

March 19, 2020

**RE: An Update to Our Valued Clients - COVID19 (Coronavirus)**

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At Real Estate 360, we are committed to working with our community to flatten the curve of the Covid-19 epidemic. Our top priority is the safety and wellbeing of our managed properties and all who live and work within them. We are taking the steps recommended by our National and Provincial Health Authorities and to this end, we have implemented the following:

**Face to Face Meetings**

While our office is closed to walk in traffic, for now at least we continue to have a few staff on hand in the office to assist many of our employees who are working remotely to keep operations running as smoothly as possible. During this time contact information for our employees will remain the same. Your Real Estate 360 team will continue to work closely with you to meet all the deadlines as usual. Our staff will continue to visit the properties to deal with critical issues but will be practicing physical distancing.

All the technologies needed are in place to allow us to maintain physical distancing while still working closely with you. Face-to-face meetings will be replaced with conference call or virtual online meetings.

We are fully committed to physical distancing but will remain in close contact with you, our communities, our teams and our suppliers.

**Sanitation Protocol**

We have initiated a robust cleaning protocol for all touch point areas of the buildings, and have closed community rooms, boardrooms, fitness rooms etc. until the virus is under control. This will aid in social distancing at the properties and allow our staff to focus on those areas most in need of regular cleaning and sanitizing.

If necessary, we have access to a high-grade disinfectant service should a confirmed case of the virus be identified in one of our properties. Due to the depth of our organization, we have access to additional suppliers and operating staff, as required.

## **Paper Documentation**

Where possible we are limiting paper documentation and request all our Clients to work with us to share information digitally.

We continue to direct everyone to the following websites for important and up to date information and best practices related to COVID-19.

<https://novascotia.ca/coronavirus/>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

We assure you during this period, we are actively engaged in taking all reasonable steps to deal with this evolving situation. Real Estate 360 greatly values our partnership and your understanding during this time.

The health and well being of our clients and our colleagues are our top priority. If you have any questions about this or any other matter, please do not hesitate to reach out to us.

Sincerely,  
Michael A. Bird, CPM  
President  
Real Estate 360 Property Advisory Limited