

March 26, 2020

Welcome to our Virtual Site Offices!

As Covid-19 and public health recommendations evolve, Osgoode is taking every measure to ensure the health and safety of our staff and residents while simultaneously learning how to manage our buildings under social-distancing guidelines.

While we have closed the physical office we are still here running the building and fully available to residents - we are just doing so from our new virtual offices which are open Monday-Friday from 9-5.

To get in touch you can call or email your building manager. Our staff are attending to all the essential day-to-day items of running a building and learning how to operate virtually so please have patience and know that they will get back to you as soon as they can.

Paying Rent:

We want to let you know that paying your rent can still be done easily and safely. The two options for paying rent haven't changed – they are:

1. To minimize social interactions we strongly recommend that you choose to **pay your rent online via Rent Café** (osgoodeproperties.com/residentlogin). Please note that if you are having trouble setting up your Rent Café account one of our site office staff will be happy to assist you over the phone.
2. You can drop your cheque or money order off in the mailbox at the office. Please mark all cheques/envelopes with your name and unit number. We will be picking up rent payments on a regular basis.

Maintenance at your Building:

Our Superintendents are working hard by continuously cleaning and sanitizing the building. We are lucky to have them looking out for our residents and buildings. You may notice that at times there are also contract cleaners in your building – this is to make sure we can continue to keep up with the demands of regular cleaning, COVID-19 sanitation, and when needed free up our Superintendents to work on essential maintenance items.

We would like to remind you to **place only urgent maintenance requests**. This allows our team to focus on extra cleaning duties, to rest properly when they are not working and to protect everyone's health and safety by minimizing entry into occupied units. The calls you make after hours go directly to the Superintendents in real time. They are always there if there is an emergency, but please do not place non urgent calls after hours.

Move-Outs and Leasing:

Notice to move: Please provide notice of your intention to move-out in writing along with phone number to contact you, dropped into the office mailbox or via email to the email address noted above. You will receive a phone call to confirm, followed by a written acknowledgement once your notice is processed.

Move-out: If you have already given notice to move please be in contact with the office to arrange an elevator well in advance of that date.

Leasing: To avoid unnecessary contacts we have ceased showing occupied units for now.

We will continue to do all we can to keep the buildings clean and safe for you and for our staff. We truly appreciate your continued support and cooperation.

Osgoode Properties