



## TENANT LIST OF DEMANDS

Following the meetings and formal communications between the CIM Group and the tenants at Southern Towers, the tenants would like to submit the following list of demands. Please note that this is Part One (1) of a total of four (4) sets of demands.

### Rent and Leases

1. CIM should commit to not increasing rent by no more than 2% each year. The tenants ask that this rent increase retroactively apply, going back to January 2022.
2. CIM should not increase the rent for tenants who have resided at Southern Towers for at least five years and wish to move to a renovated apartment unit.
3. Tenants should be allowed to permanently move into other units if their current unit is damaged or otherwise uninhabitable.
4. In the event that a tenant is forced to temporarily move into a renovated unit due to maintenance being done in their apartment (ex: mold remediation), CIM shall not charge the tenant higher rent.
5. CIM shall stop forcing tenants into month-to-month leases and renew year-long leases immediately for any tenant who does not wish to be in a month-to-month lease.
6. CIM shall provide longer lease term options, with a maximum lease term of three (3) years.
7. CIM shall provide residents with sixty (60) days to cure any back rent owed or come up with a payment plan with management.
8. CIM shall allow tenants the option to rescind their termination notice, as they have been allowed with previous owners of Southern Towers.
9. CIM shall revert to making rent all-inclusive (i.e., no more additional fees for utilities).



## **TENANT LIST OF DEMANDS**

Following the meetings and formal communications between the CIM Group and the tenants at Southern Towers, the tenants would like to submit the following list of demands. Please note that this is Part Two (2) of a total of four (4) sets of demands.

### **Habitability and Maintenance Concerns**

10. CIM shall immediately conduct a thorough investigation into every apartment to identify mold problems throughout the complex. CIM shall then develop a comprehensive report of the issues identified, along with a plan to remediate the mold. Mold problems should be remedied in all occupied units within two months. In apartment units where CIM is unable to complete mold removal in two months, the tenants should be moved to another unit at no additional cost to them.
11. CIM shall fix the roofs of all buildings at Southern Towers and shall address any and all leaks and damage that have resulted from the lack of roof maintenance within four months.
12. CIM shall replace all outdated and/or non-functioning air conditioning units within six months.
13. CIM shall hire another pest control company and immediately develop an extermination plan for pests and rodents.
14. CIM shall seek out a new company to contract with for laundry services, and machines must be serviced on a reasonably consistent basis. CIM shall also replace all non-functioning washers and dryers with working units in three months.
15. CIM shall get rid of the Pango app and revert to issuing visitor parking for residents as before. Towing should only be enforced from 11pm to 6am.
16. CIM should replace all old, non-functioning gym equipment. Until all gym equipment is in working order, tenants should be allowed to use the gyms in other complex buildings (ex. Sherwood residents should be allowed to use the gym in the Graham building).



## **TENANT LIST OF DEMANDS**

Following the meetings and formal communications between the CIM Group and the tenants at Southern Towers, the tenants would like to submit the following list of demands. Please note that this is Part Three (3) of a total of four (4) sets of demands.

### **Safety and Security Concerns**

17. CIM shall immediately fix all doors and entrances. Until all doors are fixed, CIM shall hire security guards to watch the entrances to ensure residents and their guests are safe.
18. CIM shall increase security staff with more frequent patrol routes around the complex.
19. CIM shall install functioning security cameras that have recording capabilities around the complex. Areas of particular concern include: parking lots, the park, the hallways of every floor, and the back of each building.
20. CIM shall quickly inform all tenants via email, postal mail, and/or posted notices around the complex of security incidents that occur on the property so that tenants can remain vigilant in protecting themselves and their families.



## **TENANT LIST OF DEMANDS**

Following the meetings and formal communications between the CIM Group and the tenants at Southern Towers, the tenants would like to submit the following list of demands. Please note that this is Part Four (4) of a total of four (4) sets of demands.

### **Community Relations**

21. CIM shall commit to the creation of a Tenant-Management Committee that meets every two weeks to discuss and address tenant concerns. The goal of the Committee shall be to allow tenant oversight of the management of Southern Towers, address complaints about management, and ensure that tenants' interests are fully represented. Members of the Committee:
  - Shall commit to working amicably, respectfully, and in good faith;
  - Shall have access to maintenance reports that show how many requests have been submitted, how many were completed, when they were completed, etc.; and
  - Shall be consulted before any major decisions regarding the complex are made.
22. CIM shall develop a probationary plan for management staff who receive 5 (five) complaints.
23. CIM shall work with tenants and community-based organizations to develop a comprehensive community-benefits agreement. The agreement shall enforce a commitment by CIM to create and execute a long-term and community-focused development plan that will address the displacement of vulnerable tenants and provide them with the stability they need to thrive.