

Property Standards Committee

From: 49TPD tenant association <49tpdta@gmail.com>
Sent: January 27, 2026 4:22 PM
To: Property Standards Committee
Cc: Councillor Chernos Lin
Subject: [External Sender] investigation #25 244843 PRS 00 IV & #25 245488 PRS 00 IV - Appeal hearing scheduled on January 28 2026
Attachments: Morguard notice_2.jpeg; Family Doctors advise.jpeg; Morguard notice_5.jpeg; Morguard notice_3.jpeg; Morguard notice_4.jpeg; Morguard notice_1.jpeg

To,
Angelina Grkavac
Toronto Court Services
40 Orchard View Blvd
Second Floor, Suite 253
Toronto, ON M4R 1B9

PLEASE SHARE THIS EMAIL ALONGWITH ATTACHMENTS WITH ALL PROPERTY STANDARDS - NORTH YORK PANEL COMMITTEE MEMBERS.

Dear Members of the Property Standards Committee,

I write in my capacity as Chair of the 49 Thorncliffe Park Drive Tenants' Association, and also as a long-term resident personally affected by the heating and hot water failures at this property, regarding the appeal filed by Morguard Canada NAR LP (the "Owner") in relation to the Property Standards Orders issued for failure to provide adequate heat and hot water at 49 Thorncliffe Park Drive, a residential building comprising approximately 400 rental units.

For the reasons set out below, we respectfully submit that the appeal should be dismissed and that the Property Standards Orders should be upheld in their entirety.

1. Prolonged and Ongoing Failure to Provide Vital Services

In 2024, the Owner replaced the building's heating system. Following this replacement, tenants throughout the building began experiencing persistent and widespread failures in the provision of both heating and hot water. These failures commenced in October 2024 and have continued on a recurring and unresolved basis throughout 2025 and into 2026.

Tenants have experienced repeated outages lasting days, weeks, and in months. During the 2025 winter season, many tenants did not receive heating at all or hot water until mid-December. In 2026, the Owner issued multiple written notices to tenants acknowledging ongoing heating and hot water disruptions,

confirming that these issues remain unresolved and intermittent. We have all those notices and can produce them if required by the committee.

2. Direct Personal Impact and Medical Consequences

In addition to the systemic issues affecting the building, I personally experienced a complete lack of heating in my unit right from the start of the winter season on October 01, 2025, until mid-December 2025. During this period, there was absolutely no heat entering my unit. On a few occasions, heat was briefly restored; however, these periods lasted only a few hours or, at most, a few days before failing again.

As a result of prolonged exposure to extreme cold inside our unit, my entire family experienced repeated cycles of illness. This was not a temporary discomfort, but a sustained and harmful living condition. I am attaching a letter from our family physician, which clearly confirms that my family's illnesses were caused by prolonged exposure to extreme cold within our home.

This medical documentation provides independent, professional confirmation that the lack of heat materially affected the health and safety of occupants, and that the consequences extended beyond inconvenience into demonstrable harm.

My unit was not an isolated case. Heating failures affected at least one full side of the building, where tenants experienced either a complete absence of heat or heat levels well below acceptable standards. During this period, multiple tenants reported comparable conditions and associated health issues resulting from prolonged exposure to cold indoor environments. These sustained outages also caused financial hardship, as the unsafe and unhealthy living conditions interfered with our ability to perform work duties effectively and, at times, required us to remain at home to care for sick children.

3. Safety Risks and Habitability Concerns

Due to the Owner's failure to provide adequate heat, tenants were compelled to rely on unsafe alternative heating methods, including the use of multiple portable space heaters. This resulted in electrical hazards such as blown fuses, tripped breakers, and overloaded circuits. In some cases, tenants resorted to using kitchen stoves for warmth, creating serious fire and life-safety risks.

These conditions demonstrate that the defects were not minor or technical in nature. They directly compromised tenant safety, habitability, and compliance with minimum property standards governing vital services.

4. Owner's Acknowledgement of Hot Water Outages

The Owner has suggested that the Orders lack sufficient specificity or detail. This assertion is contradicted by the Owner's own written communications.

Tenants, including myself, received multiple formal notices from the Owner advising that hot water would be unavailable for entire days at a time due to ongoing system issues. Copies of several of these notices are attached for the Committee's reference. These notices constitute clear acknowledgements by the Owner that hot water outages were occurring on a building-wide basis.

5. Extensive Notice Provided to the Owner

Since 2024, the Owner has received repeated and detailed notice of the heating and hot water failures through multiple channels, including:

- Written correspondence to property management
- Formal maintenance requests submitted through the Owner's systems
- A substantial number of complaints were filed with the City of Toronto through the 311 system

These reports consistently identified inadequate heat, unit temperatures falling below the required minimum of 21°C, complete outages, and building-wide service disruptions. The volume, frequency, and duration of these complaints demonstrate that the Owner was fully aware of both the nature and the systemic scope of the defects.

6. Compliance Timeline is Sufficient and Long Overdue, considering Vital services outages.

The Owner asserts that the compliance timelines imposed by the Orders are unreasonable. This position fails to account for the prolonged period of non-compliance.

The deficiencies began in October 2024 and persisted for well over a year before the Orders were issued. The Owner has had ample time to investigate, diagnose, and permanently correct the issues arising from the heating system replacement. In these circumstances, the timelines set out in the Orders are reasonable, proportionate, and necessary to protect tenant health and safety.

7. Conclusion

The evidence demonstrates a sustained and systemic failure to provide vital services, despite repeated notice to the Owner, extensive City involvement, and clear impacts on tenant health and safety. The Property Standards Orders address ongoing violations that materially affect habitability and compliance with minimum standards.

Accordingly, we respectfully request that the Property Standards Committee dismiss the appeal filed by Morguard Canada NAR LP and uphold the Property Standards Orders in their entirety.

For the Committee's reference, **all City of Toronto service request numbers relied upon by tenants are provided below**, organized by period and purpose. Supporting documents, including medical confirmation and Owner-issued outage notices, are attached.

Thank you for your consideration.

Sincerely,

Abdul Rauf Jangda

Chair

49 Thorncliffe Park Drive Tenants' Association

49tpdta@gmail.com

Summary of City of Toronto Service Requests

(Heat and Hot Water – 49 Thorncliffe Park Drive)

A. 2025–2026 Winter Season

(October 2025 – January 26, 2026 | 62 Heat-Related Requests)

Request Type	Date	Status	Request / Investigation No.
Investigation Request	Jan 24, 2026	Rescheduled	26 108819 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105124 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105125 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105163 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105169 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105171 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105195 HEA 00 IR
Investigation Request	Jan 15, 2026	Closed	26 105289 HEA 00 IR
Investigation Request	Jan 1, 2026	Closed	26 100073 HEA 00 IR
Investigation Request	Dec 26, 2025	Closed	25 269934 HEA 00 IR
Investigation Request	Dec 24, 2025	Closed	25 269864 HEA 00 IR
...	...	...	<i>(additional requests continue as listed)</i>

B. October 2025 – Entire Building Without Heat

Request Type	Date	Status	Request No.
Violation – Investigation	Oct 24, 2025	Closed	25 244843 PRS 00 IV

Investigation Request	Oct 17, 2025	Closed	25 241006 HEA 00 IR
Investigation Request	Oct 16, 2025	Closed	25 240436 HEA 00 IR
Investigation Request	Oct 14, 2025	Closed	25 239121 HEA 00 IR

C. 2024–2025 Winter Season

(October 2024 – May 2025 | 61 Heat-Related Requests)

Request Type	Date	Status	Request / Investigation No.
Violation – Investigation	Oct 15, 2024	Closed	24 226529 PRS 00 IV
Investigation Request	Oct 9, 2024	Closed	24 224354 HEA 00 IR
Investigation Request	Oct 9, 2024	Closed	24 224346 HEA 00 IR
Investigation Request	Oct 9, 2024	Closed	24 224342 HEA 00 IR
Investigation Request	Oct 9, 2024	Closed	24 224329 HEA 00 IR
Investigation Request	Oct 9, 2024	Closed	24 224208 HEA 00 IR
Investigation Request	Oct 9, 2024	Closed	24 224120 HEA 00 IR
...	...	...	<i>(additional requests continue as listed)</i>

Total Heat-Related City Requests: 123 over 1.5 winter seasons

Thorncliffe Health Centre
111-18 Wynford Dr.
North York, ON, M3C 3S2
Tel: (416) 467-7786 Fax: (416) 467-9900

December 18, 2025

[REDACTED]
[REDACTED]-49 THORNCLIFFE PK DR, Toronto, ON M4H1J6
Tel: [REDACTED] (H) (C)

To Whom It May Concern

The above mentioned patient and her family is suffering from cough and cold symptoms for the past few days and she have informed me that the heating in their building is not working and the apartment is cold. Would encourage the administration of building to expedite to fix the heating for the comfort of the residents during the winter months.

Sincerely,

[REDACTED]
Khan, Omar, M.D:

Personal Health Information: CONFIDENTIAL

Thorncliffe Health Centre
Unit# 111, 18 Wynford Drive
Toronto, ON, M3C 3S2
Ph # 416-467-7786
Fax # 416-467-9900

December 9, 2025

Dear Tenants,

Please be advised that the **hot water** in the building will be turned off for approximately the next three to four (3-4) hours.

This shutdown is necessary as our maintenance is addressing a leak in a **hot water** pipe.

During this time **ONLY hot water** will be unavailable; cold **water** will remain in service.

We apologize for any inconvenience this may cause and appreciate your patience while we complete these repairs.

If you have any questions, please contact the Management at 647-777-4130 or email us at 35tpd@morguard.com.

Thank you for your understanding.

Sincerely,

Rideau Towers Management

January 19, 2026

Notice to all Tenants of 49 Thorncliffe Park Drive

Re: Hot and Cold Water Shut Off - Lower Zone only

Dear Tenants,

Please be advised that there will be a water shut off scheduled in both the kitchen and washroom on Tuesday January 20, 2026.

The water will be shut off from 9:00 am to 1:00 pm to conduct a repair. This water shut off will affect the Lower zone from 10th to 1st floor including laundry area ONLY.

We apologize for the inconvenience this may cause.

January 26, 2026

Notice to all the tenants of 49 Thorncliffe Park Drive

Re: **Hot Water** shut off

Dear Tenant(s),

Please be advised that the domestic **hot water** has been shut off for an emergency repair. There will be no **hot water** for 2 hours only.

We apologize for the inconvenience this may cause as we are tending to an emergency situation in the building.

Thank you for your understanding

Rideau Towers Management

RIDEAU TOWERS

January 16, 2026

NOTICE TO ALL TENANTS: 49 Thorncliffe Park Drive

Re: **Boiler room / Heat Exchanger Cleaning**

Dear Tenant(s),
Please be advised our approved contractor will be on site to conduct cleaning of the heat exchangers.

There will be NO HOT WATER on **THURSDAY JANUARY 22, 2026**, between the hours of 8:00am and 5:00pm. Both upper and lower zones of the building will be completed simultaneously.

This work has been scheduled to provide consistent temperatures to the water supplied to the units.

Thank you,

Rideau Towers Management

January 26, 2026

Notice to all the tenants of 49 Thorncliffe Park Drive

Re: Domestic Hot Water Shut Off – lower zone only

Dear Tenant(s),

Please be advised that the hot water will be shut off tomorrow, January 27, 2026. Hot water shut off is required due to the repairs of the heat exchangers.

The shutdown will only affect the lower zone area from 10th floor to 1st floor, including the laundry area.

There will be no hot water from 9:00 am to 5:00 pm. Please ensure that the tap is in off position to avoid any flooding once the water has been restored.

We apologize for any inconvenience this may cause.

Thank you,