

From: [Minto Apartments](#)
To: [Resident](#)
Subject: COVID-19 Pandemic H&S Update
Date: Monday, March 16, 2020 1:33:11 PM



Dear Resident,

NOTICE: COVID-19 PANDEMIC HEALTH + SAFETY UPDATE

In these times of uncertainty, your safety and wellbeing remain our highest priority. We are monitoring the situation closely and listening carefully to your questions – and with that, we wish to update you on the steps we’re taking to help prevent spreading illness.

- **Resident Services Centres and Regional Offices are closed effective today.** Our team members remain available to provide services as deemed essential and can be reached by email.
- **Parcels are not being accepted** at Resident Services Centres, Concierge or Regional Offices. Please request delivery to your doorstep and promptly collect your package to ensure its secure arrival.
- **Common amenity spaces are closed** until further notice including fitness centres, party rooms, theatre rooms etc. Please exercise social distancing in all common areas including Laundry Rooms and avoid gathering in the Lobby.
- **Enhanced cleaning and disinfection protocols** are in place with an increase in the frequency of high touch-point cleaning in common areas including elevator buttons, doorknobs, handrails, and other high-touch surfaces.
- **Hand-sanitizing stations** are being maintained 24/7 and we are seeking supply of additional sanitizer as available.
- **Annual suite inspections** are postponed until further notice.
- **Property tours for prospective renters** will be carried out virtually, postponed to a later date if possible or in person by request for unoccupied suites. Amenity spaces will not be available for showings.
- Please take advantage of **remote rent payment options** available to you including Pre-authorized Payment (PAP) and Online Banking (OLB). Necessary forms or online banking info can be provided via email upon request.

Should you develop cold/flu-like symptoms, please contact your regional healthcare authority and consider staying home. Thank you for your cooperation and ongoing support. We will continue monitoring COVID-19 updates and will respond based on the advice of governments, public health authorities, and medical professionals.

Sincerely,

Minto Apartments Team

