

Dear [name]

With the recent changes our government has made due to the coronavirus pandemic, Spotted Properties is making adjustments for the benefit and safety of our tenants, staff and community.

In compliance with the social distancing advisory

- **Maintenance:** Effective immediately, all non-emergency maintenance requests shall be put on hold until further notice. We ask you continue to submit maintenance requests through your tenant account so they may be attended to at the earliest possible date.
 - Emergency maintenance constitutes: Loss of refrigeration, water entering the property, main line plumbing clog, loss of use to the only toilet in the unit, significant loss of electricity or hazardous electrical malfunction, significantly damaged window or entryway and loss of heat.
 - If there are is an issue not listed but you believe it to be an emergency, you may call our maintenance line and a staff member will try to assist you. Anything deemed “non-urgent” must wait until work can be performed safely.
- **Leasing:** As of this week, leasing to units shall be limited to no more than ONE showing per week at an agreed upon time. Prospective tenants will be limited by our leasing agent and pre-vetted.
 - **Virtual Tours** will be attempted as much as possible. We ask you accommodate our agents so they may create the content to minimize any interruptions to you.
 - Hand sanitizer shall be provided to prospective tenants when visiting the property. No more than ONE viewer at a time.
 - If you are not comfortable with the showing of your unit, please contact our office immediately so we may discuss the matter futher.
- **Rents:** We will not be collecting any cash for the month of April and until further notice. Please ensure all payments are made through your online tenant account, OR you may e-transfer your payment to payment@spottedproperties.ca
 - If you are experiencing financial difficulties as a result of the coronavirus, there are government resources available to help. Please visit: <https://www.canada.ca/en/services/benefits.html> for updates on benefits to



assist the public

- If you are unable to pay your rent in full, you must contact our office immediately to notify us and avoid any further action escalating against you.

We thank you for your cooperation and understanding during these times. If you have any questions or concerns please contact us immediately.

Spotted Properties Team
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