

March 27th, 2020

Dear Resident

With the onset of the Covid-19 pandemic, and the measures being taken to reduce transmission of the virus, we are all facing challenging times. We value our tenants and we are doing all that we can to protect our buildings and residents from the spread of COVID-19 and to keep you informed of our actions along the way.

We realize that all Canadians are facing financial uncertainty as we experience the impact of the COVID-19 crisis. ***As a near-term measure, we would like to advise our residents that beginning April 1st, rents for all residents are being frozen at the March 1st rent amount, and your rent will remain at that level until further notice.***

Rent Payments

Paying rent is integral to the ongoing and reliable operation of the building. The rent you pay is used to cover the operating expenses of the building, including heat, power, water, site staff salaries, property taxes and maintenance, cleaning and upkeep for all the physical components of the buildings. We need our tenants to know that by paying rent you enable your building to operate without interruption.

If your income has not been disrupted by the crisis, you are obligated to continue to pay your rent at the beginning of every month.

We offer and strongly recommend that you use the online rent payment option, allowing you to pay your rent without leaving your apartment. Direct withdrawal is always a no fee option and for the duration of the COVID-19 crisis Osgoode Properties is waiving the fee associated with paying by debit. Should you choose to use a credit card there is a 1.75% transaction fee that is applied on top of your payment. To take advantage of online payment visit: **osgoodeproperties.com/residentlogin** to set yourself up. If you need additional support setting yourself up please contact your site manager, we are ready and happy to assist you virtually.

Government Assistance

In the event the shutdown has interrupted your flow of income, the Federal Government has implemented several initiatives to get money into the hands of Canadians who need it most. To find out more information, go to **canada.ca/departement-finance/economic-response-plan.html** to find out what financial relief options fit your situation.

If the Federal financial aid packages are not enough to allow for your full rent to be paid on time for April 1st, we ask that you contact your Building Manager by phone at ----- or by email at ----- to discuss potential payment options to fit your specific situation.

