EOLO TEMPLATE LETTER FOR TENANTS ABOUT COVID-19

ELEVATORED BUILDING WITH AMENITIES

***\*\*\* Instructions for landlords\*\*\*:*** April 15, 2020

1. Revise the letter to match your building’s situation, to maintain your credibility. For example,
   1. on page 1, delete references to amenities your building does not have.
   2. on page 2, change the reference to people in the laundry room according to how big your laundry room is.
2. Do NOT say you are doing something unless you are. For example, do not say you have implemented increased cleaning and disinfection for all common areas, unless you have done so.
3. If you have already sent a similar notice decide whether to remove the repeated items, or to leave them in but draw attention to the new or changed points, or to just go with this letter.
4. There is a section about paying rent. Edit that as you wish, but remember that the public expects landlords to accommodate people who cannot pay, and you want to maintain a good relationship with your tenants.
5. In the section on getting food or medicines, consider whether you want to delete the reference to pick ups at the LCBO and the Beer Store.
6. At your discretion, attach Ottawa Public Health signs or flyers on such topics as handwashing and coughing safely. THE LETTER ASSUMES THAT YOU WILL ATTACH THE SOCIAL DISTANCING FLYER.

USE YOUR LETTERHEAD

[Date]

Dear Tenants:

Due to the COVID-19 pandemic, governments have set out a number of restrictions and provided recommendations to deal with this constantly evolving situation.

In this difficult time, everyone’s health and safety is our top priority. We will continue to monitor the situation closely, and we encourage everyone to keep up to date by visiting public health authority websites, such as ottawapublichealth.ca.

**Changes at your building**

In order to limit the spread of the virus and to best protect our tenants and employees, we have implemented implement the following measures until further notice.

* The property management office is closed to walk-ins. Staff are still available to deal with essential issues, but you will need to communicate with us by internet or phone.
* Common facilities/amenity spaces have been closed. This includes any exercise room, party room, etc.. However, the laundry facilities and mail room remain open.
* We have implemented increased cleaning and disinfection for all common areas, with a focus on high touchpoints, such as elevator buttons, entrance door handles, handrails, etc. The laundry facilities and mail room are receiving extra cleaning.
* Non-essential unit inspections and repair work are suspended. If there is need for an urgent repair, please advise us. We will work with you to reduce the risk to yourself and our employees or contractors while we carry out the work. Please limit requests to urgent issues only, to allow us to focus on cleaning and essential repairs.
* Take extra care not to flush bulky or sticky items down the toilet – DO NOT flush disinfectant wipes or sanitary pads. They should be disposed of in the garbage.

**To report essential repairs, please contact us at \_\_\_\_.** [phone number, web portal, and/or email address]

**Paying the rent**

If you are directly impacted financially by COVID-19, and cannot pay your rent, please contact us at \_\_\_\_\_\_\_\_ to discuss your situation, including how to apply for financial support from the government designed to assist those whose jobs or income have been affected by COVID-19.

Or better yet, google search “Canada Emergency Response Benefit”. The government is making $500 a week available to a great many people who have lost their incomes due to COVID-19. A higher Canada Child Benefit and GST tax credit will be sent to qualified recipients in May.

If you can pay your rent, you should pay your rent. To keep your housing in good, safe condition, we need to continue to pay the costs of operating the building. Your paying your rent will:

* help us pay the costs of operating the building
* support other tenants who cannot pay their rent in full, and
* maintain your credit rating.

If you can pay your rent, please pay it in full and on time. **To pay your rent, while maintaining physical distancing, please use remote rent payment methods, such as Pre-authorized Payment, e-mail transfers or Online Banking, or deliver post-dated cheques.**

**Public Health Requests**

To slow the spread of COVID-19, the Public Health authorities require that you follow the instructions on the attached flyer. The City of Ottawa By-law and Regulatory Services are enforcing those requirements.

Anyone who has travelled outside Canada within the last 14 days, must self-isolate for a total of 14 days. That means not going to work, not having contact with other people in the building, walking outside, but not in the building, and arranging for someone to deliver food or prescriptions, rather than going shopping.

**Getting food or medications**

Grocery stores are now practicing physical distancing. Many are not crowded when they used to be because people are able to shop at various times throughout the day. Groceries can be ordered on-line for delivery from Metro, Loblaws, Walmart or Wholefoods.

Services which will order and deliver groceries or medications include Ottawa Shoppers, Inabuggy, FillMyFridge, and HelloFresh. Some of the services will also pick up and deliver from Costco, M& M, the LCBO, the Beer Store, and other specialty stores. Some will deliver a standing order every week.

More such services may spring up everyday. Check on the internet for the services you need. For help as a low-income person or a senior, go to www.211ontario.ca, or phone 211.

**Dealing with symptoms or exposure**

The most common symptoms of COVID-19 are a cough, fever, and shortness of breath. If you have symptoms, or you have concerns about contact with a person with symptoms, please

* review the website at www.ottawapublichealth.ca/coronavirus, and
* if you still have questions, contact TeleHealth at 1-866-797-0000.

If you experience severe difficulty breathing (such as shortness of breath that you cannot manage at home), go to the most convenient hospital Emergency Department, or call 911 for an ambulance.

If you require mental health support (for anxiety or depression for example), you can contact the Distress Centre of Ottawa at 613-238-3311.

**Conclusion**

Thank you for your cooperation. We will send updates as they arise.

SIGNATURE

**Your key website: ottawapublichealth.ca**

**Attachment: “Remember! Practice social distancing”**