

Friday April 24, 2020

Dear Residents,

While the COVID-19 situation continues to evolve, we remain committed to your personal safety and wellbeing. We continue to have no confirmed cases of COVID-19 in any of our buildings and have maintained our stringent sanitization and social distancing guidelines. In the near future, we'll be rolling out some programs to help you feel connected and healthy during this unique time. We remain focused on supporting you as our resident.

As a reminder, here are some of the steps we've taken to boost your experience:

- Last week we moved everyone to premium internet, free of charge. This service, valued at \$15/month, provides you with even faster internet speeds and the ability to register additional devices. We know great internet is important now more than ever and want this to be one less thing for you to worry about.
- We have closed all spaces that have historically been used for social gatherings. As restrictions lift, we will roll out a plan that allows for limited use of these spaces with social distancing in place. Stay tuned for more details on this launch.
- Most office requests have been moved online. While our physical office is operating at reduced hours, we remain open during normal business hours Monday-Friday by phone and email
- Additional cleaning has been arranged for all common touch points throughout the building. All elevator buttons and landings, door handles, call panels, vending machines and other shared items are being sanitized every hour.

Undoubtedly, our day to day operations have changed, but your experience as our resident remains our top priority. You can trust that we are doing everything within our power to ensure a safe, positive and healthy environment for you.

While this is an unprecedented event, our work remains focused on you, our student. If you have any questions or feedback about our management of COVID-19, please reach out to your General Manager directly. They remain available and happy to help as needed.

Sincerely,



Brad Williams,
Vice President, Operations
Canadian Student Living