

COLLECTIVE RESIDENT LETTER
Toronto Standard Condominium Corporation No. 2745, Eau du Soleil
20 & 30 Shore Breeze Drive, Etobicoke, Ontario M8V 0J1

To: The Board of Directors, TSCC 2745, and Zoran Properties Inc. (Property Management)

Date: July 20, 2026

Reference No.: TSCC2745-RL-2026-001

We, the undersigned residents of Eau du Soleil, owners and tenants alike, are writing collectively to raise the following concerns about the enforcement practices and management of our building. A growing number of residents feel they are being policed rather than served in their own home. We share a common interest in this building's condition and reputation: deferred maintenance, poorly supervised contractors, and an adversarial management culture affects the desirability and value of every unit, and enforcement overreach comes at a cost to both owners and tenants. The Corporation and its management exist to serve the entire resident community, and we ask that our concerns be addressed in that spirit. We request a substantive written response and a town hall meeting with residents, the Board, and management within 30 days of receiving this letter.

1. Amenity suspensions without a fair or published process

Residents have been given full amenity bans without any prior written warning or published escalation process. In at least one case, security said a resident would get only a “mild warning,” after which management imposed a full suspension. The only Rule authorizing denial of access, Rule 20(d), permits it only where the measure is “proportional to the complaint.” Where a suspension is said to relate to footwear, we note the only footwear rule in the book is Rule 16(j) (no outdoor footwear inside the pool area), so which Rule is being relied on to ban residents? We ask the Board to publish a written enforcement process with graduated warnings, and to lift any restriction that was imposed without following the proper Rules and the Condominium Act.

2. Security and management conduct, overreach

Security and management conduct has been escalatory and disproportionate. In one incident, seven people were seated together at the BBQ; when a resident confirmed the additional person was his guest and asked that they not be counted separately, security responded, in front of guests, that they would “file a report, and if it turns out you are lying, you will be banned.” On another occasion, security demanded to inspect the contents of a resident’s bag. Nothing in the Rules or the Act authorizes staff to search residents’ belongings or to threaten bans over an invented guest count. More broadly, management has been reported to escalate simple issues out of all proportion, quickly, publicly, and without justification. We ask for written confirmation that these practices will stop.

3. A guest limit is being enforced that does not exist in the Rules

Security has repeatedly told residents at the BBQ and terrace that they may have no more than six guests. This limit appears in the registered Rules in only two places, Rule 18(e) (Water Lounge) and Rule 19(e) (Sky Lounge), and applies only inside those restricted lounges. The only Rule for the general common

elements, Rule 3(e), simply requires a guest to be accompanied by a resident, with no numeric limit. There is no basis in the Rules or the Condominium Act for a six-guest cap at the BBQ. We ask that this enforcement stop.

4. Management notices are being used to override the Rules

When enforcing restrictions, management issues notices that contradict the registered Rules rather than applying them. The July 14, 2026 hookah/shisha notice restricts the Designated Smoking Area to “cigarette smoking and vaping only” and cites section 117 of the Act. But Rule 4(h) already defines “smoking” to include “shisha” and “molasses,” and permits smoking in the Designated Smoking Area without distinguishing between substances. Narrowing that Rule to exclude shisha is a substantive rule change, one that appears targeted at a specific group of residents, which under section 58 of the Act requires a Board resolution and notice to owners with a right to requisition a vote, not a management notice. We ask that the Board confirm the legal basis for this restriction, and that enforcement notices apply the actual Rules rather than override them.

5. The mandatory BBQ booking system

The May 15, 2026 notice admits the BBQ ran for years first-come, first-served and was changed over “the occasional standoff,” not a demonstrated problem. In practice the system reduces access: the BBQ often shows as “booked” while sitting empty or not working properly, and residents stay away. It is easily abused through unused bookings, and it creates friction with security. The notice imposes suspensions with “No exceptions. No overrides.” We ask the Board to confirm whether this system was adopted as a proper rule under section 58 of the Act, with a Board resolution and the required notice to owners, and, if not, to suspend the penalties.

6. Contractor oversight

Management described the garage power wash as substandard only after the work was finished. The job also started late, and residents on P2 vacated their parking spots for no result and were then required to do so again on less than 24 hours’ notice on the final day. A similar concern arises with the ongoing HC-33 riser and heat-pump work, where residents have reported in-suite cooling problems following contractor access to their units. The common thread is inadequate vetting and supervision of contractors. We ask that contractors be properly vetted and their work inspected as it proceeds, so that jobs are done correctly, on time, and without repetition, and that residents not be charged for damage caused by the Corporation’s own contractors.

7. Repairs take too long

Repairs are left outstanding for extended periods. A gym treadmill has been out of service for months, the sauna was down for months before management even acknowledged it by email, and elevator breakdowns repeatedly leave residents with long waits. In several cases the status and timeline of the work remain unknown to residents. We ask for timely repairs, and for clear updates on amenities and equipment residents pay for through common expenses. Ongoing deterioration of common elements directly affects the desirability and market value of units in this building. We believe the current pattern of slow repairs affects the value of every unit and the reputation of the building.

8. Misplaced priorities are affecting building quality and reputation

While management has invested significant time and resources in new enforcement systems and initiatives, basic building upkeep has suffered. The revolving door at the Water Tower has been producing loud mechanical noise for months with no repair. An elevator tile has been broken for months. The fob system in the Water Tower was non-functional for an extended period, leaving residents with no timeline for resolution. The BBQ booking system was introduced with no clear explanation of the problem it was meant to solve, and at an undisclosed cost. The garage power wash was poorly supervised, management only acknowledged the substandard result after completion, and residents who submitted feedback have received no response on the outcome or whether a redo is planned. The massage chair was installed in a high-traffic gym area, displacing existing equipment without explanation, despite the building having rooms better suited for it. These are the things residents pay for through common expenses. We ask the Board to rebalance management's priorities toward physical upkeep, building systems, and vendor accountability.

9. Pool-area cleanliness and an easy way to report

People enter the pool area in outdoor shoes contrary to Rule 16(j), which affects hygiene for everyone. Residents should not have to confront each other face-to-face over this. There needs to be a simple, discreet way to report violations. The pool walls and surrounding areas are also visibly dirtier than under the previous contractor, and we ask that cleaning standards be restored.

10. Pool hours

The pool closes at 11:00 PM while other fitness amenities stay open until midnight. Rule 16(o) sets pool hours at “approximately 6:00 AM to 11:00 PM” and expressly allows the Board to change them. We request the pool be open until midnight and ask what the rationale is for the earlier closing when other amenities run until 12:00.

If these concerns are not addressed, signatories are prepared to pursue every available channel, including the Condominium Authority Tribunal (CAT), the Condominium Management Regulatory Authority of Ontario (CMRAO), and other appropriate avenues. We raise them here first because we would much prefer a direct and constructive resolution.

We value this community and want a respectful, transparent, and accountable relationship with the Board and management. We look forward to your written response and to a town hall meeting within 30 days of receiving this letter.

Respectfully,

Full Name:

Signature:

Unit #:

Email Address:

Date: