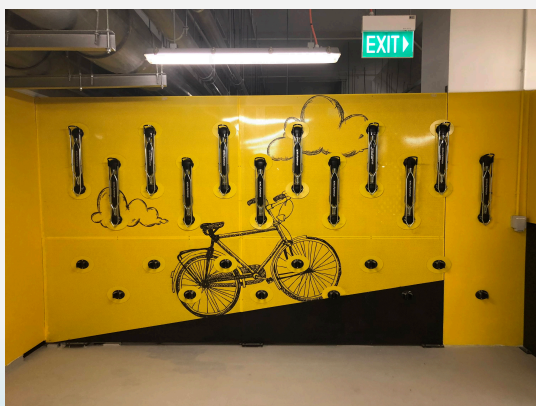


- **New space efficient racks.**
- Secure, vertical bike racks will replace the current impractical horizontal ones.
- Racks will be numbered and assigned to each bike.
- Encourage owners to lock bikes to racks.

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Bicycle Storage Room



- **Strengthened exterior wall with new secure locking.**
- New plywood wall will be built to support additional 20 vertical bike racks.
- Will increase capacity from 30 bikes to 50.

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Bicycle Storage Room

- **Residents must remove unused bicycles by July 16.**
 - Re-tag ones you want to keep. See Melissa in the office for tags.
- **New Tags:** A numbered plastic tag will be issued for each bicycle you want to keep in the room (similar to process for visitor's parking)
 - Attach the tag to your bike seat where it is visible but not in your way.
- **\$60 Annual storage fee per bike:** Not refundable.
 - Storage period: May to May.
 - For 2021: \$45 will be due August 1.
- **\$25 Key Deposit per key:** A high security lock will replace the current one. Keys cannot be easily replicated.
 - Deposit will cover the cost of keys and to encourage their safe keeping.

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Bicycle Storage Room

Next Steps

- Notice to Residents will be posted tomorrow. Please remove bicycles you don't use by July 16.
- See Melissa to:
 - Get numbered tag for bicycles you're keeping
 - Pay \$45 prorated storage fee for 2021
 - Pay \$25 refundable deposit for each key.
- Untagged bikes will be removed and donated.

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Bicycle Storage Room

Next Steps

- New racks have been ordered and will be installed by August.
- Prior to that bike owners will be advised of the strategy necessary to remove bikes for the duration of the installation of the racks.
- ASAP and by July 12.
 - Remove all locks and items from chain-link fence.
 - Remove all locks from horizontal bike rack.
 - Locks still present will be cut and items removed to allow for construction.

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Thank you for joining us.

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