

ADVANCED

PROPERTY MANAGEMENT & REAL ESTATE

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Dear Tenant(s),

Thank you for your patience as we navigate this unprecedented situation. We understand that the ongoing COVID-19 health crisis has been disruptive and has left many facing uncertain financial situations. We want to assure you that the health and safety of our tenants, and employees remain our top priority. Due to this, we want to remind you that we are here to work with you and continue to provide safe and secure rental housing, despite the challenges ahead.

On March 25, 2020, Housing Minister Selina Robinson, and Premier Horgan announced a robust program designed to assist tenants who may need help in making ends meet to pay their rent. This program was designed with the vulnerable in mind, renters who have faced loss of employment due to the COVID-19 crisis. A rental subsidy of up to \$500 administered by BC Housing, is available to tenants who have needed to apply for Employment Insurance or the Federal Canada Emergency Response Benefit (CERB). This rental subsidy is available in addition to the increased GST rebates, increased provincial childcare benefits, standard EI benefits and the new CERB that provides compensation to those who are quarantined or sick from COVID-19, persons taking care of a family member with COVID-19, and/or parents who must stay home to care for children due to school and daycare closures. These programs are offering up to \$3000 per month to help tenants through this difficult time.

You, the tenant, must apply for the rental benefit as part of your application for Employment Insurance Benefits.

We want to work with you through this. If you feel that you may fall short on rent due to the impacts of COVID-19, please contact us (in confidence) and we can arrange a payment plan to help cover the balance of your rent for the short term. This is a time when everyone needs to be working together – Landlords and tenants included.

Additionally, the Provincial Government's announcement included some adjustments to our regular procedures. These include limiting the number of people accessing common spaces like shared laundry facilities, or elevators, and restricting access entirely to common spaces like pools and courtyards in order to encourage social distancing, and slow the spread of the virus. As a safety precaution we will be suspending routine building inspections unless in the case of an emergency, such as a fire or flood. Repair requests we will prioritize as urgent or non-urgent and be booked accordingly. Non urgent in-suite repairs and maintenance may be deferred to reduce exposure.

The Federal Government has also announced several additional measures that may be of help to during this crisis. This includes:

- An emergency care benefit for people who are self employed
- Deferral of Income Tax owing until August 2020
- An expanded criteria for those eligible for Employment Insurance Benefits

If you are experiencing financial challenges related to COVID19 that will affect your ability to pay your rent on time please contact us to discuss. It is our intention to work with our tenants to get us all through this challenging time.

We wish you and your families well. In the words of Provincial Medical Health Officer Dr. Bonnie Henry, "Be kind, be calm, and be safe."

Sincerely,

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