

Re articles: Chateau Royal (Aug. 5th) and Chateau Dollard (July 29th) Residences. This Gaz Métro dossier is an ongoing saga of abuse of Seniors, many of whom are incapacitated by Dementia and Alzheimer's'. French documents were presented to these mostly Anglophone speakers, documents that should have been presented in English to their respective caregivers who are mandated by Power of Attorney to act on their behalf. Instead Bailiffs, some of whom don't speak English barge in to their apartments causing fear, anxiety and feelings of insecurity at their advanced ages.

The heavy handedness of a Québec Government agency (Revenue Québec) claiming GST (amounts in dispute against credits that they held), a Montreal utilities corporation (Gaz Métro and their collection agency, Agence de recouvrement professionnelle Maxi Plus Inc.), a Special Clerk and Lawyers who did not look beyond the money to see who would be paying it and acting accordingly, all contributed to this ongoing abuse of Seniors.

The proportion of the recovery in the case of Gaz Métro is so disproportionate to the amount owed that it is obscene, they, their collection agency, the Lawyers, Philippe Gariépy Inc. and the Special Clerk should be ashamed and admonished for doing this. This was a sledgehammer solution to recover owed funds. The amount that they thought as rent is actually rent that includes nursing, meals service, cleaning, laundry, special services, etc., and 25% amounts to an average of \$650.00 per unit x 60% occupancy of 66 units equals \$42,900. for Chateau Royal residents for a debt of \$5,439.03 plus a security deposit \$12,100.00 for future gas use and an average of, say the same rate, \$650.00 (probably more because of greater individual needs) per unit x 85% occupancy of 104 units equals \$67,600 for Chateau Dollard residents for a debt of \$8,086.00 plus a greater security deposit for future gas use. I have heard from a third party that Gaz Métro's comment to the obscene overpayment was that they would keep it as a credit for future use. I've heard of corporate greed, but this is unconscionable.

It is no wonder that after Revenue Québec's GST claims from the Chateau Royal Residence that the owners had some trouble keeping up with the bills. The amounts that they owed to Gaz Métro for both Residences were a lot lower than I would have expected under the circumstances.

Let's get on with the care of our Seniors living there and Gaz Métro, please give them back the surplus monies that go beyond the amount owed so that you don't set off another chain of hardship and abuse towards them as Revenue Québec has done. Gaz Métro, Agence de recouvrement professionnelle Maxi Plus Inc., the Special Clerk and their Lawyers should all be ashamed.

Lyna Boushel,
Caregiver for a Resident at Chateau Royal.