



**SPRING 2022**





## CHANGE.....

It happens!! From our beautiful spring plantings, to a surprise snowfall this spring, change is inevitable in our lives, and our community here at 211 Queens Quay West is not impervious.

So it was with a sense of sadness we learned last year that our property manager, **Debbie Shaver**, would be retiring. Debbie has been looking after our building and residents for almost 34 years. How would we ever replace her and all the knowledge she has in her head, never mind Debbie herself?

And so the search started. Our board met often, and toward the end of the search, they met every week to choose a company and a person - one who would suit our building and our residents and that would give us a seamless transfer.

The board feels they have found an accomplished replacement, and while Debbie's shoes will be difficult to fill, they are confident in their choice of **Odette Fuentes-Theodosiou**. She has started here as of May 1st, so when you see that new face in the office, go in, say hello, and introduce yourself and make her feel welcome here at our beautiful condominium.

Other changes - our president **Rares Pateanu** will not be standing for re-election at our next board meeting. **Ingrid Rinaldi** who has served as Treasurer is moving away, and **Antonio Daluz**, caretaker, will be retiring this summer.

**Patricia Watt - Editor**



## **PRESIDENTS CORNER.....**

It is with a lot of mixed emotions that I write this President's Corner column, for it is my last. It is hard to believe that it has been 15 years since my first election to the Board, but 15 years it is, and more that half of those as President. During this decade and a half, I had the privilege to work with many very talented and dedicated people, and whatever successes I can proudly look back to, have all been the outcome of collective wisdom and joint efforts. I therefore wish to thank all my former and current Board colleagues for their support, their help, and their dedication to the wellbeing of our community.



The main reason I joined the board back then, was that looking at the long list of projects needed to maintain the standards of our building on one hand, and the state of the reserve fund on the other, I quickly realized that our financial house was far from being in good order. Those who have been around long enough, know what followed: millions of dollars in upkeep projects paid for by some special assessments and some increases in the reserve fund contributions over the years. It is said that the measure of leadership success is to leave behind a better world than the one you started with. By that measure, your successive Boards over the years have been successful indeed, as our financials are healthy, our future maintenance is fully funded without any need for special assessments, and our operating costs have been kept well in check, not in small measure due the diligent work of Debbie Shaver, our Condominium Manager of 34 years.

Which brings me to the last major effort undertaken since last fall, namely the selection of the new management company and the new condominium manager. In the previous newsletter I gave an overview of the process we followed, and in recent direct communications to owners I informed everyone of the results. You will read elsewhere in this newsletter about the details, the new management and the plans to celebrate this handover. Here, I would simply wish to reiterate my thanks to Debbie for her many years of dedicated service to our community, and to wish her all the best in her retirement.

Last but not least, I would like to thank you, the owners and residents of our community, for the trust you placed me over the years and for the kind words of encouragement I got all along from so many of you. It has been a pleasure and an honour to serve you.

Rares Pateanu

President of the Board of Directors  
MTCC-690

# Debbie is Retiring!

Although Board Members of MTCC690 knew that this day was coming, the announcement from Debbie in the Fall of 2021 that she would like to retire, brought home the realisation that we would be losing a very experienced Condo Manager - one who is knowledgeable about all aspects of our building and who makes our positions easier. This would be hard to replicate – and as you will see in this newsletter, it took the Board several months to ensure a successful result in our search for new Management.

The only member of our staff in position longer than Debbie is our concierge Michael, who remembers when Debbie started her Manager role here in October of 1988. What Michael may not fully appreciate is that Debbie had already reviewed or interviewed *all the existing staff* in order to decide who would stay and who would be replaced! Working as Manager at the prestigious mid-town condo 70 Rosehill at the time, Debbie clearly had already developed the ability to identify good concierge potential! She was hired for 211 Queens Quay West from 70 Rosehill – the story being that an influential owner, frustrated by the inability of the board to find a suitable manager told them to “Get in the car and drive to the most comparable condo building and see the manager.” At the

time, 70 Rosehill was one of a few comparable to 211 Queens Quay – and the rest is history!

Very shortly after taking the Condo Manager position at 211 Queens Quay, Debbie made the bold business decision to incorporate and started her own company DJS Management Inc. – this at a time when there were not

many condo management companies. By 1988 she had several years of management experience under her belt and found that her management philosophy did not always agree with that of the large umbrella management corporations for whom she worked. **“I had my own format” and “I worked for the owners and**



**residents”**. She kept things manageable by never having more than three condominium buildings at a time in her portfolio. Initially the three buildings were Marina del Rey, Rosedale Glen and 211 Queens Quay. Later, The Ports at 1177 Yonge Street replaced Marina del Rey – and in recent years Debbie has put all her efforts into MTCC690 at 211 Queens Quay.

Undoubtedly our excellent teams of concierges and cleaning staff developed by Debbie have been a major factor in the success of our building over the years.

Debbie recounts that all staff she hires are word of mouth referrals from her extensive network of contacts. Networking clearly works! When asked how Debbie has been so successful in maintaining the staff, the concierges variously report that Debbie is **“likeable”, “very personable”, “always positive and cheerful”, “takes a personal interest” and “encourages”**. Further she **“knows how to deal with people” “doesn’t take sides”, “only brings legitimate complaints”, “knows everything”, “treats us well” and “does not act like a Boss!”** Alba Graner of AG Interior Design Inc., who has worked with Debbie on several design projects at our building, including the major renovation of the elevator halls and corridors, the refresh of the pool area and the face-lift of the entrance lobby has said **“She is a jewel to work with . . . . she is the most positive and helpful individual which makes my job so much easier.”**

In conclusion, Debbie’s considerable experience over more than 40 years in the industry and her 34 years working in this building will be a great loss. Her detailed knowledge of our building has meant it has been well maintained and she devoted herself to making life positive for the residents and owners by being accessible, helpful and cooperative. She has also provided invaluable assistance to the Board. When asked what she will most miss Debbie answered **“The people, many of whom I have known for years and some even from the beginning”**. What will she not miss? **“Being ‘on’ all the time, with little opportunity to be off email and phone.”** Well, very soon she will be able to be “off” whenever she wants! We all wish Debbie a long, healthy, exciting and well-deserved retirement!

**Dorothy McComb**



*You are Invited to*  
***A Special Retirement Party***  
*for*  
**Debbie Shaver**



**On: Wednesday, May 25<sup>th</sup>, 2022**  
**Between: 5:00 PM and 7:00 PM**  
**In: Suite 1207, 211 Queen's Quay Residence**  
**To Celebrate: 33 Years of Service** as our Dedicated Property Manager

*Join us for light Food and Refreshments and to wish Debbie a fond farewell as she Retires to enjoy all that the future has to offer.*

***By Invitation Only***

*This party is open to the Owners, Residents and Staff of Queen's Quay Residences*

**Please RSVP to Odette Fuentes-Theodosiou at [mtcc6900@bellnet.ca](mailto:mtcc6900@bellnet.ca)**

**COVID 19 Safety Protocols:**

To respect the health and safety of our residents, some of whom are at greater risk than others, we require all attendees to be fully vaccinated (2 shots) and request that no one attend who is experiencing symptoms of or who has been in recent contact with anyone experiencing symptoms of COVID 19.

Masks are not mandatory, but are recommended in a closed environment with a large number of people.

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*The Board wishes to sincerely thank Linda Schuyler and Stephen Stohn for their generosity in making their home available as the venue for this special event*

# **A New Chapter**

## **The Process**

From the moment on September 10, 2021 when your Board learned of Debbie Shaver's retirement, we have been in constant communication through dozens of meetings, hundreds of e-mails and a limited number of in-person meetings.

The objective was to make the transition to a new condominium manager as smooth and trouble-free as possible.

From the outset we identified certain non negotiable criteria:

- A seamless transition regarding our owners and our loyal employees
- We wanted a full time manager
- The individual would have strong inter-personal and communication skills
- He/she would be a Registered Condominium Manager (RCM), licenced by the Condominium Management Regulatory Authority of Ontario (CMRAO) and certified by the Association of Condominium Managers of Ontario (ACMO)
- The individual would have 10 years experience in a comparable setting
- And would have access to a network of suppliers

Quickly the Board members realized that we did not have the knowledge nor expertise to undertake such an executive search. We chose to hire a consultant to guide us through the process. After receiving proposals from three consultants and completing interviews, we chose Beredan Management and Consulting and their managing partner Robert Buckler mid November.

His mandate included 16 action items and a schedule to have the new property manager in place for April 1, 2022. One of the activities was a 360 internal analysis where he would meet employees, owners, Northam and other stakeholders to validate our assumptions. The result of this study is an Organisational Analysis Report, a vital tool as we moved forward.

Ten established, proven, condominium management companies were invited to quote on our detailed Request for Proposal. Nine accepted to visit the premises for a guided

tour. Mid February we analysed formally the eight proposals that had been received and at month end we short listed four who we met in person.

Early in March, unanimously, your board and Robert Buckler chose 360 Community Management Ltd.

With the support of Audrey Loeb of Shibley Righton LLP a new two year Management Services Agreement was negotiated and we turned next to the selection of an experienced Condominium Manager meeting our profile as defined above. And in early April, once again by unanimous agreement, we selected Odette Fuentes-Theodosiou.

It has been a busy eight months but we can certainly be most satisfied with the diligence and professionalism of all concerned.

## **What will Change and What Won't**

Our objective is that our community will see only positive changes in the coming months and years.

The official hand-over was May 1, 2022. Condominium fee payments and payroll will be managed by Debbie for this month end. All future transactions will be managed by 360.

There will be no change in personnel, beyond the arrival of Odette. She will be on site a minimum of three days a week, and of course available five days a week. 360 offers around the clock support in the event of emergencies.

360 offers us a panoply of new services, from an improved web presence, a deep knowledge of the condominium industry, a broad skill set regarding technical, legal and commercial issues and enhanced communication platforms for our community. One of these platforms is a dedicated internet based communication with our concierges.

In summary, our expectation is that going forward, the management of our condominium corporation will be handled in an even more professional and contemporary fashion

## **360 Community Management Ltd.**

Founded by Chris Antipas, a twenty year veteran of the Toronto condominium industry, the property management company now administers fifty buildings across the GTA.



Chris was on the board of the ACMO for 9 years and was Chairman at the moment the provincial regulations were adopted addressing condominium issues. The company is ACMO certified.

Founded on customer service and full accountability their personnel and processes are focussed at superior customer satisfaction. Chris Antipas and Roseann Gore, Vice President, will be available in the coming weeks and years to ensure that they deliver the best service and support to our owners and employees. 360 offers us their Green Commitment focused at energy consumption and waste management.

## **Odette Fuentes-Theodosiou**

We are delighted, that with the support of 360, we have recruited a Condominium Manager candidate par excellence. Odette is a seasoned manager having worked in the sector for over fifteen years.

Licensed by the CMRAO as an Ontario Licensed Condominium Manager she has studied architectural technology, construction engineering and estimating, and public relations.

She has a broad skill set including outstanding customer service, financial forecasting and administration, excellent interpersonal skills coupled with strong planning and organizational abilities. A native of Chile, she is also bilingual.

We welcome Odette to our Queens Quay community and look forward to many years of working together as we open this new chapter of our development.



## **Roger Gibb**

## FROM THE BOARD.....

### UPCOMING PROJECTS

Regardless of the many changes within our community, some things never change. There will always be the need for continued maintenance and 2022 is no exception.

The largest and most visible project is the continuation of the solarium refurbishments. During 2021, our façade was dotted with scaffolding as workers ensured the solarium envelopes were secure and waterproof. Last year, the east and south sides of the building were completed. The west side should be completed during the current year.

Further reserve fund expenditures include the replacement of heat pumps in the common areas. Also, our trash compactor is at the end of its service life and will be replaced. This may not be as visible but will still improve the quality of life we experience in our building.

- **Ingrid Rinaldi**

**And more change...** **Antonio Daluz** is going to be retiring this summer. He has kept our building looking clean and tidy for almost 25 years. He is known as the “bird whisperer” because of how gently he catches and removes the little birds who get stuck in our garage, as well as the mama ducks, who love to nest in our courtyard gardens. When the babies are ready, he leads mama and her ducklings out to the lake in front of our building and off they paddle! After he retires, he is planning to move to the Timmins area where his son lives and where he will be closer to family. We wish him all the very best and we will miss him very much.

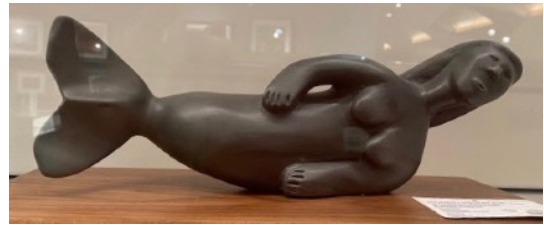


## MAKING A SPLASH.....

Last fall, **the Mermaids** had a wonderful visit to the McMichael Gallery in Kleinberg, organized by Pat Watt, to see the Uninvited: Canadian Women Artists in the Modern Moment exhibit featuring works of art by Canadian women artists of the late 1800s, early 1900s. This spring we paid McMichael another great visit, organized by Alice Burton, to see the Sobey Collection. The Sobey family has a large collection of Canadian art and have generously loaned it to McMichael. Both outings were interesting and thoroughly enjoyed by the **Mermaids and a few Seahorses!!!**



**Heading out to the McMichael last fall.**



**This spring we found an Inuit carved soapstone mermaid at McMichael.**

A good time was had by all as we bid farewell to dear friend and fellow mermaid, **Ingrid Rinaldi**. A lovely luncheon was organized by Blythe Gibb at the Pie Bar. Thirteen women attended and enjoyed the food and camaraderie. Ingrid will be leaving to move into a new home. She will be missed as a member of our condo community, by the Mermaids, fellow residents and on our board where she has served as Treasurer for the past 5 years. We wish her all the best in her new home and hope she comes back to visit often.



## OUR CONCIERGE & STAFF...

We are so fortunate to have some of the best concierge & staff in the business working for us. They accept our parcels and mail. Relay messages. Keep track of us. Move our cars. Open doors. Lend an ear. Organize limos. Look after our dry cleaning. Open garage doors. Run errands. Tell us about traffic problems and keep treats for our four legged friends. All this and so much more, and always with a smile and a cheery hello whenever we are coming or going. The thing that really speaks volumes though, is that our friends on the front desk have a combined total of about 140 years working here at our Queens Quay condos. If you add in Antonio & Virgilio, that adds up to 168 years. Then if we add in Debbie, that's just over an amazing 200 years!!



Brian - 28 years



Dharmik - 2 years



Desmond - 15 years



Mark - 25 years



Melvin - 6 months



Mike - 34 years





Prachi - 6 months



Tom - 30 years



Vish - 5 years



Antonio - 25 years



Virgilio - 3 years

Melvin & Prachi have been with us the shortest length of time. Melvin has been filling in for Vish who went away to India to get married and he should be back soon. Prachi works nights on the weekends, giving Desmond that time off. If you haven't met Desmond you are either not a night owl or don't have a dog to take out late at night. Des works the overnight shift from 11pm to 7am. Our other newlywed is Dharmik. He was also recently in India to get married. Congratulations to both Dharmik & Vish. Virgilio assists and fills in for Antonio when needed. **But our longest team member is Mike who was here when Debbie started 34 years ago.**

## IN & AROUND OUR QQT NEIGHBOURHOOD.....



**Judy Chicago** - An American pyrotechnic artist, educator and feminist artist will set off her first ever smoke sculpture in Canada this summer called *A Tribute to Toronto*. Chicago has been a long time fan of our city ever since she first exhibited her iconic *The Dinner Party* at the AGO back in the 80s. The smoke sculpture will be visible at **Sugar Beach** on **Saturday June 4 from 8pm to 8:45pm** and will be the grand finale of the **2nd Toronto Biennial of Art** - March 26 - June 5, 2022.



**SAVE THE DATE** - The Redpath Waterfront Festival is returning again this fall in September after a 2 year hiatus because of Covid. There will be music, food and special events. It's free and family friendly.



## HOW TO ACCESS THE WEBSITE

Open your favourite browser & type [www.211queensquaywest.ca](http://www.211queensquaywest.ca) in the address field.

Click the round Login icon at the top right. Enter the user id and password you received from the webmaster. Click enter... and you are in!

If you do not have your user ID and password, please send an email to [webmaster@211queensquaywest.ca](mailto:webmaster@211queensquaywest.ca)

## YOUR BOARD

**Rares Pateanu - President**

**Debbie Shaver - Secretary**

**Directors:**

**Roger Gibb**

**Dorothy McComb**

**Ingrid Rinaldi**

**Douglas Simpson**

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**We will continue to deliver a few issues manually, or you can visit our website where it is also published.**

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It's Spring!