



February 22, 2019

To: Councillor Joe Cressy, Chair, Toronto Board of Health  
Members, Toronto Board of Health

From: Daryl Chong, Greater Toronto Apartment Association

**Re: HL3.05 Heat Relief Services Update Report**

The Greater Toronto Apartment Association ("GTAA") represents the interests of the multi-family, purpose-built rental housing industry. Our members own and manage more than 150,000 units of multi-family, purpose-built rental housing in the GTA, mostly in the City of Toronto.

GTAA will continue to assist in the City's strategic communications campaign and encourage building owners and managers to utilize best practices. The information provided in 2017 and 2018 were well received by residents and building staff.

We support the report's neighbour-checking program, piloting of shade structures, and exploration of voluntary contact lists. An onsite cool room is likely achievable in all the medium and larger buildings, and most of the smaller buildings. GTAA would assist in the promotion and actively engage in the education of our members regarding implementation of these initiatives.

GTAA agrees that more common sense should have been used before firing up furnaces on September 15, 2018. Apartment facilities staff are 'hard wired' to schedule service and maintenance of heating equipment leading up to the 'turn on heat' date. With last year's experience and with a focused message, we can correct this moving forward.

The concept of 'no dates' is worth investigating and discussing as it has merits and drawbacks. This would require reasonable flexibility as whole-building heating systems may take considerable time to fully function. Changing the range to 'new' dates, was considered by MLS in 2014, and determined to be unmerited when the past 10-years were averaged. Changing the date(s) regularly or even occasionally would only create confusion.

GTAA and our members have decades of experience in the development and operation of rental housing. We wish to offer our assistance and volunteer to participate in working groups to implement immediate strategies and consider longer term options.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daryl Chong", is written over a light blue circular stamp.

Daryl Chong  
President & CEO  
Greater Toronto Apartment Association