



## Further response to COVID-19 (coronavirus)

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March 18, 2020

To our Valued Clients,

The number of COVID-19 cases has increased within Canada and doubled as of today in our province of Saskatchewan. The KODIAK Property Management executive team and staff have had several meetings and conversations over the past week. These meetings and conversations have been essential in developing a plan to ensure our clients are being served with minimal disruption in our day to day services. As well as ensuring our clients, staff and families are safe and healthy.

After the Prime Ministers address today and with Saskatchewan declaring a state of emergency, the final decision was to close our office doors to the public. As the Prime Minister has suggested all Canadians work from home to help to flatten the curve. With this we will have all office staff working from their homes. With the exception of our receptionist she will be in office to direct calls, and receive mail. Keep in mind the office is not open to the public so if you need to complete a payment, you may drop to off in our 24 hr mail slot, or follow the suggested methods below:

### **Residential Clients**

If you would like to make a rent payment, we ask if you could please send via EFT. If you need help to set this up please contact our office, or contact your property manager directly. Further to this if you are unable to pay by EFT, we will be accepting cheques and money orders deposited thru our 24 hr mail slot.

### **Condominium Corporation Clients**

As for the collection of condominium fees, if you have been set up on Pre Authorized Payments these will remain as usual. If you are not set up with Pre Authorized Payments, we ask that you please set this up with our office. You may contact our office to get the forms to complete this. Further to this if you are unable to pay by PAD, we will be accepting cheques and money orders deposited thru our 24 hr mail slot.

### **Communication**

If you have any questions related to your property, it would be our pleasure to continue serving you in any of these convenient ways:

- 1) Website [www.kodiakpropertymanagement.ca](http://www.kodiakpropertymanagement.ca) and submit a maintenance request by clicking the link in the bottom right
- 2) Email us at [hello@kodiakpropertymanagement.ca](mailto:hello@kodiakpropertymanagement.ca) and explain your issue
- 3) Phone our 24hr line [306-522-6080](tel:306-522-6080) and speak to a Kodiak representative

### **Maintenance**

Our maintenance team is still currently operating as usual. With the exception of trying to refrain from entering units. This would be an exception if there is an emergency, or a scheduled service that is required to keep the property compliant and safe. You will notice that all maintenance staff will be following the

PPE by wearing masks, gloves and glasses. This is not just to protect our clients but to protect our staff. While still ensuring you the client is receiving our day to day services.

### **Further Information**

We are keeping up with the guidance of the World Health Organization, Health Canada and provincial and local health authorities related to travel, quarantine, meetings and events, and we will be adjusting our precautions accordingly. For the most up to date information on prevention of COVID-19 please visit:

Government of Canada website at:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Provincial Government website at: <https://saskatchewan.ca/coronavirus>

City of Regina website at: <https://regina.ca/coronavirus>

Government COVID-19 Programs for assistance: [https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Supporting\\_Canadian\\_Business](https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Supporting_Canadian_Business)

Thank you again for your continued trust in KODIAK Property Management, these decisions did not come lightly. With that said even with our doors closed to the public, we are just a phone call, email or click away. Please understand you are all part of our DEN, and we are doing this with everyones health and best interests in mind.

We wish you, your families and loved ones all the very best.