



## IMPORTANT NOTICE

March 17, 2020

As the situation around the COVID-19 pandemic evolves, we at Dwell Property Management are taking measures to protect health and safety of our employees, clients and their families while at the same time continuing to provide the services that you depend on.

**First, take care of yourselves and your families.**

You can find all the updates & health information that you require by following the links at [www.gov.bc.ca](http://www.gov.bc.ca)

**Second, we are here for you.**

We have long had systems in place that permit 100% of our staff to work remotely so that we can continue to provide service to you. You can continue to reach us through your property's website, by email and by calling your property manager's direct line – please note that we are prioritizing incoming requests and will work diligently to return your call or email as quickly as possible. As a service provider, we are monitoring our network and systems closely, and our property managers and after-hours emergency centre remain ready to respond and support.

For building emergencies that may result in property damage, please call our office main line at 604-821-2999 press "5" to have your property manager paged. As always, call 911 for life & safety emergencies.

**Third, we are taking measures to help contain the virus and protect our communities.**

Until further notice, our doors will remain closed for walk-in clients, couriers and vendors/customers. If you have cheques, money orders, correspondence, keys etc please put in an envelope and drop in the mail-box located at our south entrance (unit #270). Parcel deliveries (large ones that do not fit the drop box) may be left at the door of suite 170 during office hours weekdays from 9:00 am to 5:00 pm only.

Our thoughts are with those most impacted by COVID-19, and we thank healthcare professionals, public health organizations, and other front-line workers for their tireless efforts to "flatten the curve".

Together, we will get through this challenge. We remain committed to serving our clients and communities.

Andrew Seaton & Ken Armstrong  
DWELL PROPERTY MANAGEMENT