



# MID-MONTH NEWS

## OCTOBER 2021

Hello Sandycovers,

A lot has been happening lately and we would like to update the community on some issues around the community.

### **N1 Rent Increases and additional AGI's**

Recently we sent out N1 notices that included a higher-than-expected rent increase. This rent increase included AGI's (Above Guideline Increases) that have yet to be approved by the Landlord and Tenant Board. These increases are PENDING only. Parkbridge has applied for additional increases that we have yet to inform the community about. This increase notice was step one of this process. We have however decided to cancel one of our pending AGI's upon further reflection. This AGI in question was only applied to some accounts due to a clerical error, because of the error and trying to listen to the community about the size of the increases, Parkbridge has decided to cancel it.

While investigating this clerical error a few other ones were caught as well. All errors were of a clerical nature except one: Retro Active AGI cel-82009-18. When calculating this charge, the same anniversary date was used for all residents (based on 32 months). This was a large

mistake. The calculation should have been done on an individual basis. Most people will be receiving a refund, or a lower amount owed due in January 2022. For very few it will mean a very small increase in the amount owed. A letter with full explanation will be mailed out shortly.

*What is the exact amount I owe in January??*

A detailed breakdown will be sent out by the end of November that will include all property tax changes as well. Our hope is that in the future we can send out this detailed report with the N1 to avoid any confusion.

### **Hydrant Flushing**

We will be doing additional flushing throughout the community in the next couple of weeks. We will email residents in the effected areas with the exact date of flushing so they may be prepared for any brown water that might occur. Additionally, we are gathering information regarding the installation of additionally hydrants in the southern part of the community.

### **Garbage Bins**

We have unfortunately lost the battle with the new County of Simcoe garbage bins. This winter we will have to experiment on how to store these abnormally large bins and how to maneuver with them. County of Simcoe will revisit the concerns of the community and reassess the situation. We plan to be very lenient with community standards this winter with storage of the new County of Simcoe bins. Please be aware that the garbage bins cannot take up permanent residence at the end

of driveways due to snow removal. The County of Simcoe will begin delivering these bins November 1<sup>st</sup>. They have also stated that they will try to work within our restrictions and adjust accordingly. Any grievances can be sent directly to their website.

### **Rogers TV/Internet/Phone**

Rogers is still in the community setting up fiber optic internet and cable throughout. By the end of October, they are expected to be live for 500+ homes in the south end and 200+ homes in the north by the end of November. If there is any lawn damage that has not been addressed after installation, please notify the Property Management team.

If you are switching from Total Cable to Rogers, please note that Total Cable requires a minimum cancellation notice of 15 days, this will avoid any extra charges that you may incur.

### **Ongoing Projects**

Starting at the end of October a few building projects around the community will be commencing. The pool fences are being stripped down, repaired, and re-stained. New wooden gates will be installed along with timed locks. We are also removing the worn-out putting green on the south side, replacing it with a large new Gazebo and garden. We are very excited for these projects and hope they will look just as good as our new Hub Cannon area.

### **Online Portal**

If you have not received instructions about our new online portal, please feel free to contact us at any time. The portal will have new and

recent communication about the community. It also has additional forms such as Applications to Alter and Extended Absence.

### **Best Wishes**

Carolin Walsh (reception) has left the Sandycove Team. We would like to wish her all the best and we will miss her infectious laugh. Due to Carolin leaving we will be welcoming a new team member shortly. We apologize for any lag in communication as we go through this transition.

### **Halloween**

Thank you to everyone who has sent in their Pumpkin Art! Contest will close at the witching hour on October 31<sup>st</sup>. We will be handing out great prizes for this event and featuring the winners in our monthly newsletter.