

# NOTICE TO ALL OWNERS & RESIDENTS

## FREQUENTLY ASKED COVID-19 QUESTIONS (FAQs)

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**Q1. Do I still need to pay my Strata Fees?**

A1. Yes. The strata corporation has operational expenses that need to be paid and Strata Fees are the main source of revenue. These financial obligations must be met for the strata to operate and for service providers to attend to the property.

Strata Fees remain payable on the 1<sup>st</sup> of each month.

**Q2. Why have my common facilities (gym / amenity room) been closed?**

A2. Common facilities have been closed to promote social distancing as recommended by the government and health professionals. In addition, there are limited cleaning supplies available and cleaners must focus on high touch areas (elevators, garbage rooms, door handles, etc.). Lastly, insurers have recommended such closures due to liability concerns.

**Q3. Will trades & site staff continue to service the property?**

A3. Wynford has been in communication with the trades and is receiving continuous updates. At this time, many vendors fully operational (waste removal, mechanical, etc.); however, many trades will not access units for non-essential work (dryer vent cleaning, fire inspections). With that said, trades are committed to 24/7 emergency services should there be a fire, flood, or urgent repair.

Site staff will continue to attend the properties, and Wynford has requested contingency plans should further social distancing restrictions be imposed. Other Provinces have deemed residential and commercial property services as essential, and BC will likely do the same.

**Q4. Will I find out if someone in my building tests positive for COVID-19?**

A4. No. The BC health authorities will not be notifying strata managers or Residents of positive cases. Residents that are sick will be instructed to follow the health guidelines and self-isolate in their units to limit the spread of the virus.

<https://www.cbc.ca/news/canada/british-columbia/why-isn-t-b-c-sharing-the-location-of-covid-19-patients-1.5505441>

**Q5. Can COVID-19 be transferred through the ventilation system?**

A5. Very unlikely. Although we are not experts, there have been studies that suggest the virus rarely exists as an aerosol and is predominantly spread through droplets which would not be transferred through the HVAC system.

<https://www.statnews.com/2020/03/16/coronavirus-can-become-aerosol-doesnt-mean-doomed/>

**Q6. Can disinfectant wipes be flushed down the toilet?**

A6. No. Even if the wipes state that they are flushable, they have been shown to cause issues in the plumbing and cause backups. Do not flush wipes or paper towel down the toilet.

<https://www.cnn.com/2020/03/20/us/wipes-flush-toilet-pipes-wellness-trnd/index.html>

**Q7. Is my strata corporation still holding Council & General Meetings?**

A7. Council Meetings: Many stratas are holding their council meetings electronically. In some cases, meetings are being postponed.

General Meetings: The Real Estate Council of British Columbia (RECBC) and the Condominium Home Owners Association (CHOA) are recommending that general meetings be postponed. In most cases, General Meetings do not promote social distancing. In situations where a general meeting is necessary, they are recommending a limited proxy meeting.

[https://www.choa.bc.ca/wp-content/uploads/600-014-Managing-coronavirus-Risks\\_March-16-2020.pdf](https://www.choa.bc.ca/wp-content/uploads/600-014-Managing-coronavirus-Risks_March-16-2020.pdf) & <https://www.recbc.ca/about-us/media/news/recbc-recommends-temporary-end-open-houses-strata-agms>

**Q8. How can we practice social distancing at our property?**

- Restrict the number of people in the elevator to 4 people or fewer at a time.
- Take the stairs, if possible.
- Take garbage & recycling out during non-peak hours.
- Limit the number of guests and deliveries.

**Q9. As a Resident, what can I do to help my strata corporation?**

- Seal garbage & recycling completely (especially tissues, and hygiene products)
- Practice social distancing (elevators, lobbies, etc.)
- If you are sick, stay in your unit.
- Be respectful of your neighbours. Limit noise transfer and other nuisances.

**Q10. Is The Wynford Group Office open during this time?**

A10. Although Wynford is fully operational, our offices are closed to the public. All of our managers and support staff are working remotely as much as possible. Should you need to contact our office for any reason, we recommend phone (604-261-0285) or email ([property@wynford.com](mailto:property@wynford.com)).

As a proactive measure, if you have not already done so, we ask that Owners and Residents sign up for online communication via the web portal at [portal.wynford.com](http://portal.wynford.com). If your property is not on the Wynford portal, send an email to [records@wynford.com](mailto:records@wynford.com) with your contact information.

THE WYNFORD GROUP  
Managing Agents for  
The Strata Corporation

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