



MEMBER FORUM 9

February 2020



TODAY'S TOPICS

- **Member Complaints**
- **Our Web Site**
- **AGI Update**
- **Moving On?**
- **Tree Maintenance**
- **Community Standards**
- **After Hours Emergencies**
- **Chair Lifts**
- **Parkbridge Umbrella Group**
- **Monthly Payment Mysteries**
- **Odds & Ends**
- **Q & A**

MEMBER COMPLAINTS

A REMINDER:

Based on our Constitution and Bylaws, we support individual complaints for members only. Of course, we will continue to act on issues that affect the community in general regardless of who brings the matter to our attention.

MEMBER COMPLAINTS

- **As Parkbridge's policies and operational practices change, it is vital that the Association changes also to ensure that we can best serve our members. This is especially true with respect to the interaction of individual residents with management**

MEMBER COMPLAINTS

- **As you will have noticed our Community Manager, in line with Parkbridge's general policy, practices a more direct approach in the form of one-on-one meetings when dealing with an individual's issues.**
- **This is not always ideal for many residents; in particular when more complex issues are involved or the resident is unaccustomed to, or lacks confidence in, dealing with persons having authority**

MEMBER COMPLAINTS

- **We are therefore making a change to our complaints procedure - a change that will, we believe, provide an additional benefit for our members and, ultimately, all residents. This change only affects the latter stages of resolving a complaint.**
- **Starting immediately the procedure will be as follows:**

MEMBER COMPLAINTS

- **Step 1: The complaint, with as many details as possible, must be put in writing & *dated* – by letter or email – to Parkbridge with a copy to the Association’s Complaints Director – contact information for whom is shown in the newsletter. This puts the problem on record to avoid future misunderstanding**

MEMBER COMPLAINTS

- **Step 2: The Association allows ten business days for Parkbridge to address the complaint.**
- **Please note that “addressed” will not always mean 100% resolved. Some issues can only be fully resolved when weather or other considerations permit**

MEMBER COMPLAINTS

- **Step 3: After the ten business days [or earlier if appropriate] advise the Complaints Director that the issue has either been addressed to your satisfaction and is therefore closed or is, in your opinion, still outstanding.**
- **If the latter, the Director will discuss with you as to the next possible steps that may be available to you.**

MEMBER COMPLAINTS

- **Step 4: Request a meeting with Parkbridge to discuss the issue. If you so wish, an Association Director will accompany you to this meeting. Parkbridge have confirmed that this is acceptable to them.**
- **Of course, it may happen that Parkbridge will suggest such a meeting during Step 2. In this case, if you wish a Director to accompany you, please so advise the Complaints Director immediately so that arrangements can be made.**

MEMBER COMPLAINTS

- **We believe that this change offers the following benefits:**
 - **Support for residents who are less confident in such situations.**
 - **Ensures proper respect is shown to all parties.**
 - **On-the-spot advice for more technical matters – e.g. leases, legalities, taxes etc.**
 - **A third person helps avoid “he said/she said” situations going forward.**
 - **Allows full understanding of the position for the Association in advising on and/or supporting further action if needed.**

OUR WEB SITE

- As you will be aware, our web site contains a lot of information about our activities. This is especially true about our interactions with Parkbridge with respect to both community and individual issues. We post this information for the benefit of all residents.
- Some postings - specifically those for Member Forum presentations and Board Meeting Minutes – inevitably focus on problems and issues about which you need to know. This has become a matter of concern. **WHY?**

OUR WEB SITE

- **In this digital age it is becoming common practice for persons considering Sandycove to access the web site as part of making their purchase decision**
- **As a result they may see negative points without being fully aware of the whole story or, indeed, seeing the many positives of the Sandycove lifestyle. This can lead, potentially at least, to a loss of sales and/or reduced home values for all of us; this something we must, of course, avoid.**

OUR WEB SITE

- We intend to continue to publish this information because we believe you have a need and a right to know. But we must also protect your investment. Therefore, effective immediately, Member Forum presentations and Board Meeting Minutes will be password protected so that they are not available to the world at large.
- The log-in ID is scahome
- The password is HOA-0220

OUR WEB SITE

- **PLEASE DO NOT GIVE THIS INFORMATION OUT TO ANYONE WHO IS NOT A CURRENT RESIDENT.**
- **If at any time it becomes necessary to change the password you will be so informed. We trust this change will not be an issue for you.**

AGI UPDATES

- **The Landlord & Tenant Board remains backlogged and, as of today, we do not have a hearing date for AGI's #3 or #4**
- **Just a reminder that, if approved, any increase is backdated as per your notice[s] from Parkbridge.**
- **You may wish to consider putting aside the possible monthly amounts since a year has already passed for those residents with the earliest notification**

MOVING ON?

- We have recently seen a case – **an assigned lease situation** - where the buyer of the home did not receive a copy of the lease & subsequently encountered a condition that was not expected
- It is YOUR responsibility to provide a copy to the prospective purchaser – **including any amending documentation** – either directly or via your realtor – when requesting assignment
- **PARKBRIDGE WILL ASSUME THIS HAS BEEN DONE SO IF YOU DO NOT STILL HAVE YOUR LEASE YOU WILL PRESUMABLY HAVE TO CONTACT THEM TO GET A COPY**

MOVING ON?

- **We have recently been asked about a “new” administration fee of \$250 being charged to the seller when the sale is made**
- **Actually this is not new – it has been in place for at least 15 years**
- **On the next slide you will see the relevant lease clauses - the first from 2005 & the second from 2019**

MOVING ON?

(c) The Tenant acknowledges that the Landlord may charge a reasonable fee or fees for services provided and costs incurred by the Landlord in connection with the sale of the Dwelling Unit. Without limiting the generality of the foregoing, "Services Provided" may include credit search of the purchaser, discharge of any securities, notification to utilities and assessment office. The Tenant shall pay such fees upon receipt of an invoice for same.

The vendor Homeowner agrees to pay the Community Owner an administrative and processing fee of two hundred and fifty dollars (\$250), plus HST, (which is subject to change) upon consent to enter into a Lease Agreement with the new homeowner;

TREE MAINTENANCE

- **When a tree requires pruning or removal the question as to who pays has arisen - note that in all cases Parkbridge's approval is needed**
- **Who pays depends on the lease**
- **In newer leases the resident has, unfortunately, accepted that the cost is their responsibility. This is regardless of the fact that Parkbridge owns the land & trees**
- **If Parkbridge want you to pay – FIRST CHECK YOUR LEASE**
- **If still unsure please contact any Director and provide your lease so that we may advise. We are working with Management to try to find a way that the two possibilities are not “confused”**

COMMUNITY STANDARDS

- **We are well aware that a frequent complaint is simply “what are the standards”**
- **We have prepared a first draft of a written “Guide for Residents” & submitted it to Parkbridge’s CEO, the VP – Property Operations, the Regional Director of Operations & our Community Manager**
- **We have offered to work directly with Parkbridge to develop this draft to a finished state**
- **It was confirmed this week that our draft is being worked on**

COMMUNITY STANDARDS

- **A NOTE OF CAUTION:** Once started we soon became aware how difficult this will be. Quite simply put – what level of detail is both possible and practical?
- **For example:** Are plastic pink flamingoes acceptable? How tall can garden gnomes be & how many are OK? What about bird feeders?
- **We believe that, if we can work with Parkbridge on this, a lot of confusion will go away**
- **BUT there will be grey areas & of course many things are “in the eye of the beholder”**
- **At the end of the day the final decision IS in the hands of Parkbridge**

AFTER HOURS EMERGENCIES

- Recently there was a problem with the after hours emergency number being out of service
- This was a system problem not specifically related to Sandycove or Parkbridge
- **The number to call remains as 705-436-1571**
- **We have been asked to remind everyone that this number is for Water & Sewer problems; possibly electrical also if a safety issue. Matters like power outages and snow issues are not the purpose of this number**

AFTER HOURS EMERGENCIES

- Likewise, matters such as blocked toilets - as in any home – are considered to be the homeowner's responsibility
- If the emergency number is not available – remember it may be busy in some situations so try more than once – there is a backup process
- Send an e-mail [ask a neighbour if necessary] to sandycove@parkbridge.com. This e-mail is monitored after hours

**PLEASE DO NOT ABUSE THIS BACK UP
IT IS INTENDED AS A LAST RESORT**

CHAIR LIFTS

- **In discussions with management we have been told that there are two problems with the Wheel Chair Lifts**
- **Firstly parts are no longer available to carry out needed repairs**
- **Secondly the existing Lifts do not meet the Technical Standards and Safety Act requirements for a commercial installation although they do meet Fire Safety requirements. How this came about is not known**
- **Parkbridge are currently sourcing replacements that will meet the requirements – we will keep you updated**

PARKBRIDGE UMBRELLA GROUP

- **The Group has grown to nine local communities**
- **I have been approached, and have accepted, to act as Co-Chair of the Group with immediate effect**
- **I have initiated – with a buy-in by all communities - a project to identify the issues with Parkbridge that member communities are experiencing in common**
- **Once so identified – with the weight of numbers behind us - we will request a formal meeting with Senior Management to address the issues**

MONTHLY PAYMENT MYSTERIES

- We are looking at this today because we continue to get calls about the various Parkbridge communications that affect your monthly payments**
- It is important that we all understand - and are on the same page – about terminology when trying to understand these sometimes confusing letters and forms**

MONTHLY PAYMENT MYSTERIES: TERMINOLOGY

- **THE MOST IMPORTANT ONE:** We all speak of “Rent” but it is vital to remember that our monthly payment is made up of Rent + Property Taxes
- These two components are subject to different Laws and/or Rules
- **MPAC ASSESSMENT:** This is the value placed on the home and the land by the Municipal Property Assessment Corporation. An individual may query their assessment with the Corporation
- Communities like Sandycove are treated differently by MPAC. We do see individual assessments - when they are revised – but there are no individual tax bills created by the Town of Innisfil

MONTHLY PAYMENT MYSTERIES: TERMINOLOGY

- **GUIDELINE INCREASE [GI]:** An annual percentage increase in Rent set by the Ontario Government based on the Consumer Price Index [CPI]. Currently this can be a maximum of 2.5%. In 2019 this was 1.8% and for 2020 it is 2.2%
- **GUIDELINE INCREASE:** It is at the Landlord's discretion whether to apply all or any of the increase and whether to apply the same increase to all residents. **THIS CAN NOT BE CONTESTED**
- Except for one time some years ago, both previous and current ownership have applied the full percentage to all residents.
- We consider it to be prudent financial planning to assume the full increase every year

MONTHLY PAYMENT MYSTERIES: TERMINOLOGY

- **ABOVE GUIDELINE INCREASE [AGI]:** Parkbridge may, **AND WILL**, apply for an increase in Rent over and above the Guideline Increase. The basis for such an application is subject to the Residential Tenancies Act. If wanted, these rules are a subject for another day; today looks only about how & when
- **FORM N1:** An official form required by law advising you of when your rent will increase and by what percentage. It may contain details of both an **ACTUAL** GI increase and **APPLIED FOR** AGI or AGI's.
- **“ANNIVERSARY MONTH”:** This is the month in which the GI will come into effect each year. This is **NOT** standard for all residents [explanation later] so yours can be any month of the year.

PROPERTY TAX

- **WHAT PROPERTY TAX ARE YOU PAYING?**
- **If your lease pre-dates Parkbridge you pay the tax only on the house**
- **Post Parkbridge NEW leases – i.e. the “old” lease was not assigned – pay the tax on both the house and the land**
- **This change did not happen immediately – although it came in quickly - so there may be a few “new” leases that pay on the house only**

PROPERTY TAX

- **HOW IS THE TAX CALCULATED?**
- Tax is calculated by multiplying your MPAC assessed value x the tax rate set by the Town of Innisfil
- As to the land portion – for those paying it – there is no individual lot assessment
- It is calculated by dividing the total assessed land value and dividing by the number of homes – this is done separately for the North & South sides
- The Home & Land assessments are added together
- **PARKBRIDGE HAVE NO CONTROL OVER THE MPAC ASSESSMENT OR THE TOWN RATE – THEY SIMPLY USE THE VALUES & AMOUNTS PROVIDED BY THE TOWN**

PROPERTY TAX

- **HOW DO WE GET CHARGED?**
- **The Tax Year is the same as the Calendar Year – so new rates start with your January 1st payment**
- **BUT at this time the Town has not finalized the rate for the year so the payment is based on an estimated rate set by Parkbridge**
- **This rate is used for the payments made for the first eight months of the year**
- **When Parkbridge receive the final tax bill from the Town they calculate the “real” bill for the whole year and adjust the final four months payments – this adjustment may be more or less than that of the first eight months**

PROPERTY TAX



August 19, 2019

John & Roz Bicknell
7 Lilac Court Lot:591
INNISFIL, ON L9S 1N2

Roll # 43 16 010 046 00100

We have received the 2019 final property tax invoice from the Town of Innisfil for your home. The first calculation below details the final 2019 property tax reconciliation and new monthly charge for the rest of 2019.

The second calculation is the revised monthly payments starting from January 1, 2020.

2019 FINAL PROPERTY TAX CALCULATION

2019 Assessment (from MPAC)	\$115327.5
2019 Final Tax rate (from the Town of Innisfil)	<u>.010247</u>
Property taxes due for 2019 (Total Assessment x Tax Rate)	\$1181.76
Less monthly taxes charged to date	\$811.44

Balance to be charged for the remaining 4 months	\$370.32
This balance is divided out over the next 4 months as follows:	
Revised monthly tax payment (Sept. 1 – Dec. 1, 2019)	\$ 92.58
Current rent	<u>\$809.97*</u>
New monthly payment amount starting September 1/19 is	\$702.55
*will change as per your rent increase notification.	

2020 ESTIMATED MONTHLY TAX CALCULATION

2020 Assessment (from MPAC)	\$126573
Estimated 2020 Tax Rate (2019 Tax Rate x 3%)	<u>.01056441</u>
Total estimated annual taxes	\$1335.90
Monthly tax installment starting January 1, 2020	\$111.33

For those of you on pre-authorized payments, the amounts will automatically be adjusted.

If you have any questions regarding your monthly charges please contact myself.

- Parkbridge send out a notice like this
- It shows the adjusted rate for the last four months – note that it was a **REDUCTION** in 2019
- It also shows the estimated rate & the amount starting January 1st of the following year

PROPERTY TAX

- **QUESTION: MY PROPERTY TAXES SEEM TO HAVE GONE UP A LOT THE LAST FEW YEARS. HAVE PARKBRIDGE ADDED THE LAND TAX TO ME ANYWAY?**
- **Yes your taxes have indeed gone up substantially BUT NOT BECAUSE THE LAND TAX HAS BEEN ADDED. A check on my records shows that between 2015 & 2019 my MPAC assessed value increased by 58%**
- **Using this number I can see that my taxes increased by roughly the same percentage over the same time**
- **The number will not be exact as the Town rate varies from year to year**
- **A DOUBLE EDGED SWORD: Good for our investment – not so good for our wallets!**

HOW DOES THE MPAC ASSESSMENT WORK?

- MPAC **NORMALLY** carry out an on-site review every four years using various factors – see their web site if interested
- This creates the new values that will be used for the succeeding four years
- This is then used by the Town as follows:

HOW DOES THE MPAC ASSESSMENT WORK?

- If we assume the 2016 assessment was \$160,000 & the previous [2012] assessment was \$140,000
- The difference - \$20,000 – is divided by four. That amount is applied in each of the following four years – **WE ARE NOT HIT WITH THE INCREASE all at once. If there is a decreased assessment it is applied IMMEDIATELY**
- So the assessments would be;
 - 2017 - \$145,000
 - 2018 - \$150,000
 - 2019 - \$155,000
 - 2020 - \$160,00

DOES IT ALWAYS WORK THIS WAY?



September 15, 2017

John Bicknell
7 Lilac Court
Lot 591
Sandycove Acres
Innisfil, ON

Roll # 43 16 010 46 00100

We have received the 2017 final property tax invoice from the Town of Innisfil for your home. The first calculation below details the final 2017 property tax reconciliation. The second calculation is the revised monthly payments due from January 1, 2018 until the release of the final tax bill, around this time next year.

2017 FINAL PROPERTY TAX CALCULATION

2017 Assessment (from MPAC)	\$ 76,790
2017 Final Tax rate (from the Town of Innisfil)	<u>.0109416</u>
Property taxes due for 2017 (Total Assessment x Tax Rate)	\$ 840.20
Less monthly taxes charged to date	\$ 630.82

Balance to be charged for 2017	\$ 209.38
This balance is divided out over the next 3 months as follows:	
Revised monthly tax payment (October 1 – December 1, 2017)	\$ 69.79
Therefore, with your current rent of	\$ 585.71 *
your new monthly payment amount starting October 1/17 is	\$ 655.50

*will change as per your rent increase notification. If you are affected, this amount includes the approved guideline increase (AGY) as per the enclosed letter.

2018 ESTIMATED MONTHLY TAX CALCULATION

2018 Assessment (from MPAC)	\$ 86,352
Estimated 2018 Tax Rate (2017 Tax Rate x 3%)	<u>.011269848</u>
Total estimated taxes	\$ 973.17

Revised monthly installments starting January 2018 until the final 2018 tax invoice has been received \$81.10.

For those of you on pre-authorized payments, the amounts will automatically be adjusted as of October 1, 2017 and January 1, 2018.

Please let me know if you have any questions about this notice. If you have any questions regarding PAP or your monthly charges please contact Sue at 705-436-1571.



August 16, 2018

John Bicknell
Lot 591, 7 Lilac Court
Sandycove Acres
Innisfil, ON

Roll # 43 16 010 046 00100

We have received the 2018 final property tax invoice from the Town of Innisfil for your home. The first calculation below details the final 2018 property tax reconciliation. The second calculation is the revised monthly payments due from January 1, 2019 until the release of the final tax bill, around this time next year.

2018 FINAL PROPERTY TAX CALCULATION

2018 Assessment (from MPAC)	\$ 96,900.00
2018 Final Tax rate (from the Town of Innisfil)	<u>.01057621</u>
Property taxes due for 2018 (Total Assessment x Tax Rate)	\$ 1,024.83
Less monthly taxes charged to date	<u>648.79</u>

Balance to be charged for 2018	\$ 376.04
This balance is divided out over the next 4 months as follows:	
Revised monthly tax payment (September 1 – December 1, 2018)	\$ 94.01
Therefore, with your current rent of	\$ 596.26 *
your new monthly payment amount starting September 1/18 is	\$ 690.27

*will change as per your rent increase notification.

2019 ESTIMATED MONTHLY TAX CALCULATION

2019 Assessment (from MPAC)	\$ 111,736.50
Estimated 2019 Tax Rate (2018 Tax Rate x 3%)	<u>.010893496</u>
Total estimated taxes	\$ 1,217.20

Revised monthly installments starting January 2019 until the final 2019 tax invoice has been received \$101.43.

For those of you on pre-authorized payments, the amounts will automatically be adjusted as of September 1, 2018 and January 1, 2019.

If you have any questions regarding your monthly charges please contact Sue at 705-436-1571 x 6234.

WHAT HAPPENED HERE?

- **MPAC interact continually with Real Estate & Insurance companies to review property values**
- **If there is a significant change in values – as happened in 2017 – a reassessment may be made before the normal four year period**
- **This happened in Sandycove**
- **These increased values are then used by Innisfil for the remainder of the four year period - this is why taxes increased significantly**

A SPECIAL CASE

- **As we have all seen, from time to time an existing home is demolished and a new one is put in its place**
- **When this happens an MPAC assessment is not always available in time for the sale**
- **To avoid a large bill once the assessment is available, Parkbridge bill immediately as follows: $\text{Monthly amount} = \text{Selling price} \div 12 \times \text{tax rate}$**
- **When the assessment is available – which is often 6 – 8 months after the sale - future payments are adjusted up or down to reflect the correct amount**

RENT INCREASES

- **THE BASIC RULES:**
- Your rent may only be increased once every 12 months
- The month of increase will be either 12 months after your last increase OR 12 months after the start of your lease - be aware that part months may affect the exact month
- You must receive 90 days advance notice on Form N1 of the increase %
- As previously noted, Form N1 will show the Guideline Increase [GI] & any Above Guideline Increase [or increases] [AGI] **APPLIED** for
- The Guideline WILL start in the month shown – an example follows:



September 20, 2019

John Bicknell
7 Lilac Court Lot: 591
INNISFIL, ON L9S-1N2

Dear John Bicknell:

RE: Explanation of attached N1 Notice of Rent Increase

- A 2.2% **Guideline Increase (GI)** set by the Ontario government has been added to your current rent effective as of **January 1, 2020**.
- Parkbridge Lifestyle Communities Inc. has applied to the Landlord and Tenant Board for approval of **two Above Guideline Increases (AGI)** totalling 0.69%. (0.33% + 0.36% = 0.69%)
- Please keep in mind that these are estimates only, and the final rent increase amount will be determined by the Landlord and Tenant Board. You will be advised in a separate letter of this process.
- **You are not required to pay more than the new amount with GI (2.2%) as shown below until an Order is issued by the Landlord and Tenant Board, approving any AGI increase.**

If an AGI is approved later than the effective rent increase date (**January 1, 2020**) you will receive a subsequent letter from Parkbridge Lifestyle Communities Inc. detailing any amounts owing.

Charge Description	Current Charges	New amount with GI (2.2%)	New amount with pending AGI x 2 (2.2% + 0.69% = 2.89%)
Rent	\$609.97	\$623.39	\$627.60
Property Tax	\$92.58	\$111.33	\$111.33
Total	\$702.55	\$734.72	\$738.93

Please do not hesitate to contact me if you have any questions, concerns or require further information.

RENT INCREASES

Notice of Rent Increase Form N1

Read the instructions carefully before completing this form.

To: (Tenant's name and address) John Bicknell & Roz Bicknell 7 Lilac Court INNISFIL, ON L9S-1N2	From: (Landlord's name and address) Parkbridge Lifestyle Communities Inc. c/o Dundasuru Plaza 908 Lockhart Road Innisfil, ON L9S 3G7
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Address of the Rental Unit:
7 Lilac Court
Innisfil, ON L9S 1N2

Your New Rent

On January 01, 2020 your rent will increase to \$627.60 per month.
This rent includes the basic rent for your tenant unit, plus any amount you pay separately to your landlord for services.

Explanation of the Rent Increase

This is a rent increase of: \$17.63 per Month or 2.89%.

Shade one of the following:

- This rent increase is less than or equal to the rent increase guideline and does not need approval by an order under the Residential Tenancies Act.
- OR
- This rent increase is more than the rent increase guideline, but:

1. The rent increase has been approved by an order under the Tenant Protection Act or the Residential Tenancies Act.
2. The rent increase must be approved by an order under the Tenant Protection Act or the Residential Tenancies Act. I have applied to the Tribunal or the Board for a Rent Increase Above the Guideline.

Important information about the law:

1. The landlord must give the tenant this notice at least 90 days before the date of the rent increase. A landlord may increase the rent if at least 12 months have passed since the last rent increase or since a new tenant moved into the rental unit. No Notice of Rent Increase is required where the landlord and tenant have signed an Agreement to Increase the Rent Above the Guideline (Form N10).
2. A tenant does not have to sign a new lease when a fixed term tenancy ends. If the tenant decides not to sign a new lease, the tenant does not have to move, but the tenancy becomes "month-to-month". If a tenant plans to move, the tenant must notify the landlord on Form N9 (Tenant's Notice to Terminate the Tenancy) at least 60 days before the lease expires if the tenant has a fixed term of tenancy or 60 days before the end of a monthly or yearly rental period. The tenant must notify the landlord on Form N8 at least 28 days before the end of a weekly rental period.
3. If the rent increase needs approval by an order under the Tenant Protection Act or the Residential Tenancies Act, the tenant is not required to pay more than the guideline increase until the order is issued. If the tenant only pays the guideline increase, the tenant may owe the landlord once the order is issued.
4. If you have any questions about the law related to rent increases and how it applies to this notice, you can contact the Landlord and Tenant Board at 416-945-8080 or toll-free at 1-888-332-3234. Or 908 Lockhart Road you may also visit the Board's website at www.LTB.on.ca for further information.

Signature: X Landlord Agent

Name of Person Signing: Sue Edwards	Phone No: 705 438 1671
Signature:	Date: September 20, 2019

Agent Information (if applicable)

Name:	Company Name:
Mailing Address:	Phone No:
City/Province/Postal Code:	Fac:

RENT INCREASES

- **BUT the AGI[s] increase is only an application at this time since it is subject to a Landlord & Tenant Board hearing & may only be partly granted or, indeed not granted at all**
- **Therefore Parkbridge do not start charging it until it is made official by the Board**
- **PLEASE NOTE: Whatever % increase is, eventually, ordered by the Board, IT IS RETROACTIVE TO THE MONTH SPECIFIED IN THE Form N1**
- **You do have the right to start paying it immediately – we will discuss this in it's proper context shortly**

ABOVE GUIDELINE INCREASE SOME BASICS

- **Parkbridge can normally only apply for an increase of up to 9%**
- **The maximum that they can receive in any one year is 3%**
- **This means that if they were granted 9% they could increase 3% for each of three successive years – plus, of course, the Guideline Increase in each year**
- **This is why your Association is cautious in advocating for expensive projects or an accelerated schedule for road work**
- **We must note that, in special cases, this can be much larger with the % being decided by the Board**

ABOVE GUIDELINE INCREASE SOME BASICS

- **THE PROCESS:**
- **Step 1: Parkbridge make application to the Landlord & Tenant Board**
- **Step 2: The Board reviews the application & either accepts it or sends it back for amendment & re-submission. This may take several months**
- **Step 3: A “Case Management Hearing” is held. Basically this is a mediation attempt to see if a negotiated increase can be reached. This will be several months after the application**
- **Step 4: If there was no agreement reached in Step 3 an Adjudication hearing is held, some months after Step 3, at which both parties argue their case. As in an ordinary court , “judgement” will be given by the Adjudicator.**

ABOVE GUIDELINE INCREASE SOME BASICS

- **Step 5: The Board issues its official order which either confirms the agreement reached in Step 3 or states the decision reached following Step 4. This usually takes 2 – 3 months**
- **Step 6: Assuming some increase has been ordered, Parkbridge must now make all the individual calculations – INCLUDING RETROACTIVE PAYMENTS – and prepare individual letters for each resident. Again, this takes some time. THIS WILL HAPPEN AS SOON AS THEY ARE READY!**

ABOVE GUIDELINE INCREASE SOME BASICS

- You can see that the retroactive payment might add up; you do have the right to start paying it immediately and get credited back if the application is refused or reduced**
- If you so wish you must inform Parkbridge & make arrangements. Alternatively you may want to set aside the possible increase each month against the day it comes due**

A THEORETICAL EXAMPLE

- On July 1st 2019 I am paying rent of \$600 + Property Tax of \$100
- I receive a Form N1 in September 2019 stating that effective January 1st 2020 my rent including a 2020 Guideline Increase of 2% will be \$612
- The N1 also states that an AGI of 1.5% has been applied for - also effective January 1st 2020
- Also in September 2019 I am advised that my property taxes for 2019 are adjusted [up or down] for the last 4 months of 2019 and estimated as \$102 starting January 1st 2020
- In July 2020 I am notified that the 1.5% AGI has been approved and will take effect August 1st 2020

A THEORETICAL EXAMPLE

- From January 2020 to July 2020 I will pay \$714 per month
- In August 2020 my payment will be:
 - Rent: $\$621.18 = \$612 + \$9.18$ – the 1.5% AGI increase PLUS
 - **ONE TIME** Retroactive AGI: Jan-Jul = 7 months x $\$9.18 = \64.26 PLUS
 - Property Tax: \$102
 - TOTAL: \$787.44
- In September 2020 my payment will be:
 - Rent: \$621.18 PLUS
 - Property Tax: The adjusted payment [+/-] for the last four months of 2020 which will have been notified in August 2020



ODDS & ENDS

MEMBER FORUM 10

May 17th: 2.00pm – 4.00pm @ The Wheel

The background features a dynamic, abstract design with flowing, wavy bands of color. The top edge is dominated by a bright yellow and orange gradient that transitions into a deep red. The bottom edge shows similar waves, with a prominent red wave on the left and a yellow-orange wave on the right. The central area is a clean, white space where the text is located.

Q & A