



November 9, 2020  
*Attention:* All Residents

## **Timbercreek Communities is now Hazelview Properties!**

We are pleased to announce that as of November 9, 2020, Timbercreek Communities has changed its name to **Hazelview Properties!** We will continue to be a leading owner and operator of residential communities across Canada. To find out more about us, please visit our new website at [www.hazelviewproperties.com](http://www.hazelviewproperties.com).

### **Why are we making this change?**

We're the same team of dedicated real estate property management professionals. With 20 years of history and experience, we are evolving and growing. And our vision is more focused than ever. Therefore, we felt the timing was right for a brand refresh to align with our outlook. As we look toward the next 20 years, our new vision will guide our organization.

### **Hazelview Properties – Vision:**

*We're Driven to Create Value for People and Places.*

### **What does this mean for you?**

It is important to know there will be no change to the ownership or management. You can continue to expect best-in-class property management services at the building you call home. Attached are a set of answers to some questions you may have.

To celebrate our rebrand, we will be introducing a Resident contest in the coming weeks. Be sure to keep an eye out for details.

If you have any questions or comments, please contact your Building site team members.

Sincerely,  
Hazelview Properties

## **Frequently Asked Questions and Answers**

### **What will change?**

You will see changes in how we present ourselves. This includes a new name, new logo and new branding throughout the building and property. You will see changes on our branded materials, including brochures, our website, social media, signage and the uniforms our teams wear. These changes will be implemented over the next few months - some faster than others.

### **What will not change?**

Our commitment to best-in-class residential property management services and ensuring your home is a great place to live.

### **Do I / We have to sign a new lease?**

No. Your existing lease will automatically transfer to Hazelview Properties.

### **What happens to my security or last month rent deposit?**

There is no impact on your security or last month rent deposit. It will continue to be held in a trust account managed by Hazelview Properties.

### **Do I need to make changes in how I pay my rent?**

There will be no changes in how to pay your rent in the near term. We will provide an update on this at a later time.

### **I have an outstanding rent balance on my account as of November 9, 2020. What should I do?**

Any outstanding rent amounts will continue to be payable to Timbercreek Property Services Inc. in the near term. We will provide an update on this at a later time.

### **Will there be any changes to the Building management team?**

No. There will not be any changes to the building management team as a result of our brand name change.

### **Will the contact information for the Building management team change?**

All telephone numbers for our building management team will remain the same. Email addresses will change to [name@hazelview.com](mailto:name@hazelview.com). However, any emails addressed to [name@timbercreek.com](mailto:name@timbercreek.com) will continue to be delivered to the intended person. Note that going forward emails to you from us will come from a Hazelview email account. Please be sure to add these accounts to your contact lists and check your 'junk' folders in case emails from us are directed there.

### **Who do I contact if there is an emergency in the building or my suite?**

Emergency phone numbers have not changed. For emergencies 8:30am to 7:00pm, please contact your building manager at the same telephone numbers. For emergencies 7:00pm to 8:30am, please call the Resident Emergency Line at 1-855-722-9967. For life safety emergencies, please call 911.

### **I am registered on the Resident portal, 'MyTimbercreek'. Does anything change?**

The MyTimbercreek name will change to MyHazelview. You can access this through our website [www.hazelviewproperties.com](http://www.hazelviewproperties.com). Your login access will not change.