



December 24, 2021

Information Notice regarding Plumbing Issue

Dear Owners,

This notice is to provide you with a brief understanding of a matter that the Board of Directors and management has been working to resolve over the last several months.

Issue: Property management is aware of a water crossover issue that has been worsening in recent years, to the extent that some residents are regularly experiencing extremely hot water coming from their cold-water pipes, resulting in:

- risk of burns
- ruined clothing / food

Background: In the past, some owners reported episodic problems with their cold-water supply around the changing of seasons. For some units, this problem has progressed into a permanent problem. Initially, owners were informed that they were required to replace stop valves and cartridges at their own expense; however, this failed to address the issue. In turn, both Optimum Heating & Cooling and Kean Plumbing were contracted to diagnose the problem. Unfortunately, after months of additional delays, Optimum has been unable to resolve the problem.

Way Ahead: Kean Plumbing has made some detailed recommendations, which would have an impact on all units in the building, vs. only those reporting issues. In order to ensure the problem has been correctly diagnosed, and at the advice of the new property manager, the corporation has secured the services of a mechanical

engineer to conduct a thorough investigation, with an initial report expected imminently.

Residents are asked to provide on site staff, Frank Orleck and/or Peter Dansereau, with observations about any affected units to facilitate a more accurate diagnosis.

Legal counsel is providing input to the status certificate to ensure that prospective buyers are made aware of a known defect resulting in ongoing and future common expenses. Finally, property management and corporation staff will commit to regular updates concerning an issue with practical and financial implications for all owners/residents.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact the undersigned.

Regards,

Melody Brown

Property Manager

Condominium Management Group

"As agent only" for OCSCC No. 815