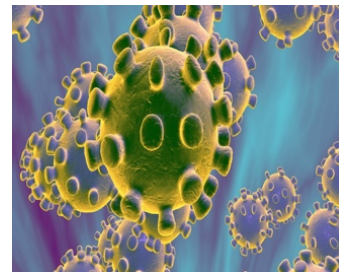


# CORONAVIRUS (COVID-19) - STAMM UPDATE

*Resident Communication #2, March 24, 2020*

Stamm Investments Limited continues to follow the Novel Coronavirus (COVID-19) pandemic closely and has implemented a number of procedures to keep our residents safe.



## ACCESS TO STAMM'S INFO ON COVID-19

To aid in the flow of communication, we have created a new webpage on our site that is dedicated to the Coronavirus. Please see [www.stamminvestments.com/coronavirus](http://www.stamminvestments.com/coronavirus) for full details.

## PUTTING PEOPLE FIRST

In order to ensure we can continue to provide residents with excellent customer service, we have suspended all in-person visits to our on-site Property Offices. In addition, we have reduced office hours at all properties to half days, with no evenings or weekends.



Furthermore, all non-emergency in-unit maintenance requests have been temporarily suspended. Maintenance Work Orders that are submitted will be retained and you will be contacted when we are available to perform the non-emergency maintenance.

Emergency maintenance will continue to be addressed with additional precautions in place, including maintaining a minimum 6 feet distance between resident(s) and staff, and asking staff to remain in an alternate room while maintenance is performed.

**As a reminder, the Emergency Line can be reached by calling 519-570-5133.**

## PROTECTING OUR PLUMBING

Just a reminder for all residents to please only use the toilet for biological waste and a reasonable amount of toilet paper. Please do not use the toilet as a garbage container. Our plumbing is not designed to handle wipes, paper towel, dental floss, etc. Please help us keep the plumbing flowing for everyone.

### **DO NOT FLUSH:**

- Bottom wipes, baby wipes, or disinfecting wipes.
- Paper towel, paper napkins, or dental floss.
- Toys, plastic, kitty litter, etc.
- Sanitary napkins, internal products, or diapers.



## APRIL 1<sup>ST</sup> RENTAL PAYMENTS

As a reminder, April 1<sup>st</sup> rent remains due. For those residents that pay rent by debit, an alternate method for submitting your rent payments for April 1, May 1 and June 1 2020 (potentially longer) must be chosen. At this time, we ask that residents pay by online banking, sign up for our PAFT program, or with a money order. Contact us for more information.



If your income has been affected by the several closures throughout the region, please email us at [info@stamminvestments.com](mailto:info@stamminvestments.com) so that we may work out a payment plan or discuss your options.

## SELF-ISOLATION, REPORTING CASES

Per the Health Canada website, if you have recently returned from out of the Country it is mandatory that you self-isolate for a minimum of 14 days. When in self-isolation, please refrain from travelling throughout the building and its common areas in order to prevent the potential spread of the virus.

## NOISE AND OTHER LIFESTYLE COMPLAINTS

During this self-isolation period, the number of residents in the building at any given time has substantially increased.

Different people have different lifestyles and those lifestyles may be different than your own. A different lifestyle than your own is not wrong; it is just different.



Different lifestyles may include awake and sleep times, meal preparation and eating times, and when a radio or television may be played. We ask that everyone respect the different lifestyles within the residential building and be mindful of the noise you may be making and how it may impact others. We also ask that residents be patient with noise and hours that noise is made due to different lifestyles.

If noise is significant and ongoing, please contact By-law for emergency enforcement and provide a written complaint to us by dropping it in the Communication box at the Property Office or by emailing it to: [info@stamminvestments.com](mailto:info@stamminvestments.com)

## FURTHER QUESTIONS

Should you have further questions, we encourage you to review the information on our website or watch our helpful videos, contact the Property Office via the telephone during normal office hours, or contact us via email.

**The Estates**  
519-576-0631

**Heritage Place**  
519-578-5052

**Northfield Gardens**  
519-746-0430

**Ridgeway/Somerset**  
519-893-2182

**Stamm Investments Limited**  
519-884-3010  
[info@stamminvestments.com](mailto:info@stamminvestments.com)