



August 6, 2009

Dear Absentee Owners of The Venus,

I am writing to you to request your help and cooperation. Recently, there have been far too many incidents where tenants in the building have broken the rules and been extremely rude and abusive to the managers and concierges.

All owners, whether they live in the building or chose to rent out their suites, are responsible for the behaviour of those who occupy their apartments. The guide to minimal expectations can be found in the Bylaws and Rules which are readily accessible on The Venus website at [www.venusongorgia.com](http://www.venusongorgia.com). It is important that all owners familiarize themselves with these guidelines and ensure that their tenants are likewise informed.

All the staff of The Venus have job descriptions that require them to ensure that security is tight and that the common areas are well cared for. Access to the building has to be organized for contractors who work both privately in suites and on the common property as well as for people who are moving in and out. The concierges and managers are not responsible for looking after issues which arise inside the private homes of the owners unless there is a potentially serious problem such as gas leakage, fire or flooding.

Nevertheless, renters regularly make requests of our managers to complete minor repairs for them and inform the managers that it is their job and something they do not wish to bother the landlord about as he's not close by. This is entirely inappropriate. There are also many cases where absentee owners do not provide a copy of Form K which indicates who the current renter is. The result is that the persons whose names are on file are not necessarily the residents. This is a particular issue with those of you who arrange short term rentals. The ramifications of this sort of carelessness, or perhaps attempt at saving \$100, are potentially dangerous and, at best, inconvenient.

Rules for moving are clearly laid out in the Bylaws and Rules of the strata. The strata council is currently revising them so they are even more prescriptive. Continually, tenants abuse the rules by not booking the elevator so it can be padded and protected when they move. They jam furniture into a smaller elevator and then misuse the glass doors or one of the parking levels as the method of leaving. When these infractions are seen on the security cameras, the managers and concierges investigate. More often than not, they are verbally abused with the vilest language. The situation is intolerable.

At the same time as these infractions occur, other residents in the building are annoyed and angry that they have to wait when the elevators are being used at peak times. They blame the managers, the concierges and, of course, the strata council.

It is interesting that in almost every case where a fine is levied, there is a dispute and people simply lie. The cases are endless. We want to be known as a building where the rules are enforced; we want to

ensure that everyone is safe and not overly inconvenienced by neighbours. At the end of the month of July there were so many "illegal" attempts at leaving the building and so many abusive responses when people were told they must inform concierges and management, that some of our very dedicated and conscientious staff were ready to hand in their resignations. As a volunteer council member, I have had to spend hours of my time reviewing the videos and checking into the details of what has happened. Let me give you some examples: The "lawn chair" that was moved showed on tape to be a love seat , coffee table and two side tables which were jammed into one of the small elevators. The "cot" which exited via the P3 lobby was actually a queen size bed and frame. Both of these moves happened well into the evening hours, by the way. Another example was a furniture delivery which was in fact someone moving in by utilizing friends' vans and pick-up trucks. That is a very different definition of furniture delivery.

If you are an absentee owner who does not wish to be involved in the day-to-day life of The Venus, I would suggest you arrange for an agent to look after your property. Please carefully screen would-be renters and ensure that they sign an agreement for rules which you enforce. I suspect your rules could be significantly more stringent than those of the strata. If you contact the managers, I am sure they could give you the names of agents who work in The Venus and understand the necessity of complying with regulations when living in a strata situation. Otherwise, check the yellow pages or websites.

Unfortunately, the strata council cannot make rules insisting on politeness, truthfulness and that entitlement must be replaced by respect. Nevertheless, we will not stand by and tolerate the stress caused to our staff by the foul language and abuse they receive when doing their jobs. We are very grateful to our managers, Vic and Aneta , and the concierges, Raymond, Lawrence, Edguardo, Allan, and Yung for the extra help that they provide for everyone. We request that you ask your tenants to give them all the respect which is their due.

Thank you for your attention and cooperation,

A handwritten signature in cursive script that reads "Sue Wagner".

Sue Wagner,  
President, Strata Council LMS 3963, The Venus  
cc Rental agents