

March 16, 2020



UPDATE - Notice to our Valued Residents

At Timbercreek Communities we are committed to working together collaboratively with our team and community members to create better living experiences, and as the coronavirus pandemic (COVID-19) spreads across the world, and our country, we take our responsibility as your housing provider very seriously.

During these uncertain times, the health and safety of our Residents and Team Members is our primary concern and we are doing everything possible to minimize the risks. We remain in close contact with Canadian Federation of Apartment Associations (CFAA) along with closely following the recommendations of local health officials and government leaders as they work to contain the virus.

One of the major recommendations from the Public Health Authority of Canada (PHAC) is to maintain social distancing and reduce or eliminate social gatherings. To that end, and for the health and safety of Residents and Team Members, we wish to inform you that our property offices and amenity spaces will be closed until further notice, with the exception of our laundry rooms which will remain open. However, we are still here to serve you. Our Team Members are working onsite and are available by phone or email. Should a face to face meeting be required to assist you this will be based on need and by appointment only.

As additional precautions to maintain social distancing until further notice we will no longer attend to any maintenance requests that are not of an emergency nature. Also, our capital projects will be completed on an as needed basis to reduce the amount of outside workers attending our buildings.

We encourage you to log onto My Timbercreek, our Resident portal for all administrative and maintenance requests in order to ensure we can serve you in a timely manner. Alternatively, we can be reached at:

Phone:

Email:

After hours emergencies: 1-855-722-9967

For more information please visit www.phac-aspc.gc.ca

We sincerely appreciate your understanding that your Timbercreek experience may be different over the coming weeks, and we hope to resume normal operations in the near future.

Regards,

Sylvia Scott

Vice President, Support Operations