



July 8, 2025

Ms. Tanya Chowieri
Partner
KTS Properties
101-265 Carling Ave. Ottawa, ON
Tanya@KTSproperties.ca

Dear Ms. Chowieri,

I am writing on behalf of the Glebe Community Association (GCA) regarding ongoing concerns about persistent noise generated by the rooftop air conditioning unit at The Clemow apartment building. The GCA Board has heard from numerous residents in the community who have reported that the noise—particularly during warmer days—is affecting their overall quality of life.

Environmental noise of this type is more than a nuisance. Prolonged exposure has been linked to a range of negative physical and mental health outcomes, including heightened stress, sleep disturbance, and impaired concentration. We have heard directly from community residents who are experiencing these effects firsthand. The issue also interferes with the peaceful enjoyment of nearby homes and, more broadly, undermines the liveability of a meaningful portion of the neighbourhood.

We recognize that HVAC systems are essential to maintaining safe indoor temperatures, particularly given the increasing frequency of extreme heat events in Ottawa. Any solution must ensure that tenants of The Clemow continue to benefit from adequate cooling and comfort. At the same time, we note that other multi-unit residential buildings in the city have successfully implemented sound attenuation measures—such as acoustic baffles and other modifications—to reduce noise from rooftop units while continuing to provide effective climate control.

The GCA appreciates that KTS has acknowledged the issue and expressed a willingness to address it. However, to date, a clear plan and timeline for mitigation efforts has not been shared with the community. In light of the continuing impacts on nearby residents, and the apparent feasibility of practical noise-reduction solutions, we ask that KTS provide, within a reasonable timeframe, a concrete plan and schedule for implementing effective mitigation measures.

We are encouraged by the early engagement of Councillor Menard and hope to see continued collaboration between his office and KTS. The GCA remains committed to working constructively with all parties involved to support a timely and balanced resolution—one that respects the needs of both The Clemow's tenants and the surrounding community.

Thank you for your attention to this matter. We would welcome the opportunity to discuss this further should that be helpful in identifying a positive path forward.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "John Crump", with a long horizontal flourish extending to the right.

John Crump
President
Glebe Community Association

cc. Councillor Shawn Menard