



February 11, 2021

Dear Resident,

As you know, during the early morning hours of February 4th, 2021 we experienced a major water escape which, resulted in serious damage within both units and common areas.

At this time, we believe that approximately 85 units have been affected by this incident. While the investigation is ongoing, we have very good reason to believe this was an alleged act of vandalism and as such have filed a police report. Local authorities have commenced their own independent investigation. We encourage anyone with information to come forward. Any insight could be of assistance.

We understand that you are upset and frustrated and cannot imagine the inconvenience this has caused. We are working closely with Property Management, our construction manager TMG and many others to remedy this situation but as mentioned, the damage is extensive, and it will take time. If your unit has been affected by water damage as a result of this occurrence but has not been inspected, please report it to Property Management immediately.

Along with our insurance agents, we have brought in restoration experts to oversee the drying and remedial process. We understand that the drying process may be inconvenient and cause disruption to your daily life, but it is an absolutely necessary first step of the remedial process. We must emphasize that the drying process must be completed thoroughly before repair work may begin. The insurance agents and various trades will continue to enter the affected units during this period to check moisture levels and ensure the units are fully dry. Remedial work will begin as soon as drying is complete.

We will continue to communicate with residents throughout the repair period and will provide notice for suite access in advance as best we can. We ask for your understanding however, as there may be occasions when advance notice of entry is not possible. Your patience and cooperation is critical as we remedy this situation and we thank you in advance.

Residents of affected units are also reminded to contact their own insurance agents for damages to their personal contents, living expenses and/or any other expenses or damages that may be incurred beyond damages to the suite itself.



While we continue to deal with this unfortunate situation, we must also balance the unique challenges of the Covid-19 pandemic. We do not take this lightly and will work hard to ensure that all trades and anyone entering your suite or any of the common areas will take all precautions set out by public health authorities.

Should you or anyone within your household have any symptoms of Covid-19 please self-isolate and notify Property Management or the concierge desk immediately. Please also remember that gatherings beyond the members of your household are strongly discouraged. Minimizing unessential visitors will help keep our staff and our residents safe.

We appreciate your continued patience and understanding as we work through this situation. We will provide further updates as information becomes available.

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Sincerely,

Maria Crignano
Vice President, Customer Care