



August 2022

Dear Future and Current Residents,

We're excited to have you join us this Fall!

These past 2 years have been challenging for many, especially those pursuing higher education. Throughout the COVID-19 pandemic, we have remained focused on how best to serve our students and their education goals. In the last year our properties have been transitioning to what it means to "live with Covid" and improving our day-to-day operations with this in mind.

Many of the pandemic response initiatives have had a positive impact on our community and will remain in effect long-term. These include:

- Increased sanitization in high touch point areas such as elevator buttons, door handles, call panels, vending machines and other shared items.
- Rescheduling non-essential work orders if a resident is sick in an effort to reduce transmission.
- Significantly enhanced internet infrastructure to respond to the the increasing needs of reliable video conferencing and online proctoring.
- Improved methods of virtual communication, including video meetings with property staff, online leasing, text messaging support, and online work order submissions/tracking.

As always, we will take the direction of local public health units to determine capacity restrictions in shared spaces. We will comply if asked to temporarily close amenities such as the fitness studio or group study spaces. Since we operate in numerous communities across Canada, we will target our response to the needs at each building and community we operate within.

Student housing has changed during the pandemic, but many of the resulting initiatives have had a positive and lasting impact on our communities. Moving forward, we will continue to respond as needed while balancing the needs our communities and student stakeholders. We look forward to moving into the future together.

Sincerely,

Brad Williams,
Vice President, Operations
Canadian Student Living