

T. Esmail Acknowledgement of Community and Property Standards – 27 May 1101



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2017 May 11

To: Tajshabir Esmail

From: Cliff de Jong, Senior Special Projects Officer, Calgary Building Services

Re: Secondary Suite Redesignation Applications

Dear Mr. Esmail,

Thank you for meeting with representatives of The City of Calgary on April 25, 2017 to discuss the status of your applications to redesignate your properties from R-C1 to R-C1s for the purpose of creating legal and safe secondary suites.

The stated purpose of the meeting was to address concerns raised by City Council at the Public Hearing on February 13, 2017 regarding your nine land use redesignation applications. All of your applications have been referred back to Administration to work with you to "establish mutually acceptable standards" for the upkeep of your properties should they be approved for secondary suites. I would like to acknowledge that you have stated that you have every intention of providing safe and affordable accommodation for residents of Calgary and, although you hope to not encounter problems or complaints, that you take pride in being responsive to issues that occur on properties that you own.

During our discussion on April 25, we spoke about the Bylaws which are in place that set a minimum standard for neighbourhoods and help to ensure that all Calgarians live in safe, clean and healthy communities. The intent of this letter is to; acknowledge our meeting; ensure that roles and responsibilities in maintaining properties are clear; and to provide you with tools and resources so that you could be proactive in discussing property standards with your tenants when they sign the lease agreement.

You stated at our meeting that you take pride in ensuring that any 311 concerns are dealt with quickly. We did follow up with our records and found that you had three complaint calls to 311 in three years on the nine properties you have coming forward for redesignation. Importantly, you noted (which we have confirmed) that there were no outstanding issues on any of the properties.

As part of the acknowledgement of what is meant by acceptable property standards, we are providing you with the Good Neighbour Practices Reference Guide. By following and adhering to the property standards shown in this guide you and your tenants would be demonstrating commendable property site management practices and you would ultimately comply with all related Legislation, Regulations, Standards and City Bylaws.

As a proactive measure, you suggested reviewing the guide with each of your tenants so that there is a common understanding of how the guide may apply to sections of your Residential Tenancy Agreement. For example, there are usually sections within a standard Residential Tenancy Agreement that state the tenant must comply with all provincial legislation and local Bylaws. By discussing the contents of this guide with your tenant you would thereby provide an opportunity to educate your tenants on what the minimum standards are for maintaining the property. It would also be beneficial for your tenants to understand that there is an impact and potential consequences when a property falls below the minimum standards identified in the Bylaws.

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Additionally, we provided you with information on a Residential Tenancy course offering from the Calgary Residential Rental Association on Alberta's Residential Tenancies Act. We discussed how the two-day course focuses on best practices in landlord and tenant relationships, reduces the potential for conflict in tenancies, and provides effective solutions for dealing with problems when they arise.

You have stated that it is your intention to provide quality living spaces for your tenants and that it is also your intention to comply with all relevant City Bylaws respecting minimum property standards. As such we believe that you understand and agree that the standards as shown in the Good Neighbour Practices Reference Guide represent "mutually acceptable standards" for property upkeep.

By signing below, you are affirming that you acknowledge that the contents of this letter represent what we discussed and that you agree: that to the utmost of your ability, you will endeavour to ensure your tenants understand the importance of adhering to the "mutually acceptable standards". Once you have signed the letter, please return it to my attention at the email address below. We will be including this signed letter as part of our supplementary report to Council on June 12, 2017 when your properties are again on the Council agenda for consideration.

I, Tajshabir Esmail, agree that the contents of this letter accurately represent the discussions I had with representatives from the City of Calgary on April 25, 2017.

A handwritten signature in blue ink, appearing to read "Tajshabir Esmail", written over a horizontal line.

Tajshabir Esmail

Thank you again for taking the time to meet with city staff and to work with us on establishing a mutually acceptable solution to the issue presented on February 13, 2017. Should you wish to discuss any of the contents of this letter please contact me at [cliff.dejong@calgary.ca](mailto:cliff.dejong@calgary.ca) or at 403-268-5232.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cliff de Jong", written over a horizontal line.

Cliff de Jong, BA

Senior Special Projects Officer, Calgary Building Services  
Planning & Development

The City of Calgary | Mail Code: #8117

T 403.268.5232 | C 403.874.8011 | [cliff.dejong@calgary.ca](mailto:cliff.dejong@calgary.ca)

Attachment: Good Neighbour Practices Reference Guide

Cc: Adrian Wong, Business Strategist, Calgary Community Standards  
Michael Davis, Planner 2, Community Planning