



March 27, 2020

UPDATE REGARDING COVID-19

Dear Residents,

Northview Apartment REIT takes the health, safety and wellbeing of our residents and hundreds of employees, seriously. We are doing our very best to meet the ongoing challenges posed by COVID-19. You have likely noticed enhanced cleaning in common areas and new processes related to social distancing. Our Northview team members have taken on additional responsibilities, beyond important ongoing maintenance work that includes maintaining critical life and safety systems, to ensure that the high levels of safety and security that you are accustomed to continue without interruption. These are challenging times, but through it all, we remain committed to providing essential services and keeping you safe at home.

SUPPORTING NORTHVIEW RESIDENTS AFFECTED BY COVID-19

Many Canadians have seen their employment status affected by COVID-19. We are pleased to see that the federal government and British Columbia recognize the need to provide support to those who have lost their job (see *Government Support* on next page), but we understand that it may not arrive in time to meet immediate basic food and housing.

Accordingly, if you are a Northview resident who is suffering financial hardship related to COVID-19 job loss and will be challenged to meet your April rent, please contact your Northview office so that we may work with you to reach a solution.

As previously announced, we will not be issuing rental increases, or enforcing increases that were to come into effect on April 1, during this crisis.

ACCEPTING PAYMENTS SAFELY

Your safety and that of Northview's employees is of paramount importance. Social distancing is critically important as we work together to flatten the curve, so please utilise one of the following rent payment alternatives:

- Online banking (Setting up "Northview Neighbourhood" as payee **contact your office for your account #**)
- Pre-authorized Debit (void cheque authorizing Northview to withdraw your monthly rent payment)
- Phone or email our authorization to pay by Credit Card or Visa/MC Debit authorizing Northview to complete a "card not present" transaction
- Drop cheque or money order in mail slots at the office, where applicable (please contact your office)

****If your rent is currently automatically withdrawn monthly and you are considering any of the other above payment options, you need to contact your regional office to cancel the April Pre-Authorized Withdrawal or it may go through automatically.**

Please continue to take care of yourselves and your loved ones, while adhering to the recommended health guidelines. Social distancing and thorough handwashing with soap continue to be the best way you can keep yourself and your neighbours safe. We will continue to monitor developments and provide updates. Together we can flatten the curve.

Stay well and stay safe.

Northview Apartment REIT

GOVERNMENT SUPPORT

Together with a number of like-minded rental companies, we continue to be in contact with all levels of government and will continue to work with them to identify additional initiatives to further support our residents. Here are some federal government resources you may be eligible for:

Federal Employment Insurance

- Visit: <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

Federal Emergency Care Benefit

- Visit Canada Revenue Agency website: <https://www.canada.ca/en/department-finance/economic-response-plan.html>
- Intended for those who don't qualify for EI, can't go to work, and don't have paid sick leave
- Will provide up to \$900 every two weeks for up to 15 weeks, to those affected by COVID-19
- Who can apply: Workers who are quarantined or sick with COVID-19
- Those staying home to take care of a family member with COVID-19 who doesn't qualify
- Parents staying home to care for children because of school closures

The Canada Emergency Response Benefit (CERB)

This is a recently announced federal program and has not yet been finalized or implemented. Here is our understanding of it:

- The CERB will combine the two programs listed above (Employment Insurance and Emergency Care Benefit) and streamline the application process
- The government will provide \$2,000 per month for up to four months (16 weeks) for people who have suffered a loss of income due to the COVID-19 pandemic
- For more information: <https://www.canada.ca/en/department-finance/economic-response-plan.html>

British Columbia Temporary Rental Supplement

- Temporary rental supplement of up to \$500 a month towards rent during the pandemic, paid directly to landlords
- More information available at <https://news.gov.bc.ca/releases/2020MAH0048-000561>