

COVID19 Management Services Update

March 13, 2020 - We are currently reviewing our business plan in order to ensure the continued delivery of management services to your community during this time of uncertainty.

Our current focus is around staffing levels, large gatherings such as AGMs and ensuring your community receives quick and accurate information. Please understand that as things progress, changes to how we maintain services will be forthcoming. We ask that you read this memo in its entirety, paying particular attention to our communication recommendations below.

We ask that you please print the attached memo and poster and put up in your building. We will also be emailing the owner memo out and posting it to the Loop.

Public Health Information

It is important that you know where to go for the latest and most accurate health information regarding COVID19. While we will help Council communicate anything emergency-related or specific to your building, we think it is important to leave the health advice to the health professionals. We have created a poster for your building with basic hygiene and instructions on where to find accurate information, otherwise we suggest that anyone visit the following sources for outbreak updates:

- [Government of Canada](#)
- [BC Centre for Disease Control](#)
- [Vancouver Coastal Health](#)
- [World Health Organization](#)

Our Staffing Plan

We have started rolling out a phased and optional work-from-home plan for our staff, as per the government's recommendations that British Columbians employ social distancing. Our staff continue to provide management services during this time.

Large Gatherings and In-Person Meetings

Our Ministry of Health is currently advising British Columbians to avoid large gatherings to help reduce the spread of COVID19. It will be up to Council to determine whether to proceed with

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scheduled AGMs or Special General Meetings (SGMs). We are currently working on a plan for hosting meetings live online to avoid close contact. We will be discussing this plan with you and communicating it as required.

Paying your Fees

As owners need to pay their strata fees, fines or any other charge, we are strongly encouraging them to sign-up for Pre-Authorized Debit (PAD). If they are not currently set up for PAD, we suggest they fill out the form and return to us. It can be found on our website tribemgmt.com under [Documents + Forms](#). In the event of a mail delay or other affected services, this will help ensure the strata corporation receives timely payments.

Don't Miss Important Updates or Community News

No matter when and where you are, it is important that you know the latest updates regarding your building. If our staff become sick, or your community has an outbreak we will not be sending people to your building to post communication. The most immediate and effective means of communication will be through your bazinga! online community. Please ensure the following:

- We have a current email address for you
- You activate your account for your bazinga! Community Platform

We will be posting all communication through bazinga! Community Platform. Visit our website tribemgmt.com, go to the Community Login tab and bookmark this page.

Questions or Concerns

Thank you for your patience and cooperation in this matter. We strive to provide community management with heart. Please contact your Community Manager or our Managing Brokers with any questions or concerns.

Managing Brokers

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The Tribe Team