

March 17, 2020

Dear Service Provider Partners,

The health and safety of our community is important to us at Sanford Housing Society. We are watching the COVID-19 situation closely and will keep you updated on our operations.

So far, we have been able to operate fairly normally, although we have one Property Manager working from home. Unfortunately, things can change rapidly, and it is very likely that at some point our capacity to provide normal levels of service to our buildings will be diminished. Services could be reduced due to staff illness or quarantine amongst our employees, or related to diminished capacity amongst the various vendors and contractors that we use to provide maintenance to buildings.

We have business continuity measures in place to attempt to provide essential or urgent services. These services might not be provided by the usual employees or contractors, and might take longer than usual to address.

Examples of issues that would be considered high priority are:

- fire or flood responses
- security or safety issues
- running toilets and water
- working appliances (fridges, stoves, washers and dryers)
- electricity/heating
- elevators

Non-essential maintenance may be deferred, such as:

- broken blinds
- cupboard doors not working
- flooring repairs
- burnt out lightbulbs
- painting

Additionally, in a reduced services scenario, those buildings that have SHS maintenance and janitorial staff on-site can expect to see less frequent cleaning activities, with a focus on high traffic areas.



Environments that inspire lives

We will do our utmost to serve our tenants and clients to the best of our ability, however, this will depend on any restrictions put in place, impact of illness or quarantine on our own staff, and downstream impact on other suppliers, vendors and contractors.

We will provide updates as things change, and will be in touch with individual sites or programs regarding specific impacts.

We would like to thank you in advance for your cooperation and understanding in this very trying time. Please take care of yourselves and your families.

Sincerely,

The Sanford Housing Society Team.