

## ELMIRA DRIVE FAQ

### 1. **What happened at Elmira Drive?**

In late December we received calls from tenants advising us that there was a sewage smell coming from their basements. After trying to remedy the situation over the next several weeks it became apparent that there was significant damage to the sanitary system. This damage included live sewage contamination in the interior and exterior of units, as well as contamination from asbestos piping.

### 2. **What did you ask residents to do?**

On February 25, we sent a letter to tenants advising them about the broken sanitary system. To the best of our knowledge at that time we expected that repairs would take 10-15 days and tenants were advised of this timing.

We also recommended tenants leave the property, this was the only option given that the situation was deemed to be an emergency repair. If we had waited 120 days for an N13, the only other legal option available to us under the Residential Tenancies Act, 2006, the situation would have gotten worse and the threat to tenants' health and safety would have been extreme.

### 3. **What have you done for residents?**

In addition to what is mandated under the Residential Tenancies Act, 2006, Gemstone offered the equivalent of first and last months' rent to each tenant if they chose to vacate. If they chose to stay at the property they would be given relief on their rent for the duration of the repairs and accommodated to the best of our ability.

Now that we expect the property to be functioning normally and tenants to return on Friday, April 6, we will be extending offers to meet with all remaining tenants to discuss their individual situations.