

From: [Minto Apartments](#)
To: [Resident](#)
Subject: Resident Services Update
Date: Wednesday, May 27, 2020 10:20:07 AM



Dear Resident,

For over the past 65 years Minto has been building better places to live, work and play, one home and one relationship at a time. We've done this through our commitment to the highest standards of health, safety and security for you valued residents and staff.

With the onset of COVID-19 we've had to revisit, reinvent and raise these high standards even higher so as to mitigate the risk of contamination to all. Several new safety procedures have already been adopted, with more being rolled out over the coming weeks. We will tirelessly pursue new products, procedures and programs aimed at building safer communities.

Starting June 1st, and in accordance with municipal government guidelines, we will gradually resume in-suite and non-essential service requests, including pre-vacate inspections of occupied units and furnished suite housekeeping. To ensure a safe employee and resident experience we will implement the following new procedures.

Notice of Entry

All Minto Apartments Staff and 3rd party suppliers will wear appropriate Personal Protective Equipment (PPE), including masks and gloves, and maintain physical distances in keeping with health guidelines and best practices. To enter the unit:

- Staff will knock on the door and identify themselves as a Minto Apartments employee
- Residents will be asked to unlock the door and step away to allow staff to enter safely
- Residents will be asked to not be in the same room where the work is being conducted or alternatively to schedule the work for a time where they plan to not be home
- If feeling unwell, self-isolating or just not comfortable with entry, please let us know we will reschedule all non-emergency work as required

3rd Party Vendors

All 3rd Party Vendors doing work in the building will be instructed and expected to adhere to Minto Apartments' enhanced cleaning and safety protocols. They are to follow public health guidelines at all times; wear the appropriate PPE; and practice safe distancing. We will work closely with our vendors and project management teams to schedule work in our buildings to mitigate the impact of disruptive work where possible out of respect for the increased number of residents staying or working from home.

Resident Service Centre

At this time, we will continue to leave our offices closed to the public but will gradually lift the restrictions on the rotation of staff coming into the offices (i.e. coordinators and managers) aligned with the resumption of work taking place within the building. Over the next few weeks, we will continue to evaluate and assess our need to reopen certain offices and if so under what conditions (i.e. reduced hours, appointment only, leasing requirements etc.).

Amenity Spaces

We are in the process of assessing all amenity spaces in anticipation of reopening when public health officials deem it safe to do so. Whereas each building has different amenities, they will need to be handled on a case by case basis which may require physical changes to the space to allow for greater physical distancing or occupancy limits or hours of operation or enhanced sanitation measures. Appropriate signage will be posted to help keep everyone informed and safe.

Cleaning

We will continue with enhanced cleaning procedures of high touch surfaces (e.g. door handles, garbage chutes, handrails etc.) using Environmental Protection Agency approved products. When and if necessary, additional third-party cleaning and sanitation services are brought in to deal with problem issues or emergency situations. Our intention is to keep you and our Minto Apartments team safe and with that goal in mind we will continue to evaluate our products and procedures, while working with you to get through this challenging time.

Sincerely,

George Van Noten
Chief Operating Officer

