

Dear Tenant

April 15, 2021

We wanted to reach out to you in this difficult time. We don't know when things will return to any sense of normalcy, but we wanted to make sure we keep lines of communication open, and make sure everyone stays safe.



Ontario's mask regulation requires that masks of face coverings be worn in all building common areas. **After your COVID-19 vaccination, it is important to keep following safety measures. Even once protected, you can still carry COVID-19 and pass the virus onto others.**

Failure to comply with any regulation under the Act can result in one of the following penalties: in the case of an individual, to a fine of not more than \$100,000 and for a term of imprisonment of not more than one year.

You will find a link on our website [www.schiketanz.ca](http://www.schiketanz.ca) to The Government of Canada and The Government of Ontario websites and you can also find many helpful links on our website which is up-to-date. Click on the button "Temporary Office Procedures During Covid 19" to get information on the current situation. If you are in quarantine or are infected, please let us know immediately so that we can protect others and not further the spread.

## RENT

The Government of Ontario has passed legislation to freeze rent at 2020 levels. This means that rents will not increase in 2021 for the vast majority of renters. Learn more about the rent freeze. Tenants who can pay their rent must do so, to the best of their abilities. Landlords are entitled to collect compensation from a tenant for each day that an eviction order is not enforced. However, tenants who are asked to self-isolate or who can't work may have difficulty paying their rent. We encourage landlords and tenants to work together during this difficult time to establish fair arrangements to keep tenants in their homes. Under the Residential Tenancies Act, landlords cannot charge fees or penalties for late rent payments. Tenants who are having challenges paying rent should speak with their landlords about possibly deferring their rent or other payment arrangements.

Our advice to you is to keep paying whatever rent you can and let's have a conversation about it before you start making deductions. If you feel a deferral is necessary because of a change in your employment status, please contact us before making decisions. (If we have post-dated cheques from you, we will cash them as we normally do unless we hear from you. It is far better we have a conversation and work together rather than just have the cheques bounce). If rent is not paid in full, we "may" give you an N4 notice based on the

unpaid rent and we “may” file an application to the Landlord Tenant Board based on that rent arrears notice. Please understand that if we do this, it’s not in order to evict you during this crisis, or after it’s over. Our goal is to get into the line at the Board as they will be VERY backlogged when this is all over and they are back in operation. Remember, there are no hearings, the Sheriff is not enforcing eviction orders, and we need to protect ourselves from year-long waits for a hearing if rent does not get paid. We all hope that doesn’t happen.

#### MAINTENANCE AND ENTERING UNITS

Please remember that superintendents are concerned about their own health. Please respect their personal space and do not knock on their unit door. Unless you have an emergency, superintendents will not be responding to your maintenance requests and entering units. If you have an emergency please contact them by phone and they will respond in the appropriate manner. During this time, we would appreciate if you hold off on minor maintenance requests as we don’t want to leave our homes, nor do you want us in your home. If there is something major or an emergency, we will have a contractor come to perform the service, and of course we will provide you with notice of entry.

In the best interest of everyone’s health, it is not advisable to enter the tenant’s unit during this time of social distancing as per the government’s directions. Please document **minor** maintenance requests on our website our website/Maintenance Request and fill the work order form. We will take care of these requests when it is safe to do so.

#### CLEANING AND DISINFECTING COMMON AREAS

There are common areas within the buildings, particularly the laundry room. After using the laundry room, please thoroughly **CLEAN ALL AREAS** around the machine with a bleach solution or disinfectant, making an effort to wipe down every area you have touched!

Surfaces frequently touched with hands are most likely to be contaminated. These include doorknobs, handrails, elevator buttons, light switches, cabinet handles, faucet handles, countertops and electronics. **Superintendents will do their part and continue cleaning all common areas. Help prevent the spread of infection with cleaning surfaces before and after using!**

Please contact us directly at 519-742-4477 or email at [schiketanz@golden.net](mailto:schiketanz@golden.net) if you want to discuss any tenancy issues.

Respectfully

Schiketanz Real Estate Inc  
Property Management Team