



UPDATE TO RESIDENTS

April 6, 2020

Dear Residents:

We want to thank you for your continued cooperation and many acts of kindness over the last week. In our March 29th update, we explained several of the steps we've been taking at the building. The initiatives in that update, of course, continue.

We're pleased to report that GermGuard is being applied in all the buildings this coming week.

Some tenants have asked about hand sanitizers in the buildings. We have placed an order, but given world-wide challenges in getting product, we still are awaiting delivery. In the interim, we have provided soap stations in our laundry rooms if you want to wash your hands on your way in or out of the building.

We received inquiries about whether building operations will be able to continue given the restrictions placed by the Ontario Government. At this time, many of the services provided at the building will continue and are considered to be essential. This will help us ensure our tenants are taken care of during the crisis. We remind you that non-urgent maintenance requests will continue to be postponed. When doing work we have asked our outside contractors to employ distancing and other proper practices.

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 the building, where possible, to limit traffic.

If you are in self-isolation or quarantine, we remind you to 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 continue to do our very best to work with our residents, staff and community to overcome these hard times. Admittedly, responding to these challenges can be difficult at times and there may be some room for improvement. But we are committed to doing our very best, and we greatly appreciate your patience and cooperation as we navigate these challenges together.

If you have any questions please email us at

RESIDENTSERVICES@MANDRHOLDINGS.COM or look at our website:
WWW.MANDRHOLDINGS.COM

Sincerely,

M&R PROPERTY MANAGEMENT