

# Parkbridge

## FAQs

### COMMUNITIES

We have prepared the following FAQs to assist in addressing common questions we are receiving related to the situation with COVID-19.

While we work through the details for some unique situations, please know that our goal is to make sure our employees and homeowners are protected as much as possible during this uncertain and difficult time. This is an evolving situation, and we will continue to monitor and keep residents up-to-date as much as possible.

Should you have any questions or concerns with regards to the information below, please speak with the community manager.

#### **1. Are community offices open?**

As Health Canada is recommending increasing measures to ensure social distancing, we have made the decision to close our property offices and ask our office staff to work from home. While we will be closing our offices, we want you to know that we remain available to support you by phone and email and will continue to monitor the community office's drop box.

Our recreation centres will continue to remain closed as well at this time. We know our residents enjoy and appreciate the activities and events that are held in our communities, so we will continue to monitor the situation closely and restart activities and events as soon as it is recommended to do so.

Please note that access to laundry facilities (where applicable) will remain open but we ask you to please respect the recommendation of social distancing. We are also committed to ensuring essential services continue to be provided to our customers. This includes snow plowing, monitoring water and sewer systems, doing visual inspections of properties for health and safety issues, and the cleaning of laundry facilities (if applicable).

**2. If your community office is closed and I have a matter I have to discuss with the team, how do I do that?**

While we are closing our offices, we want you to know that we remain available to support you by phone and email. 905 659-2050 [jjagodich@parkbridge.com](mailto:jjagodich@parkbridge.com), [cvalentini@parkbridge.com](mailto:cvalentini@parkbridge.com), [rfoos@parkbridge.com](mailto:rfoos@parkbridge.com) . We will also regularly monitor the community office drop box and will manage any requests or needs as required.

**3. How can I pay my rent if the office is closed?**

We would like to encourage the practice of social distancing protocol as recommended by Health Canada. Many of our customers already have their rent paid by pre-authorized electronic payment and that process will continue. If you pay your rent by cheque, you may drop your cheque off at the office in an envelope via the office drop box, identifying your name and site address on the envelope.

If you typically pay rent by debit, we are unfortunately unable to accommodate this method at this time. As an alternative, please drop off a cheque at the office drop box. Or, if you'd like to sign up for pre-authorized payment, please phone or email us and we can assist you.

**4. How will you be maintaining the community if your office is closed?**

We are committed to ensuring essential services continue to be provided to our residents. This includes snow plowing, monitoring of water and sewer systems, visual inspections of properties for health and safety issues, and the cleaning of laundry facilities (if applicable).

Although the office is closed, we will be maintaining administrative support for residents remotely, and we will remain available to our residents through email and phone.

**5. Will you still be charging rent? Are you deferring rent payments?**

We are committed to treating our customers fairly and respectfully. At this time, we will still be collecting rent; however, we will be taking personal circumstances into account. If customers find themselves in challenging financial circumstances, we are happy to work with them to help them through this difficult time and accommodate their situation.

As the federal government and financial institutions are putting plans in place to support Canadians facing financial hardship as a result of the virus, we encourage you to visit their websites or contact your local government office for more details.

**6. Will rent deadlines be more flexible? Will late fees be charged?**

We will be pausing any actions relating to late payment of rent and/or late fees at this time. We will review this approach again at the end of April.

**7. Are you still going ahead with rent increases?**

We understand that this situation creates challenging financial circumstances, and we will take this into consideration for rent increases. We are currently reviewing rent increases and will notify you of any changes.

**8. Will you go ahead with evictions?**

We will be pausing any actions relating to late payment of rent, late fees or any other penalties related to your tenancy, until the end of April. We will review this approach at that time.

**9. Will you decrease or cease maintenance fees due to service interruptions? (Only for those properties where maintenance fees are charged)**

Maintenance is an essential service to ensure the safety, security and well-being of the community and we will continue to collect fees associated with these essential services.

**10. Will you be cancelling or deferring utility charges?**

We are committed to treating our customers fairly and respectfully. At this time, we will still be collecting utility charges; however, we will be taking personal circumstances into account. If customers find themselves in challenging financial circumstances, we are happy to work with them to help them through this difficult time and accommodate their situation. Customers who expect to have difficulty paying their utility or rent are encouraged to contact us. We will not disconnect customers who are in arrears.

**11. Will community rules and guidelines continue to be enforced?**

We will continue to focus on issues related to health and safety. Parkbridge has a Business Continuity Plan that includes the continuation of essential services and the maintenance of health and safety priorities. We are following that plan.

**12. What happens if I am feeling ill and I think I have COVID-19?**

If you are feeling ill, you should contact your healthcare provider immediately.

In addition, Health Canada advises the following:

- If you have travelled internationally or have guests visiting from another country, you are required to self-isolate for 14 days;
- Monitor for flu-like symptoms and take the necessary precautions to avoid the spread of germs (see below).
- Reconsider any non-essential travel, in particular air travel.
- If you are required by your physician or the local health unit to have a quarantine period, please do not have visitors during that time and avoid public spaces in the community.
- Wash your hands thoroughly and often, particularly after using the washroom, before and after handling food, and any time your hands may be dirty.

- Use alcohol-based hand sanitizer before and after meetings, and when hand washing is not possible.
- Cough or sneeze into a tissue, then throw it out.
- Clean surfaces often with anti-bacterial cleaners (especially those that are used frequently).

**13. What should I do if I think I have been exposed to COVID-19?**

Health Canada advises that those who think they may have been exposed to COVID-19 should contact their healthcare provider immediately. If you are required by your physician or the local health unit to have a quarantine period, please do not have visitors during that time and avoid public spaces in the community.