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**Subject: Establishment of 10 Bay Tenant Working Solidarity Group and Our Demands**

McMaster Housing Services,  
1280 Main Street West  
Hamilton, Ontario L8S 4K1  
housing.mcmaster.ca,

As the newly established CUPE 3906 Tenant Working Solidarity Group, representing a vast plurality of the 168 tenants in your graduate residence building located at 10 Bay Street South Hamilton, we urgently address several critical issues that have adversely impacted our living conditions. Our meeting on December 1, 2023, brought to light these concerns, leading to a consolidated list of demands for prompt and effective resolution. Concerns include:

1. **Water Quality and Accessibility:** Tenants have experienced physical symptoms (rashes, acne, stomach aches) linked to water quality issues. Notably, there has been a confirmed coliform outbreak in our water, rendering it undrinkable. Periodic water shut-offs further exacerbate this problem. We demand immediate action to ensure water safety and clarity on necessary precautions.
2. **Electrical Outages:** Frequent blackouts have disrupted daily activities and raised safety concerns. We require a comprehensive plan to address and prevent these power outages.
3. **Privacy Invasion:** Staff have entered tenants' rooms without the agreed 24-hour notice. We insist on strict adherence to this privacy policy.
4. **Mailroom and Postal Code Issues:** The absence of a proper mailroom and consistent postal code has caused significant inconvenience and potential credit issues. This requires immediate correction.
5. **Transparency and Lease Flexibility:** We seek greater transparency in management dealings and flexibility in lease lengths to accommodate varying program durations.
6. **Construction-Related Health and Noise Issues:** Ongoing construction has led to health issues for some residents and noise disturbances. We demand a clear construction schedule and appropriate safety measures.
7. **Parking Facility Concerns:** The unavailability of promised indoor parking and lack of communication regarding this issue is unacceptable. We seek immediate resolution.
8. **Building Amenities and Repair Deficiencies:** Reports of inadequate repairs, lack of basic amenities (toilet seat covers, blinds, air conditioning), and infestations are alarming and need urgent attention.
9. **Bug Infestations in Laundry Room:** There have been disturbing reports of bug infestations in the facility dryers, posing health risks and inconvenience. This requires immediate extermination and preventive measures.
10. **Security Concerns:** The presence of unauthorised individuals in the building and inadequate security measures have raised serious safety concerns.

**Demands for Action:**

- A 75% rent refund for November and December, followed by a 60% reduction until construction completion, not falling below 50%.
- Guaranteed 24-hour notice through email or the portal for any room access, with specified time slots.
- A 50% refund until the indoor parking facility is operational.
- Rent reduction continuation until a comprehensive inspection report on water quality, air quality, and resolution of ongoing issues is provided.
- Advance notice of construction schedules and locations.
- An external third-party hazard review.
- Immediate extermination of bugs in the laundry room and preventive measures against future infestations.

**Regards,**

**Connor Galloway**  
CUPE 3906 TSWG Co-Chair

**Elliot Goodell Ugalde**  
CUPE 3906 TSWG Co-Chair