



# Frequently Asked Questions.

*The answers to the questions we have  
been receiving from residents.*

1

**WHAT SHOULD RESIDENTS DO TO MINIMIZE THE RISK OF TRANSMITTING COVID-19?**

Avoid close contact with people – practice social distancing

Avoid touching your eyes, nose and mouth.

Stay home when you are not feeling well.

Wash your hands often with soap and water for at least 20 seconds, or an alcohol based sanitizer if soap and water are not available.

2

**IS THERE ANYONE IN THE RESIDENT SERVICE CENTRE?**

The Resident Service and Leasing Centre will be closed when management is onsite. During business hours management is available by phone and email. Our team has posted contact information on the Resident Service Centre entrance.

For after hours emergency, please contact 1 866 268 5761\*.

**\*For the residents of 400 Walmer, 50 Prince Arthur, College Park & 525 Richmond, please dial 1 833 330 7030 24 hours/7 days a week.**

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**WHY DID YOU CLOSE ALL THE BUILDING AMENITIES?**

As the COVID-19 virus continues to spread in communities across Canada, we have made the difficult but important decision to temporarily close all amenity spaces, with the exception of laundry facilities (if applicable) until further notice.

We will continue to keep you updated with our plans to reopen as the COVID-19 situation evolves. By closing the amenities it will not only limit the transmission of the virus but will allow the cleaners to focus on high traffic areas such as elevators, doors, lobby, etc.

“The safety of our residents and our staff is our priority.”

- GWL Realty Advisors Residential

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**CAN I STILL PLACE A MAINTENANCE REQUEST?**

We are making changes to the way we provide maintenance service in your suite. Before conducting maintenance in your home, we will be asking if you have recently traveled to a COVID-19 high risk area; been in close contact with a confirmed or probable case of COVID-19; or who feel unwell in any way. If you answer yes to any of these questions, we will be taking extra steps to ensure that you and our team are protected. This might require the attendance of an external contractor.

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**THE STAFF TOLD ME THEY ARE ONLY DOING MAINTENANCE FOR URGENT REQUESTS. WHAT DOES THIS INCLUDE?**

We would like to advise residents that our maintenance request volume is currently higher than usual due to the number of residents staying at home. As a result our maintenance staff will be handling maintenance requests based on urgency. Although these decisions will be made on a discretionary basis, they will include maintenance requests such as a flood, loss of power, lack of heat or essential appliance failure such as a refrigerator or oven.

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**WHAT CAN I DO TO HELP THE MAINTENANCE TEAM ASSESS ANY WORK I REQUIRE IN MY SUITE?**

They say a picture is worth a thousand words. If you are placing a maintenance request on the Resident Portal or by email, take a picture for us and attach it to the request.

This is a great way for us to assess the damage and ensure we will bring the right tools and parts required to complete the repair without having to leave and re enter your suite again.

For privacy reasons, we ask that residents only take a picture of the required repair and to be mindful to not include personal information in the photo.

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**I DON'T FEEL COMFORTABLE TAKING THE ELEVATOR.**

We ask residents to practice social distancing to reduce the risk of being exposed.

When possible, we recommend that no more than (2) people should be in an elevator at a time and if possible, please take the stairs.

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**WILL THERE BE REIMBURSEMENT BECAUSE I CAN'T USE THE GYM?**

Although we understand that residents may be upset that they have lost access to these facilities, the decision to close all building amenities, with the exception of the laundry room (where applicable) was made to protect you and our staff. As this was done with the health and well-being of the community in mind, there will not be a reimbursement.

Their closure will not only limit the transmission of the virus but will allow the cleaners to focus on high traffic areas such as elevators, doors, laundry room (if applicable), lobby, etc.

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**CAN I DO SOMETHING TO HELP MY NEIGHBOURS?**

Please consider your fellow residents during this time. There are ways to be a good neighbour to the elderly or infirm while maintaining social distancing. This could include doing a grocery run if they are unable to do so or calling them over the phone to provide a friendly voice of reassurance. For the safety of both our staff and residents, we encourage you to check up on one another while following the advice of public health officials. Always practice social distancing to minimize the risk of transmission of COVID-19.

“ It is at times like these when we consider our brand tenets – customer service, cleanliness, convenience and community. It is this last tenet – community – that we need to focus on right now. ”

- GWL Realty Advisors Residential

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**HOW DO I PRACTICE SOCIAL DISTANCING WHEN I AM USING THE LAUNDRY ROOM?**

Social distancing is a public health strategy attempting to prevent or slow the spread of an infectious pathogen like a virus. For this reason, we are directing our resources to keeping the most used common areas such as the laundry room clean and sanitized.

When using these facilities, try to keep a recommended 6-foot distance from other residents when you are not well, avoid using this amenity.

We recommend that you don't wait for your wash/dryer to finish its cycle. Track the time and come back down when it's done. Please be mindful that you collect your items in a timely manner to allow other residents the use of the machines.

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**ARE VISITORS ALLOWED IN THE BUILDING?**

We have posted signage at all entrances asking visitors to give thought to their need to enter the community if they have recently travelled to a COVID-19 high risk area; been in close contact with a confirmed or probable case of COVID-19; or who feel unwell in any way,

Please note these are simply precautionary measures to ensure the continued comfort and safety of our residents, their visitors and our employees.

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**SINCE TOILET PAPER IS SCARCE, CAN I FLUSH PAPER TOWEL DOWN THE TOILET?**

Flushing paper towels down the toilet can wreak havoc on the building's plumbing system. It can cause a flood that will affect you and neighbours below you. To avoid being faced with damage costs due to negligence, we ask residents to refrain from this practice. At first glance, it may seem like there's not much difference between toilet paper and paper towels but unlike paper towels, toilet paper is specifically designed to dissolve quickly inside your toilet. This feature cuts down on the likelihood of severe clogs stemming from ordinary use. Paper towels don't dissolve in water nearly as well due to their embossed surface. These are also the same traits that make paper towels highly absorbent.

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**HOW CAN I SIGN UP FOR THE RESIDENT PORTAL?**

As a resident portal member you will enjoy online access to check your account ledger “live”, submit and track online maintenance requests and receive important building announcements.

Visit our website at [gwlreresidential.com](http://gwlreresidential.com) and click on the resident portal tab on the top right hand corner to sign up.

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**GARBAGE AND WASTE MANAGEMENT**

Garbage and waste management will continue as normal. We will be taking extra steps to wipe down the handles of the waste chutes (if applicable) to keep them sanitized but we ask residents to wash their hands before they use the chute and after they return to their home.

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**CAN THE PIZZA DELIVERY PERSON COME UP TO MY SUITE?**

With increasing numbers of Canadians working from home or self-quarantining, delivery apps are bracing themselves for high volumes of orders, while facing pressure to up their safety protocols given that their couriers are handling food and coming into contact with customers.

To protect our communities, we ask residents to meet delivery services outside the main entrance to the building. Although we cannot enforce this request, we ask you to consider the safety of your neighbours and our staff.

**HOW CAN GWL REALTY ADVISORS RESIDENTIAL HELP DURING THESE DIFFICULT TIMES?**

As we navigate through these unprecedented times, we are thankful for the strong and trusted relationships we have with our residents in our communities across the country. We continue to maintain business operations to support our communities and continue to monitor the situation and communicate updates. We have increased services at all buildings to ensure a clean and safe environment. And as has always been our practice, we will consider the concerns of residents who may be experiencing difficult times. Should this be your situation, please contact your property manager so they may better understand your circumstances and discuss ways to help.



The government announced an \$82 billion COVID-19 economic stimulus. For residents that are interested in information on these programs and what aid is being offered, please click on an article from The Star [here](#).

Keeping you informed is our priority. Should you have any questions, comments or concerns, please do not hesitate to contact us [contactus@gwlra.com](mailto:contactus@gwlra.com).