

[Logo/Letterhead]

[Date]

Dear Resident [or insert Name],

Thank you for following the advice of our governments and public health agencies. We must work together in order to slow the spread of the virus. Please continue your efforts to prevent infection of yourself and others.

Building staff have been working tirelessly to clean and disinfect in our efforts to keep you and the broader community healthy. To practise physical distancing, they are often working at odd hours, when the likelihood of encountering residents is minimal.

We [Company] know you may be experiencing financial difficulty at this time due to the COVID-19 pandemic. Let [Company Name] know your situation and we can work together to develop a plan to meet your rental obligations to ensure your housing is secure. Please contact _____ as the first step. We [company name] have created a Rent Arrears Repayment Plan to assist you through these difficult times.

The Government of Canada recently proposed financial assistance measures in response to the COVID-19 pandemic. Please review the various programs available being offered:

- [Federal COVID-19 Economic Response Plan](#)
- [Federal Benefits & Services](#)
- [Employment Insurance Fact Sheet](#)
- [Employment Insurance & Sick Benefits - COVID-19](#)

We thank you and all our resident for your patience, understanding and cooperation as we work through this together. During these unprecedented times, please stay safe and continue to be kind and respectful.

Yours truly,

[COMPANY]