

# CORONAVIRUS (COVID-19) - STAMM UPDATE

*Resident Communication #3, March 30, 2020*

## COVID 19 – FREQUENTLY ASKED QUESTIONS

Over the last two weeks, our staff have responded to a number of concerns and frequently asked questions relating to the COVID19 pandemic. We have developed this FAQ to help answer some of your most common questions and concerns relating to our business practices and measures in place during these unprecedented times.



**Stamm Investments Limited's Response To COVID19**

In addition to the extra measures we have taken, residents must also follow the guidelines the Government has issued, including staying inside and self-isolating.

*See our YouTube channel for our full video regarding the changes we've made. (More on page 4)*

## WHAT IS STAMM DOING TO HELP TENANTS WITH RENT PAYMENTS?

We understand that some tenants may be facing hardship as a result of the COVID-19 Pandemic and are here to help. If you require additional time to make your rent payments, please complete the a Payment Arrangement Request form and submit your request by dropping it into the Rent Box at the Property Office or scanning it and emailing it to: [info@stamminvestments.com](mailto:info@stamminvestments.com).

Once your request is received and processed, you will receive a written response from Stamm Investments Limited within 3 business days. If you do not receive a written response, please follow up after 3 business days to ensure your request has been received.

In addition, we are recommending that all residents investigate the options that the Federal and Provincial Governments are offering to help residents that have reduced wages and lost jobs.

You will be required to submit the necessary form for approval.

## HOW WILL STAMM HANDLE A TENANT IN THE BUILDING WITH CORONAVIRUS?

The Federal and Provincial Governments require that anyone with symptoms, returning to Canada or has a confirmed case remain in self-isolation.

Should Stamm Investments Limited receive notification that a resident is in self-isolation with a suspected or confirmed case of Coronavirus, we will follow all instructions provided by the local Health Unit and/or Health Canada.

## WHAT IS STAMM DOING TO REDUCE RISK WITHIN THE BUILDING?

Stamm Investments Limited has taken numerous precautions to reduce risk within the building, including:

- Increased cleaning and disinfecting of commonly touched surface areas within the buildings;
- Extending laundry room hours;
- Closing of lounges and fitness facilities;
- Temporarily suspending all non-emergency maintenance;
- Temporarily suspending all office visits and debit payments to reduce contact between residents and staff.

*See our YouTube to watch this video relating to Emergency Maintenance.*



## HOW CAN I REACH STAMM INVESTMENTS LIMITED DURING THIS TIME?

The office staff will remain available to assist you via the telephone during regular office hours. While the office door will remain closed to walk-in and/or non-emergency contact, we are available via telephone or email. You may contact us as follows:

- Online chat, on the homepage of our website [www.stamminvestments.com](http://www.stamminvestments.com)
- By phone
- By email

### **The Estates**

519-576-0631

[estates@stamminvestments.com](mailto:estates@stamminvestments.com)

### **Heritage Place**

519-578-5052

[heritage@stamminvestments.com](mailto:heritage@stamminvestments.com)

### **Northfield Gardens**

519-746-0430

[northfield@stamminvestments.com](mailto:northfield@stamminvestments.com)

### **Ridgeway/Somerset**

519-893-2182

[ridgeway@stamminvestments.com](mailto:ridgeway@stamminvestments.com)

### **Stamm Investments Limited**

[info@stamminvestments.com](mailto:info@stamminvestments.com)

All calls to the Property Offices have been redirected to a single source. Please ensure you leave a voicemail if we do not respond. Your voicemail message should include your building address, unit number, a callback number that you can be reached at and the reason for your call.

## WHAT IS STAMM DOING TO STOP THE SPREAD OF COVID19?

As indicated in our communication to residents relating to the virus, we have redirected much of our efforts to the sanitation and disinfecting of the buildings. Our staff are working diligently to wipe down all “high traffic” and “high touch” areas including:

- Elevator buttons
- Intercom buttons
- Door handles and Accessibly buttons
- Unit door knobs
- Stairwell railings
- Mailboxes

You will see many of our staff cleaning, including office and Admin staff, throughout the building as we take an “all hands-on deck” approach to this initiative. We remind all residents to maintain at physical distancing of at least 6 feet when our staff and/or other residents are present.

## WHAT DO I DO IF PEOPLE AROUND ME ARE NOISY?



With many of our residents home for much of the day, noise levels you may be unaccustomed to are expected. It is important that residents understand the difference between what is considered “normal living noise” and “excessive noise”.

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.

*See our Youtube for information relating to complaints*

We ask that residents be considerate of one another. If you are experiencing what you believe is excessive noise, please contact Bylaw (519-741-2330 in Kitchener or 519-747-8785 in Waterloo) for assistance and then submit your complaint in writing.

Visit [www.stamminvestments.com/forms](http://www.stamminvestments.com/forms) to submit an online complaint form. For further information relating to noise, see our Frequently Asked Questions page at [www.stamminvestments.com/faq](http://www.stamminvestments.com/faq)

## WHAT IF MY NEIGHBOUR IS COOKING OR SMOKING AND IT BOTHERS ME?

With many of our residents home for much of the day, residents may experience an array of odours they may not be accustomed to. This includes cigarette and cannabis smoke, cooking odours and more.

Smoking, within reason, is permitted within the confines of the rental unit unless otherwise identified in writing. STAMM Investments Limited does not currently offer "no smoking" apartments. Smoking that interferes with the reasonable enjoyment of others within the rental building will be addressed and the tenant may be responsible to take measures to control the smoke from infiltrating the hallway and/or other units, should complaints occur.

When another resident smoking on their balcony is bothering you, we recommend you take steps to reduce the smoke entering your unit, including closing windows and doors for the duration that your neighbour is smoking.

For further information relating to smoke and odours, see our Frequently Asked Questions page at [www.stamminvestments.com/faq](http://www.stamminvestments.com/faq) - Note that only emergency cases will be responded to during the pandemic period.

### WHAT CAN I DO TO PREVENT THE SPREAD OF COVID-19 IN THE BUILDING?

We recommend following all health and safety guidelines released by the Provincial and Federal governments including: stay in their homes as much as possible, self-isolate for 14 days if you have recently travelled or have any symptoms of illness, wash your hands often and use hand sanitizer if you are not able to wash frequently, and use any other personal protective equipment you feel is necessary to protect yourself and your family.

### WHERE ELSE CAN I FIND INFORMATION ONLINE FROM STAMM?



Other than our website, you can visit us on YouTube by visiting us at this link:

[https://www.youtube.com/channel/UCZfzcuJodt5wmU\\_GfayRCXw](https://www.youtube.com/channel/UCZfzcuJodt5wmU_GfayRCXw)

or simply searching for "Stamm Investments Limited".

We're also active on social media, including Facebook and twitter. We continue to post all updates provided to residents and share relevant articles from other news sources that are relevant to this crisis.



You can "like" our Facebook page by visiting [www.facebook.com/stamminvestmentslimited](http://www.facebook.com/stamminvestmentslimited) and clicking the "like" button.



You can follow us on Twitter by visiting [www.twitter.com/stamminvestment](http://www.twitter.com/stamminvestment)

We will continue to provide residents with information relating to this pandemic. Please stay safe and take care of yourselves. Together, we can make a difference.