



CORONAVIRUS (COVID-19) - MULTI OCCUPANT BUILDINGS

All clients, Please take note that property management is deemed an essential service in BC. We will continue to be available for our owners and offer the following tips in these difficult times.

SPECIAL TIPS FOR RESIDENTS

- Elevators; **please limit the number of people getting into each cab** at the same time to avoid crowding and maintain physical distancing. People should consider only riding the elevator with their own party (family), taking the stairs, or waiting for the next elevator.
- We have discussed with our service partners to have common areas frequently cleaned and disinfected. Particular attention to cleaning and disinfecting frequently touched surfaces such as door handles, stairway railings and elevator buttons.
- Residents are requested to **properly bag all garbage and to clean all recyclables** (containers, cans and boxes) before disposing into the containers for pick up. We expect a high volume of waste and recycling at this time and those service providers that pick up these items from your property do not need to be dealing with messy or poorly disposed of items. We wish to maintain services without interruption.
- Building staff and others entering and leaving the building will need to practice physical distancing, **keeping a minimum of 2 meters or 6 feet between themselves and others**, whenever possible.
- We encourage residents to stay home and only go out if necessary.
- All common rooms are suggested to be closed for use.

BUILDING STAFF AND CONTRACTORS

- All essential service providers, including but not limited to garbage and recycling removal, cleaning teams, security staffing, fire prevention/technicians, electricians, plumbers (mechanical) & emergency restoration firms will continue to respond to any emergency event 24/7 (burst pipe etc.).

DO OWNERS STILL NEED TO PAY THE MONTHLY STRATA MAINTENANCE FEE?

- **YES.** There are no provision under the *Strata Property Act of BC* to defer strata fees and the monthly and annual budget operations continue even during these difficult time. The health of each resident remains important, as does the operating health of your building and the strata community. To ensure we can maintain services set out above, we must assure funds remain fluid and available.

- Strata fees paid via Pre Authorized Debit (PAD) will continue to be processed. If you wish to sign up for PAD, please go to www.604realestate.ca under links/forms.
- Owners may make payments via EFT (electronic funds transfer) and can arrange to set this up by contacting: accounting@604realestate.ca. No cash payments will be accepted at this time at our office, which has restricted access in place.
- If you have a concern about your ability to pay the monthly strata maintenance fee, the Strata Corporation through its strata council, will require a formal request to be submitted. The conditions will likely include but not limited to the following for any delay in payment being granted:
 - Owners who were laid off, lost hours at work, or had income reduced in any way as a result of the coronavirus emergency.
 - Owners who are sick with COVID-19 or caring for a household member who is sick with the virus.
- In order to take advantage of these delayed payment conditions, Owners must:
 - a) Notify their strata council that they have a covered reason for relief
 - b) Provide the strata council with verifiable documentation to support the covered reason
 - c) Pay a portion of the Strata Fee the Owner is able to pay

WILL THE HEALTH AUTHORITY NOTIFY RESIDENTS IF SOMEONE IN THE BUILDING TESTS POSITIVE FOR COVID-19?

- **No.** The Health Department will not notify managers or residents of reports of sickness or cases.

SHOULD PROPERTY MANAGERS OR RESIDENTS NOTIFY THE HEALTH AUTHORITIES OR OTHERS IN A BUILDING IF A PERSON IN THE BUILDING IS SICK OR HAS COVID-19?

- **No**, property managers and residents do not need to notify the Health Authorities or others in a building if someone in the building is sick. With widespread community transmission, many people will get sick and recover at home. All Residents should follow health guidance, take care of themselves and assist and support their neighbors to help limit the spread of the virus.
- If you become aware of an ill resident who needs emergency assistance, call 911.
- If you or someone else needs help finding a health care provider, call 811.

SHOULD BUILDING DELIVERIES (I.E. FOOD, BASIC SUPPLIES, OR MEDICINE) BE HANDLED DIFFERENTLY?

- Building occupants (staff and residents) should maintain physical distancing when getting packages, mail, and entering or exiting the building. In a large residential building where packages are left in the lobby, building staff will consider steps to keep themselves safe.
- Some delivery services (e.g., Uber Eats, Skip the Dishes & Foodora) also have an online section for “special instructions” where individuals can enter more information and request, for example, that packages be delivered to the door, or to text/call and leave the package(s) at the door in an effort to minimize person-to-person contact and

touching of surfaces. Some properties will require Residents to meet the delivery at the main door to the building and this is very much encouraged. Please do your part to minimize contact by nonresidents to your building community.

SHOULD TEMPERATURE OR HUMIDITY IN BUILDINGS BE ADJUSTED TO PREVENT THE TRANSMISSION OF COVID-19?

- There is no data to suggest that adjusting the temperature or humidity of a building would be an effective way to reduce transmission of COVID-19. The Health Department does not recommend that buildings increase humidity levels to control COVID-19 transmission.

WHAT TEMPERATURE SHOULD THE WATER USED TO CLEAN HANDS BE SET AT IN BUILDINGS?

- Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. While soap and running water are both needed, hands can be cleaned using either warm or cold water, it does not matter, washing matters.
- For more information about hand washing, visit:
<https://www.cdc.gov/handwashing/show-me-thescience-handwashing.html>

FOR MORE INFORMATION AND SUPPORT

- Visit <https://www.canada.ca/en/health-canada.html> for additional resources and information.
- If you are feeling anxious, stressed or overwhelmed, connect with trained counselors at <https://www.anxietycanada.com> or telephone 604.620.0744.

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