



January 18, 2017

**RE: Country Hill Estates**

Dear City Manager Steve Kanellakos,

The Country Hill Estates Association (CHEA) has been registered as a not for profit corporation since 2009. Our board democratically represents all 63 homes in our community - a small rural subdivision comprised of 5 streets with single family homes valued between \$400,000 and \$900,000. We are concerned as our subdivision has been under development for over 20 years.

With the goal of ensuring our subdivision is finally completed, our board has been engaging with multiple city employees and our elected councillor(s) for several years. We have ensured that all our engagements with city staff have been professional, measured and accurate.

Throughout 2016 we have had the following 16 interactions with city staff:

- 1 town hall meeting including all homeowners, our councillor and city employees
- 1 board meeting at city hall with CHEA board members, our councillor and city employees
- 3 meetings with our councillor
- 8 official letters of correspondence to our councillor and city employees
- 3 site survey meetings with rural planning

We would like to notify you regarding compliments and concerns with the following individuals:

1. **Kevin Lamer, Heritage and Urban Design Service, Inspections Unit** – has visited the subdivision 3 times to specifically meet with CHEA board members regarding community concerns with ditches and drainage. Has been engaged and supportive at meetings. Kevin has scheduled further viewing during the 2017 spring thaw in order to acquire additional information and has followed through on all his commitments.
2. **Samantha Montreuil, City Legal** – has communicated numerous errors regarding articles in the legal subdivision agreement and was mistaken about the number of phases in the community. Continuously suggested downstream solutions by directing accountability onto homeowners rather than accepting responsibility for development shortfalls whereby upstream solutions should have been escalated to the developer (Cornwall Sand & Gravel). Did not transition information to her successor.
3. **Bill Hamilton, Peter Radke and Dhaneshwar Neermul, Corporate Real Estate** – have been curt and disrespectful. All three of these city employees have been consistently misinformed regarding the subdivision agreement and have communicated multiple falsehoods to our board. These staff have not followed through on any of their commitments, as assigned, in the presence of Councillor Darouze. They have demonstrated inadequate knowledge that places the City of Ottawa at a significant disadvantage to Cornwall Sand & Gravel.
4. **George Darouze, City Councillor** – has followed through with his commitments to support 100% of his constituents in this subdivision regarding lack of progress by the developer (Cornwall Sand & Gravel). Has been instrumental in bringing city staff and the CHEA board together for ongoing communication. Has agreed with our board that shortfalls in our

development are the result of Cornwall Sand & Gravel benefitting from a lack of oversight by city officials.

Our board is concerned with the lack of accuracy, engagement and service excellence demonstrated by key city staff in their attempts to ensure the developer (Cornwall Sand & Gravel) completes their work as per the specified timelines and level of quality clearly outlined in the Subdivision Agreement.

We trust that you will follow-up with city staff as our board continues to be willing to work jointly and professionally with a number of city departments in order to have our beautiful and vibrant estate development completed. We acknowledge that having Cornwall Sand & Gravel complete this work to the minimum requirements and timelines as indicated in the subdivision agreement will be mutually beneficial to both the City of Ottawa and homeowners of Country Hill Estates.

Please accept our respect and sincerity on behalf of the Country Hill Estates Board of Directors. We look forward to your prompt response.



**Sue Noël**  
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Board of Directors  
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