

March 26rd, 2020

Dear Tenant:

We wanted to reach out to you in this difficult time. We don't know when things will return to any sense of normalcy, but we wanted to make sure we keep lines of communication open, and make sure everyone stays safe.

You will find a link on our website www.schiketanz.ca to The Government of Canada website. Click on the button "Temporary Office Procedures During Covid 19" to get information on the current situation.

If you are in quarantine or are infected, please let us know immediately so that we can protect others and not further the spread.

RENT

As you know, rent payments are due on the first of the month. However, we know that some people have had work hours cut or they have been laid off completely. Nobody fully knows what the government will do to help landlords or tenants. While the news talks about rent forgiveness and mortgage relief, at this point neither exist. Whatever "relief" is available is just a deferral of payment at this point, and for landlords, our mortgage lender is not providing a deferral, so all our expenses go on. Expenses include taxes, maintenance, insurance, mortgage payments, utilities, etc.

The government has told tenants they will not be evicted if they don't pay April's rent. That is true, you won't be evicted as the Landlord Tenant Board is currently shut down. At some point rents are going to have to be paid, and the government has given no indication that they will provide rent support to tenants. Our advice to you is to keep paying whatever rent you can and let's have a conversation about it before you start making deductions. If you feel a deferral is necessary because of a change in your employment status, please contact us before making decisions.

(If we have post-dated cheques from you, we will cash them as we normally do unless we hear from you. It is far better we have a conversation and work together rather than just have the cheques bounce)

At the end of all this, if the government doesn't provide rent support, then rent will still be owing and have to be paid.

If rent is not paid in full, we "*may*" give you an N4 notice based on the unpaid rent and we "*may*" file an application to the Landlord Tenant Board based on that rent arrears notice. Please understand that if we do this, it's not in order to evict you during this crisis, or after it's over. Our goal is to get into the line at the Board as they will be VERY backlogged when this is all over and they are back in operation. Remember, there are no hearings, the Sheriff is not enforcing eviction orders, and we need to protect ourselves from year-long waits for a hearing if rent does not get paid. We all hope that doesn't happen.

MAINTENANCE

Please remember that superintendents are concerned about their own health. Please respect their personal space and do not knock on their unit door. Unless you have an emergency, superintendents will not be responding to your maintenance requests and entering units. If you have an emergency please contact them by phone and they will respond in the appropriate manner. During this time, we would appreciate if you hold off on minor maintenance requests as we don't want to leave our homes, nor do you want us in your home. If there is something major or an emergency, we will have a contractor come to perform the service, and of course we will provide you with notice of entry.

ENTRY

From time to time, we or our maintenance contractors may have to enter your unit. Contractors will be hard to find and schedule, so we're asking that you be flexible to allow entry for repairs even if the notice is not accurate. We can work out a protocol for entry and maintenance, for instance, anyone entering would wear gloves, a mask, sanitize their hands prior to entering, and only having one person enter into the unit at any time. Proper distance would be maintained, and we will try to respect your available hours even if we have rights to enter at other times.

COMMON AREAS

There are common areas within the buildings, particularly the laundry room.

After using the laundry room, please thoroughly clean all areas around your machine with a bleach solution or disinfectant, making an effort to wipe down every area you have touched, including door handles, buttons, machine handles, etc.

Please contact us directly at 519-742-4477 or email at @ if you want to discuss any tenancy issues.

Respectfully

Schiketanz Real Estate Inc
Property Management Team