



March 23rd, 2020

Changes to our service due to COVID-19

Dear Tenants,

As you know the pandemic COVID-19 is here and is affecting everyone. These are difficult times and require adjustments from everyone.

I ask you all to respect the directives from our governments with regards to social distancing. Here are some suggestions as to what you can do:

- Use the elevator one household at a time.
- If you enter a corridor or space such as the laundry room or lobby and someone else is there, please give them space to prevent the spread of the disease. The government is recommending anywhere between one and two meters separation (the larger the space, the better).
- Remain in your homes as much as possible.
- If you have any cold/flu symptoms, please self-isolate and contact the appropriate health professionals as needed.
- Wear gloves if you need to leave your home and avoid touching your face. Wash your hands frequently with soap.
- Keep checking government websites and news outlets for relevant advice and directives.

Cambridge Realty (Ottawa) Limited and its staff will be doing everything we can to continue to support you all in this crisis. There are however some things that will be changing. We are a small company with only a few staff. As such, in order to continue to provide you with service we must attempt to avoid getting sick. We have taken the following measures to reduce the risk for staff and for every resident of the Senator Apartments:

- We will reduce our exposure by discontinuing all non-essential maintenance to apartments and homes effective immediately.
- If essential maintenance is to be conducted in your home, the staff will be wearing gloves and masks. We ask you to maintain a safe distance from them by being in another room while the work is taking place.
- The Rental Office will be closed until further notice to avoid face to face contact. If you need to reach us, our regular phone number is 613-232-2396, our emergency number is 613-724-0573 and our email is maintenance@cambridgerealty.ca.
- All rents can be dropped off in the Rental Office mailbox. We ask that you pay your rent by cheque if you can. If you find that you must pay in cash, please ensure that you book a time with Nilda Pascua at 613-232-2396 such that she may be in the office when you place the money in the mailbox. Receipts for cash will be placed in your mailbox at a later time.
- The staff are cleaning public area surfaces such as doorknobs, elevator buttons, laundry room machine tops and counters many times a day with recommended cleaning solutions.

This is a situation that is evolving rapidly, and we assure you that we are keeping up to date with government directives and that we will keep you informed as these affect the building.

Yours truly,

CAMBRIDGE REALTY (OTTAWA) LIMITED

Eric Morrissey
General Manager

