

Dear

We value our relationship with you and wanted to reach out to you in these difficult and uncertain times. The COVID-19 pandemic, and the measures being taken to reduce transmission of the virus, will mean adjustments and challenges for all of us. Please be assured that the health and safety of, you, our tenants are is our top priority. We want you to know that we will be working with you to ensure your housing is secure despite the challenges ahead.

As a safety precaution, we are reviewing the delivery of in-suite maintenance and repairs to your rental unit therefore reducing the risk of exposure to you, to contractors, and to ourselves. **Urgent repair requests will be prioritized. Non-urgent in-suite repairs and maintenance will be differed for the short term to reduce exposure.**

We know you may be experiencing financial challenges due to the impact of COVID-19 on the economy and local businesses. We are exploring options for financial assistance. The Federal Government announced a number of measures today that may be of help; including an emergency care benefit for people who are self-employed, deferral of income tax owing until August 2020, and an expanded criteria for Employment Insurance eligibility.

The Provincial Government may have support available via its income assistance programs. There may also be support available via the B.C. Rent Bank. The City of New Westminster and City of Vancouver also have a Rent Bank to support those who are having difficulty making rent payments on time. We will be monitoring these developments in days to come and hope to see expanded supports made available for those who require assistance.

If you are experiencing COVID-19-related financial challenges that will affect your ability to pay your rent on time, please contact (*Name*) at (*number or email*) to discuss available options. 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, be safe."