

# PROCEDURE FOR SERVICE REQUESTS AND CLOSURE OF AMENITY SPACES

Dear Residents,

Following our message yesterday regarding the steps we are taking to ensure everyone's health and safety in the current situation, we'd like to inform you that we've decided out of precaution to temporarily close all of our amenity spaces throughout all of our communities with the exception of laundry rooms, storage lockers, bicycle storages and mail rooms which will remain open as extra precautions are taken to maintain their cleanliness. We thank you for your understanding.

We'd also like to keep our team members focused on taking care of our buildings and following all the necessary protocol that we outlined in our email yesterday. With this in mind, we'd like to ask that you limit non-urgent requests of our team at this time. We also request that you use either email or the resident portal on our website ([www.clvgroup.com/residentportal](http://www.clvgroup.com/residentportal)) to schedule maintenance requests.

Thank you for your cooperation. We will continue to keep you updated with further communications as needed.

Sincerely,



Mike McGahan  
CEO  
InterRent REIT and CLV Group

