

To the tenants of properties managed by \_\_\_\_\_,

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 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 John 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 supplement of up to \$500, administered by BC Housing, is available to tenants who have applied for Employment Insurance (EI) or the Federal Government's Canada Emergency Response Benefit (CERB) as a result of the ongoing pandemic. This \$500 subsidy is available in addition to increased GST rebates, increased provincial childcare benefits, standard EI benefits and the up to \$900 bi-weekly for 15 weeks that can be accessed by those who are quarantined or sick with COVID-19, taking care of a sick family member with COVID-19, and/or parents who must stay home to care for children due to school and daycare closures. That is a up to \$3000 a month that is available to help you through this time.

**While this rent supplement is not yet available, information we have at this time is that the application will need to be made by tenants.**

**We want to work through this with. If you feel that you may fall short on rent due to the impacts of COVID-19, please reach out to 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 work together – landlords and tenants included.**

Additionally, the Provincial Government's announcement included some adjustments to procedures, many of which we had already communicated to you and encourage our residents to adopt. This includes limiting the number of people accessing common areas such as the laundry room or elevator, or restricting access entirely to common spaces such as pools and courtyards in order to encourage social distancing and slow the spread of the virus. We continue to instruct our maintenance staff to take extra steps to sanitize common areas and specifically high-touch surfaces, including door handles, railings etc. Also, as a safety precaution, we will no longer be entering units for routine inspections, however, will require access in emergency situations, such as a fire or flood. Regarding repair requests, we will prioritize urgent repair requests but defer non-urgent in-suite repairs and maintenance, to reduce exposure.

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

- A Canada Emergency Response Benefit for people who are self-employed.
- Deferral of Income Tax owing until August 2020.
- An expanded criteria for Employment Insurance eligibility.

If you are experiencing COVID-19-related financial challenges that will affect your ability to pay your rent on time, please contact \_\_\_\_\_ at \_\_\_\_\_  
\_\_\_\_\_ 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.”

Sincerely,