

March 29, 2020



UPDATE NOTICE

Dear Residents:

We hope that you, your families and your loved ones stay safe and healthy. These have been unprecedented times, and we're working daily to address the issues connected with COVID-19. We want to update you about some of the steps we've been taking:

- We regularly review information from health authorities and have consulted with them to shape the steps we take at our buildings.
- We increased cleaning efforts generally and also focus on common area frequent touchpoints. We've hired professional cleaners who are trained to handle the current challenges, and our own staff help keep the buildings clean too.
- We're arranging for frequent touchpoints to be treated with the GermGuard solution: <https://germguard.ca/>. This is the same treatment TTC puts on buses and streetcars.
- Our site staff are communicating with our residents by phone or email to stay in touch in order to respect the principles of physical distancing.
- We closed non-essential common areas to help promote cleanliness and to discourage social gatherings.
- Notices are posted to help remind everyone of good practices.
- Less urgent maintenance requests and repairs have been postponed and other work reorganized.

We are committed to monitoring the situation in our city regularly, and we will adapt and update our practices accordingly.

We know navigating these times is tough. But please continue to practice physical distancing around the building, including in the laundry room and elevators. If possible, take the stairs instead of the elevator. Ensure you are not meeting in large groups. Avoid arranging unnecessary visits. Deliveries and packages should be picked up by residents outside on the main level, where possible, to limit traffic.

Some residents are facing financial challenges related to the COVID-19 crisis. As explained in other notices in the building, we will be flexible and will help.

If you are in self-isolation or quarantine, we ask that you please email us. We are respectful of your privacy, but notifying us will help ensure that we are all doing our part to contain the spread and accommodate your scenario.

We will do our very best to work with our residents, staff and community to overcome these hard times. We greatly appreciate your patience and cooperation as we navigate these challenges together. If you have any questions, please look at our website: www.mandrholdings.com or email us at residentservices@mandrholdings.com

Sincerely,

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