

June 2020

Dear Future Resident,

We're excited to have you join us this Fall!

There's no doubt that your semester will be different compared to past years. We understand the unique position you are in, wanting to continue your Higher Education while some in-class experiences are put on pause. We have been working behind the scenes to find new, innovative ways to support you during this unique time. Here are some things we're doing to make our building the best place to complete your studies in:

- We have complimentary upgraded everyone's internet to premium. This service, valued at \$15/month, provides you with the fastest 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 a plan in place to practise social distancing in shared spaces. When you move in, you'll receive instructions about how to access shared areas like the gym or study rooms in a safe fashion.
- We're sourcing reusable masks and "COVID keys" to complement our regular swag items. This means if you lose your mask – we've got you covered for free! Don't want to touch door handles or elevator buttons? Use your "COVID key!"
- Our office remains open and ready to serve you. We have some in-person hours daily and full business hours Monday-Friday by phone or 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. We are confident in our stringent sanitization and won't compromise on your health and wellbeing.

Undoubtedly, student housing looks a bit different than it did a few months ago, but your experience as our resident remains a top priority. You can trust that we are doing everything with 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