

I am writing the City today to request that they reconsider how they have implemented the Short-Term Rental (STR) by-law and take corrective action to protect and promote residential life. Our condo board is about to be taken over by a business alliance, and when it is taken over, efforts to hold bad STR-actors accountable will be erased. Instead, a monolith, a team of business people only interested in their bottom line, will be able to erase these efforts and silence concerned residents.

I live in the Glasshouse condominium. During and since the pandemic, our building experienced an influx of short-term rentals, and the problems that came along with them, such as wild parties, substance abuse, domestic violence, kidnapping, vandalism, gang activity, and human trafficking. Our building became the place for many to get wild and conduct criminal activity, as the hand-off passive income of short term rentals and their platforms are just as attractive for those who want to partake in disruptive and criminal activity as they are for those who have wealth and want more, with as little involvement and accountability as possible. Residents of glasshouse were a regular presence in writing and speaking to City Hall on getting by-law protections for residential living. We fought hard, were a regular presence, and you came to know our experiences.

When the City enacted the by-law, it chose to grandfather STRs that were already operating in condominiums. This meant that approximately 60 STR units in a single building would be green lit to occupy a building that was constructed for residential downtown living. Many residents, including myself, did not see this as much of a victory, although we hoped that the by-law would have some effect.

Fortunately, since the by-law was introduced, our condo board has made an effort to address STR bad-actors and to take measures to restore residential quality of life in our downtown condominium. They installed a second fob at the outer door of our entrance, restricted STR guests from accessing some of our amenities, and started charging STRs for damage and messes caused by their guests, and started charging STRs for incidents where security have had to respond to an incident when STR operators were unable to respond and address the situation themselves, which is almost always the case when matters get escalated, destructive, and violent.

These efforts were made possible for several years by the developer of Glasshouse, Urban Capital. Their efforts to sell their remaining units hit a wall during the pandemic, as the building gained more and more notoriety as a place to party and get wild, and not so much a place to live in peace and build a downtown residential community. This was a business decision on their part, and eventually, they decided to cut their losses and leave town by unloading their remaining units, selling them together at a pittance of what they were originally listed for.

One of the STR bad-actors found their opportunity; they purchased Urban Capital's remaining units and with it came voting power to take over the board. A couple of condo board meetings ago, this individual threatened to dissolve the board, and with their votes now secured and a slate of aligned board candidates assembled, they were now set.

On September 14, 2026, our condo board will be taken over by business people who see residents and their quality of residential living as insubstantial, or at the very most, a barrier to their business interests and their profits.

I strongly encourage you to read a copy of the letter (attached with my submission) they distributed unit owners, claiming that they are only trying to reduce condo fees and improve the state of the building. You can judge for yourself but to me, it comes across as pretty unhinged, and I know this document to be full of baseless accusations and conspiracies. I would also point out that in this document, the takeover makes it known that they don't like being charged when their guests cause damage, or a mess, or when STR operators fail their responsibility to respond to and address an emergency so that residential Glasshouse security has to respond. The takeover wants residents to pay security to be STR staff. They want our custodian and maintenance staff to be STR staff. They do not want to be charged for damage or messes that STR guests leave. Without these charge-backs, a condo owner can only be fined \$100 per month, which is a pittance bad actors would pay as if a tax, and if they were to take over the board, they would not even have to worry about being fined \$100 maximum per month.

The takeover wants our current property manager gone, they want their property manager installed, and then they will have their own security, and then they will have that security paid by my condo fees to work in their STR units because they have no interest or ability to respond themselves to incidents in our building. These STR businesses are currently involved in three lawsuits with the condo corp, claiming that their right to pursue profit at the detriment of residential quality of life is just. Once they gain power, they will resolve these court cases in their favour. Once taking over the board, the takeover is going to have a monopoly over information, over services, over everything going on in my building, and more now than ever, I wish City Hall would take notice of how unfair this is to people who want to live downtown in a downtown that has become increasingly vacant, violent, and empty. We are pawns in a game of business, where money and profit can disregard all else, and unfortunately, the decisions by City Hall to give us a basic level of protection and assurance as community have been largely absent.

My property is worth \$40,000 less than when I purchased my unit in 2016, even less with inflation. I would sell and move if I could afford to. All I can think of is how fortunate purchasers of new condo builds don't have to face this threat to their quality of life.

I am tired of having my home—the place where I am supposed to feel safe and comfortable—constantly fought over by business interests that care nothing about my safety and want to offload their responsibilities. I would greatly appreciate it if the City could implement measures that could reign in this campaign by business to dis-empower and cut residents out of process, information, and having any processes or means of accountability over our building.

Thanks for your time and consideration,

Jason Penner

ANNUAL GENERAL MEETING AGENDA SEP 2026

Following 5 new directors are running for AGM of Glasshouse Sep 14 2026

- 1- **TARWINDER SINGH**
- 2- **ELIZABETH ODUNTAN**
- 3- **SIKANDERJEET SINGH**
- 4- **RAJBIR DHALIWAL**
- 5- **IKNEET KAUR**

Building is awesome but current board members mismanagement and high condo fee is diminishing the value of building. Below are the points we will improve after becoming directors, Current 5 directors are same for years and not caring about the building, and already resigned from board and not running again in upcoming election. and are 3 remaining directors on board, those directors are sitting on board for years and no improvement for buildings made, rather, worsening the condition of building and keeping condo fee high. Change is important to save building's future, below are the points we (new directors) will work and improve the condition and finance of building.

- 1- Old directors are team up with the Management company (), They committed to maximize the profit of without watching performance. That is costing owner Thousands of Dollars \$. True example of this is Contract between building and (). Even old contract was not expired it was valid through mid-2027 (expiring next year). A new contract was made from Mid of 2027 to mid of 2030. They bound owners till 2030 to pay without worrying about thief performance. What a owner will think about it. Owners are suspecting there must be under the table setting between Current directors and . Why the contract not possible be renewed every 6 months or maximum of 1 year. So that Management company like worry about performance and give best performance to secure next contract.
- 2- hike many charge and owners are forced to pay it. Like Key Fob Transponder new price is \$ 100 for it . it was \$ 50 earlier. New directors promise to bring back that price after being selected.
- 3- In past owner are forced to pay (Caretaker's rent), why a caretaker can not pay his own rent when he is getting almost \$ 50,000 salary. We will abolish that ritual to do undue favors anyone by giving free apartment on owner's expense.
- 4- Current directors are abusing powers, to maximize the benefit of , allowing them to Charge extra \$\$ which owners already paying in Maintenance, caretaker fee, Security fee, but is allowed to charge \$ 200 again on top of that after converting a normal activity into violation of building law.
- 5- Cleaners and Caretaker of building not working properly, many owners witness caretaker sleeping in Theater, and drunk on duty, and cleaner siting in stairs watching phone. Carpets are dirty, Paint spilled on 4th floor carpet from months, Common area walls are dirty But Owners cannot raise voice against them because the are hired by Directors/ and special persons to them.
- 6- No invoice and expense detail is provided to owners by and Directors. They just provide 1 page of budget for \$ 1,000,0000 (1 million \$ expense) collected by owner. We will make that more transparent so owners can see where their money is being spent.