

From: **Vanessa Wallis**  
To: **LTB Evidence** <LTB.Evidence@ontario.ca>  
CC: **John Coates** <mvervoort@irent.com>  
Subject: EVIDENCE LTB-L076488-23  
Date: 10.05.2025 13:56:15 (+02:00)  
Attachments: 4-lowres.jpg (1 page), 1-lowres.jpg (1 page), 5-lowres.jpg (1 page), 2-lowres.jpg (1 page), 3-lowres.jpg (1 page), 6-lowres.jpg (1 page), 8-lowres.jpg (1 page), 7-lowres.jpg (1 page)

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We are tenants of 165 Ontario Street, unit 1. Lease agreement under the names John Coates and Vanessa Wallis, with tenancy since 2019.

We are contesting the rent increase, based on the following evidence and considerations:

- Balcony repairs.

Previous to the work, the balconies were checked and passed the inspection. They used to have a smooth cement floor that allowed easy cleaning, which was crucial due to pigeon feces on the balcony. The new surfacing is textured, making it impossible to properly clean the balcony for health and sanitary reasons, especially for families with children and elderly tenants. Please see attached images 1,2,3 and 4, that show the floors before and after cleaning. Evidence shows pigeon feces stuck on the ground, and we are not able to scrub them away.

- Foreseeable maintenance and repairs should not be a valid reason for a rent increase above the threshold.

When owning a property, wear and tear is to be expected and should be budgeted accordingly. Unforeseeable repairs would be considered valid since they are not in budget. To expand:

1. **Boiler replacement:** is not unforeseeable since the building was inspected when changing management, and this item was already identified, so it should have been budgeted beforehand. The original boiler had already exceeded its lifespan by the time of the management exchange, so the new management knew they would have to replace it.
2. **Balcony restoration:** as well as the exterior of the building, this job seemed to be done more for aesthetic purposes. As established before, it now represents a health and safety issue for tenants. Additionally, we have sand blasting damage on the balcony's glass panels, which obstruct the view and compromise the integrity of the security glass. Please see pictures 5, 6, 7 and 8.
3. **Elevator modernization:** is not unforeseeable since this also was identified when the owners purchased the building, so it should have been budgeted accordingly. It didn't irreparably break overnight.
4. **Concrete enclosure for exterior stairwell:** this was optional work since this is an unused entrance that is inaccessible from the outside with our key fobs. We are not sure why this was done, but it provides no upgrade or improvement to the tenants.
5. **Security Cameras and Intercom system:** this too was an optional upgrade since our building was already secure with the use of entrance keys, and the cameras have not reduced the amount of homeless that sleep at the entrance and block the pathway in the mornings and evenings.

The implementation of points 2, 4 and 5, being items of modernization and upgrades, should have been consulted with the tenants beforehand, if they were to request a rent increase above the threshold.

The documents provided by InterRent do not enclose any Federal, Provincial, Regional or Municipal grants that they applied for, received, or were eligible for, seeing that it would be their responsibility to manage and ensure cost reduction before passing it on to the tenants. This could be a sign that they are trying to "double dip" on reclaiming a portion of the expense cost.

Proper accounting and bookkeeping would include depreciation for any assets that have a limited lifespan. Assets that require foreseeable replacement or upgrades, allow the management to spread the expense over multiple years as tax deductions to reduce their tax liability and to financially position themselves for such replacements and upgrades. These tax burdens and liabilities are not accounted for.

With proper financial management, these expenses should be invalid for rent increases above the threshold.

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Sincerely,

**Vanessa Wallis & John Coates**

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