

# Parkbridge

## FAQs

### COMMUNITIES

As the situation with COVID-19 continues to evolve, we have prepared the following FAQs to assist in addressing common questions.

While we work through the details for some unique situations, please know that our goal is to make sure our residents and employees are protected as much as possible during this uncertain and difficult time. This is a quickly evolving situation, and we will continue to monitor and keep residents up-to-date as much as possible.

Should you have any questions or concerns with regards to the information below, please speak with the community manager.

#### **1. Are community offices open?**

Based on the direction from government and public health officials, our property offices are currently closed; however, we want you to know that we remain available to support you by phone and email and will continue to monitor the community office's drop box.

We are also committed to ensuring essential services continue to be provided to our customers. This includes snow plowing, monitoring water and sewer systems, and doing visual inspections of properties for health and safety issues.

Please note that all community facilities – including recreation and community centres, pools, community gardens, libraries, and other community amenities – have also been closed to the public for public health reasons. They will re-open when governments, public health authorities, and our own health and safety assessments deem it safe to do so.

**2. If your community office is closed and I have a matter I have to discuss with the team, how do I do that?**

We remain available to support you by phone and email. We will also regularly monitor the community office drop box and will manage any requests or needs as required.

**3. How can I pay my rent if the office is closed?**

Many of our customers already have their rent paid by pre-authorized electronic payment and that process will continue. If you pay your rent by cheque, you may drop your cheque off at the office in an envelope via the office drop box, identifying your name and site address on the envelope.

If you typically pay rent by debit, we have now set up safety measures to accommodate this method of payment. Please contact your community manager or administrator to make an appointment. As an alternative, please drop off a cheque at the office drop box. Or, if you'd like to sign up for pre-authorized payment, please phone or email us and we can assist you.

**4. How will you be maintaining the community if your office is closed?**

We are committed to ensuring essential services continue to be provided to our residents. This includes snow plowing, monitoring of water and sewer systems, and visual inspections of properties for health and safety issues. We also remain available to our residents through email and phone.

**5. Will you still be charging rent? Are you deferring rent payments?**

We are committed to treating our customers fairly and respectfully. We know some of our residents are finding themselves in a challenging financial situation and we are working with them on a case-by-case by basis. This includes rent deferrals and repayment plans. We urge you to continue to pay your rent – or a good portion of your rent – to avoid falling behind on payments and make catching up difficult.

In addition, we have paused any actions relating to late payment of rent (i.e. late fees and evictions) and any other penalties related to tenancy and maintenance orders (except those related to health and safety) until further notice.

Please know that rent in land lease communities goes toward protecting our residents and their investment in their home and community, as well as providing and maintaining essential services such as: water and sewer systems, garbage and recycling collection, fire hydrants and inspections, maintenance of roads, drainage and underground infrastructure repairs.

The federal government and many provinces have recently announced increased financial support for those impacted by COVID-19. We encourage you to [visit the Canadian government's website](#) dedicated to the Economic Response Plan for more details, or visit your provincial government's website for details of provincial support available.

**6. Will rent deadlines be more flexible? Will late fees be charged?**

We will be pausing any actions relating to late payment of rent and/or late fees at this time. We will review this approach on an ongoing basis.

**7. Are you still going ahead with rent increases?**

We understand that this situation creates challenging financial circumstances for many and have suspended any rent increases at this time. If you have received a rent increase notice prior to the COVID-19 emergency, it will still apply. We know some of our residents are finding themselves in a challenging financial situation and we are working with them on a case-by-case basis. This includes rent deferrals and repayment plans. We urge you to continue to pay your rent – or a good portion of your rent – to avoid falling behind on payments and make catching up difficult.

**8. Will you go ahead with evictions or maintenance orders?**

We will be pausing any actions relating to late payment of rent, late fees or any other penalties related to your tenancy, until further notice. Please note that we will continue to monitor and address concerns impacting the health and safety of our residents.

**9. Will you be cancelling or deferring utility charges?**

We are committed to treating our customers fairly and respectfully. At this time, we will still be collecting utility charges where applicable; however, we will be taking personal circumstances into account. If customers find themselves in challenging financial circumstances, we are happy to work with them to help them through this difficult time and accommodate their situation. Customers who expect to have difficulty paying their utility or rent are encouraged to contact us. We will not disconnect customers who are in arrears.

**10. Will community rules and guidelines continue to be enforced?**

We will continue to focus on issues related to health and safety. Parkbridge has a Business Continuity Plan that includes the continuation of essential services and the maintenance of health and safety priorities. We are following that plan.

**11. What happens if I am feeling ill and I think I have COVID-19?**

Please consult the [Government of Canada's web page dedicated to COVID-19](#) information and updates.

**12. What should I do if I think I have been exposed to COVID-19?**

Please consult the [Government of Canada's web page dedicated to COVID-19](#) information and updates.

**13. I want to submit an Application to Alter to do some work to the exterior of my home or yard. Am I still able to do that?**

All non-essential work scheduled within the property is not permitted until further notice. This includes deck construction, renovations (unless urgently required), landscaping and the delivery of materials. Only essential work can be performed and must abide by government and health department regulations for the region. Please refer to the essentials business list for contractors that are able to provide services at this time.

While our property offices are currently closed, you may still submit your applications to the office, via email or mailbox, for approval at a later date.

**14. Who should I call if I see people gathering in contravention of the government's physical-distancing or self-quarantine requirements?**

If you see people who are violating the government's physical-distancing or self-quarantine requirements, you should call your municipal by-law enforcement department or local police. Both have been empowered to enforce physical distancing and self-quarantine requirements as recommended by Health Canada and provincial governments.