



# EFFORT TRUST

*Property Management*

To: All Residents, Visitors and Service Providers

Date: March 23, 2020

**Re: Coronavirus (COVID-19) – Operations Update**

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In a rapidly changing environment and further to recent communications regarding Coronavirus (COVID-19), including how the virus spreads and the importance of hygiene and social and physical distancing, please be reminded and/or advised regarding the following measures and changes to our operations to help reduce the risk of infection or spreading of infection to others and to mitigate the impact of this pandemic:

## **Service Requests and Apartment Access**

We are temporarily suspending access to apartments for routine maintenance, repairs and inspections. An apartment should only be entered for emergencies and urgent issues (fire, flood, no power, smoke detector malfunction, no heat, plumbing, etc.) and time sensitive maintenance like pest control. Close contact between the resident, staff and/or service provider should be avoided and recommended preventative hygiene should be practiced during any apartment entry and/or in the common areas.

## **Cleaning Requirements and Social and Physical Distancing**

Where possible, we are following the guidance of the local public health agency concerning any additional cleaning of the common areas and social and physical distancing guidelines. All amenities, except laundry rooms, are closed temporarily and until further notice. Please do not congregate in common area sitting areas.

## **Protecting Privacy**

Private information about the health and status of individuals should not be shared with others. We expect to screen tenants and service providers before and if entry into an apartment is required.

## **Rent Collection**

We recognize that this may be a difficult time to pay rent due to the impact of COVID-19 on income, jobs, savings, benefits and investments. If you have not already done so, please review the relief initiatives outlined by the government for any that apply to your situation (e.g. *Emergency Care Benefit* for workers who don't qualify for paid sick leave or Employment Insurance (EI), *Emergency Support Benefit* for those who are unemployed and don't qualify for EI). We are prepared and willing to work with tenants who proactively contact us regarding any difficulty they may have in paying rent. We suggest you notify us in writing about your circumstances (including periodic updates) and our representatives will be in contact with you to work with you on possible resolutions (please provide current contact information and preferred method of contact). Please direct correspondence to site staff or your property administrator.

## **Evictions**

The Attorney General (responsible for Tribunals Ontario) has indicated that no new eviction orders will be issued from the Landlord and Tenant Board until further notice. Sheriff's offices have been asked to postpone any scheduled enforcement of eviction orders until further notice.

## **Notices of Rent Increase (NORI)**

Even though some notices were already mailed out earlier this month (for increases effective July 1, 2020), going forward we are temporarily suspending the issuance of new NORIs until further notice.

## **Leasing**

We are temporarily suspending leasing available apartments if an apartment has not been shown and a rental application has not been submitted. This will reduce the need to enter any occupied and available apartments until further notice. If we have not already inspected a unit, we are also temporarily suspending inspections of available apartments to determine turnover renovations.

## **Suite Turnovers**

If an apartment is rented, we must continue to renovate and prepare it for occupancy in a timely manner.

## **Site Offices**

Where we have site offices, they have been closed temporarily as per social and physical distancing guidelines. Site staff can still be contacted by phone and please leave a voicemail message if they are not immediately available.

## **Head Office**

We have implemented working from home and staff rotation procedures for head office employees. Personal visits to our head office are discouraged. While allowing Effort Trust's commitment to the well-being of our employees, work rotation procedures will enhance social and physical distancing measures while continuing to meet the needs of our site staff, residents and clients.

## **Coping with stress during the 2019-nCoV outbreak**

We have posted notices from the World Health Organization at the properties that may provide helpful suggestions in terms of coping with stress during the outbreak.

## **THANK YOU**

On behalf of all of us, we thank you in advance for your anticipated cooperation and understanding.

We will get through this together.

March 23, 2020