



Dear Tenants,

With the emergence of Covid-19, this has become an extremely uncertain and stressful time for many of us.

We genuinely care about the health of our tenants, staff and community. To help control the spread of Covid-19 in our community we will be carrying out ongoing changes to our procedures to help mitigate the risks associated. We are reinforcing proper hygiene protocols with all our staff and have begun limiting contact whenever possible.

Our head office, located at 1730 Regent Street, will be closed to visitors until further notice. We are however working and available by phone or email. We have prioritized maintenance duties with a heightened focus on cleaning and have postponed all non-emergency repairs until a later date.

We, like everyone in our country, look to our federal and provincial leaders for guidance at this time.

One way we can help is by letting you know of programs the Federal and Provincial Governments have introduced to help all Canadians in need. A summary of what is available and action you can take can be found below.

Another way we can help is by working directly with those that feel they need assistance above what the government is providing. If that is you, please contact your Resident Manager via phone or email to discuss how we can help.

Employment Insurance (EI) – The one week waiting period is being waived for those confirmed with COVID-19 and unable to work. Applicants will be required to meet the medical evidence requirements and complete an application with your provincial EI agency, before being considered eligible for sick benefits. More information is available by [clicking here](#).

Emergency Care Benefit – This benefit will provide up to \$900 every two weeks for up to 15 weeks for workers who are staying home because they are sick, quarantined, in isolation, or caring for someone who is sick. More information is still be released by the government on the CRA website.

 1730 Regent St. Unit #5, Sudbury, Ontario P3E 3Z8

 705-523-1000

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Canada Child Benefit: Those receiving the Canada Child Benefit will see a temporary boost in the coming months.

GST Credit Supplement: For Canadians who are eligible, the government will provide an additional supplement

We remind you to please take care during this time and heed all the advice put forth by the country's medical experts. We ask that you continue to follow all the best practices concerning handwashing, social distancing and self-isolation, if needed.

In the coming days and weeks, we will continue to keep you updated with any changes suggested by the government and Health Canada.

New Action from Zulich Enterprises Limited:

- **Remote working for off-site staff** – As of Monday, March 23, all off-site staff will be working remotely. We have taken the steps required to make sure staff members are fully accessible from their remote work locations to ensure we can continue to operate and provide the service that you expect from Zulich
- **Suspension of non-essential occupied unit service** – Building staff will only be conducting essential service in occupied units. All non-essential service will be postponed until further notice.
- **Updated essential services** – We are working with our suppliers to determine if there will be any change to essential building services (e.g. snow removal, garbage pickup, recycling pickup). We will let you know of any changes to these services as we become aware of them.
- **Amenities reduction and cancellation of tenant events** – To help limit the amount of person-to-person contact in our buildings, all amenity spaces (such as fitness facilities and party rooms) are closed until further notice. Additionally, all tenant events are postponed until further notice.
- **Reduced one-to-one contact** – While our on-site offices will continue to operate during this time, we ask that you connect with your Resident Manager by phone or email. Most days, the offices are a hub of activity with many tenants stopping by to say “hello”, but during this time of social distancing, this is the best approach to ensure the health and safety of our tenants and staff. Your Resident Manager will respond to all inquiries received, but some repairs may be delayed until the pandemic has passed.

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