



Kay Four Quarterly

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September 2020

Our Covid 19 Heroes

Hopefully you have been healthy and will stay healthy while the Covid 19 pandemic has changed our way of life. Due to Covid 19, we have changed the way that we operate to ensure that we keep our residents, staff, suppliers and guests safe.



We thank all of our heroes, the resident managers, maintenance team, property managers, and office staff who have adapted and who spend far more time every day than in the past cleaning, sanitizing and working to keep our residents safe.

We will continue to work hard on maintaining our properties as safe places for all of our residents and staff as the fall weather approaches.

We thank all of you who wear masks and wash your hands regularly, and follow all directives of our public health authorities. By doing so you keep yourself and everyone around you safe from Covid 19.

Let's keep up the good work and all be Covid 19 heroes. By working together we will defeat this pandemic.

For Your Safety & Convenience

Please do not leave valuables on your balcony, in your locker or in your vehicle. It is not unheard of for thieves to climb up buildings just to steal a bike or other valuable items. The same is true for your locker. We are reading of gangs roaming your neighbourhood trying to open car doors and stealing the contents.

For a variety of safety reasons donated items should not be left in hallways or common areas including outside of the building. They can be fire hazards, attract pests and, in these days of Covid 19, could pose a health risk.

Your Tenancy Agreement indicates that every person living in your suite must be registered with our office. We love to welcome new born babies and other additions but we need their names and ages. Every adult resident added to your suite must apply on our standard form (available from your resident manager) and be accepted. We also remind tenants that there is a limit of three people living in a one bedroom suite and five people living in a two bedroom suite.

We occasionally receive disturbance complaints from tenants. If you have a neighbour whose actions are disturbing you please contact your resident manager to verify the disturbance while it is happening. We cannot act on complaints unless they are verified by the Resident Manager at the time they happen.

Fridges and freezers work best when they are not over-filled and when you take the time to clean the coils. The photo to the right clearly shows the difference between dirty and clean coils. Please do not overfill the fridge or freezer and make vacuuming the fridge coils part of your fall and spring cleaning.

In the same vein regularly clearing the dust from your fan covers in your bathroom and kitchen improves the air circulation in your suite and reduces humidity. Please clean them regularly.



Rent Freeze Ends September 30, 2020

We have been advised by the Residential Tenancies Branch (RTB) that the rent increase freeze due to Covid 19 starting in April, 2020 will expire on September 30, 2020. Late fees can also be charged on unpaid October, 2020 and later rent.

Please begin to pay the rent amount indicated in your lease as at October 1, 2020 regardless of whether or not your rent increase was frozen between April 1, 2020 and September 30, 2020. Please note that any rent which is not paid on time starting October 1, 2020 will be subject to normal late fees.

Tenants paying through Pre-authorized debit will have the correct rent amount withdrawn. Other tenants should refer to their Tenancy Agreement or any separate notice we have sent to them for the correct amount of rent to pay on October 1, 2020.

Please call our office at 204-339-0461 or the RTB if you have any questions about the rent increase freeze.