



Kay Four Quarterly

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Spring 2020

Coronavirus (COVID 19) and You

We take the health and safety of our tenants and staff very seriously. The recent outbreak and quick spread of the Coronavirus or COVID 19 brings with it some very real concerns for all of us.

Medical authorities suggest the following regarding your personal behavior:

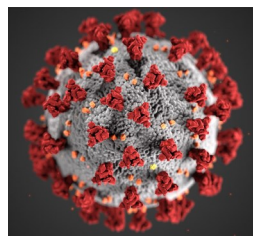
- Wash your hands frequently.
- Cough or sneeze into your arm, not your hands.
- Avoid contact with people who have a fever, or are coughing or sneezing.
- Avoid touching your face.
- Disinfect surfaces regularly using a chlorine bleach solution.

Your lease includes a regulation that states if you believe you may be ill with any contagious or infectious disease, including coronavirus or COVID 19, you are obliged to be "treated immediately in accordance with standard medical procedures and/or with laws and regulations in force relating to such diseases."

This means:

- Follow steps in point 1 above.
- Isolate yourself and your family in your apartment or go to the hospital.
- Take your temperature regularly. If it is above 39C or 102F, go to the hospital.
- Cover your mouth as you enter or walk through hallways or staircases, enter the laundry room or enter the lobby area.
- **Inform your Resident Manager or the office so we can take precautions should we need to enter your suite.**
- Maintain a distance of 2 meters (six feet) from others.

If in doubt, call Health Links at 204-788-8200



Respect your Neighbours

Living in an apartment building comes with neighbours around you which means that some noise is to be expected from them. It also comes with the moral and legal obligation to keep this noise level reasonable.

Recently we have been receiving more noise complaints than usual. The following explains a bit about your obligations, our obligations, and how we can work together.

The City of Winnipeg has a noise By-law which calls for reduced noise between 11 pm and 7 am but that is only one rule that we all live under.

You also must abide by your Tenancy Agreement and the Residential Tenancies Act (RTA).

Your Tenancy Agreement reads: "The Tenant will not cause a Nuisance or Disturbance to other Tenants staff or guests." (Part 10)



Section 73 of the RTA reads "A tenant shall not unreasonably disturb, or allow another person the tenant permits in the residential complex to unreasonably disturb, (a) the enjoyment for all usual purposes of the residential complex or any other rental unit by the landlord, another tenant or occupant of the residential complex, or a person permitted in the residential complex by any of those persons;"

This means, for example, that playing your television or sound system very loudly such that it can be heard in neighbouring suites is a disturbance. However the sounds of people walking in suites during daylight hours is not likely considered a disturbance.

Any noise that can be heard between suites after normal hours which we deem to be 10PM, not 11 pm, is likely a disturbance. We also ask that tenants not make undue noise before 7AM on weekdays and 9AM on weekends.

If you believe a neighbour is too loud do not just call or e-mail our office. Please contact your on-site Resident Manager to confirm the disturbing sounds. We can not take action without confirmation.

If neighbours use common sense and respect each other we can avoid dealing with disturbances.

Spring Hints & Tips



- Hall carpets are being cleaned again this year. Help us keep them clean by wiping your feet on the entrance mats. Bicycles should be carried down halls, not rolled or ridden. Watch that your tires don't mark the walls in the staircases.
- Fire doors are not to be propped open. This is against fire regulations and can damage the doors. Keeping the doors closed can save your life.
- Take the time to read our laundry room signs. Be considerate of your neighbours and caretakers. If you are having problems with the laundry equipment please call Coinamatic at the number posted in the laundry room.
- Please place only recyclable items in the blue recycling carts. Don't put plastic bags in the carts; they are only recyclable at your grocer.
- If you see non-tenants dumping furniture, etc. into or beside our out door garbage bins, and are able to note a license plate # and/or car description, please call it in to us.
- Do not use air conditioners when the outside temperature is below 15 C (59 F). Turning them on when it is colder than 15 C will damage their motors and compressors.
- Please call ahead and make an appointment if you need to visit your property manager or a senior manager at our office. They speak with several tenants and suppliers daily. Help them manage their time and provide you with the attention you need by making an appointment in advance.
- Many of our tenants have taken advantage of our Pre-Authorized rent payment program. You can too. Sign our form to save time, effort and paper—no more cheque writing or running to the bank. Your rent will be withdrawn from your selected bank account on the first day of each month.

Our Office Team

Many of you may not be familiar with our office staff who look after your apartment building and your suite. We are very proud of these very professional folks. They are approachable and friendly and look forward to speaking with you and addressing your concerns.

Ingrid or Lynn are usually the people who answer the phone and can answer most of your general questions or direct you to a manager for more advanced questions.

Receptionist:	Ingrid	Lease Clerk:	Lynn
Assistant property manager:	Tammy	Accounting:	Sol and Avrom
Senior property manager and maintenance manager:	Murray		

Property managers:

Trish looks after 455 Leila, 390 Partridge, 1075 Andrews, 311 Partridge and 1035 Powers (West Kildonan), 3233 Silver and 234 Moray (St. James) and 66 Morrow (St Vital).

Christine looks after 20 Pipeline, 1225 Jefferson, 1245 Jefferson, 9 Mandalay, 15 Mandalay (The Maples), and 611 Jefferson (Garden City)

Senior managers: Geoffrey, Avrom, Murray and Sam

Please call or email our office with any questions. Our office phone number is 204-339-0461 and email questions should be sent to info@kayfour.ca

You can also use our website www.kayfour.ca to review our property information, submit questions or for additional information about renting an apartment in Winnipeg.

Please remember to call or e-mail our office to follow up if you have requested maintenance which seems to have been missed or is taking too long to complete.