

Valley Highlights

MYER CHERNEY HOLDINGS LIMITED

May 2020

Happy Mother's Day!! – May 10th, 2020

Challenging Times... This has been quite a trying couple of months as we try to adjust to some form of normality during the COVID-19 Pandemic. Myer Cherney Holdings Limited wish to thank all of their tenants (and our staff) for their understanding and great efforts in trying to prevent the spread of this potentially life-threatening virus. We understand that emotions are running high, and do ask that Tenants please respect others and remember to keep a minimum 6ft distance from one another.

Requests from Tenants... Our office has received some requests from tenants to put the picnic tables out at Valley High for tenants to sit at. Unfortunately, at this time we will not be putting the picnic tables outside or reopening the lobby lounge, as we feel it will only encourage tenants to visit amongst each other and not practice safe social distancing. We apologize for any inconvenience this is causing, but the safety of all our tenants and staff are our top priority.

Tenant Emergency Contacts... Our office has been updating Tenant files, more specifically the Emergency Contact Information. No one truly knows when an emergency may occur which might require our office to contact someone on your behalf. Therefore, to ensure the accuracy of our records, we are requesting that ALL tenants please take the time to complete the Tenant's Emergency Contact form, attached to this Newsletter and return it to our office. Thank you for your cooperation!!

Noise Complaints... We realize everyone is feeling the effects of being cooped up in their units and want to get out. Please refrain from permitting your children to run up and down the common hallways, as it disturbs other tenants. Remember that there are other tenants living in the building, so please be mindful and respectful of them.

Disinfecting Surfaces... Please refrain from wiping down any common areas with your own disinfecting products especially the elevator buttons, as you could cause irreversible damage and/or a serious electrical malfunction. Our staff members are diligently working and continue wiping / disinfecting these areas on a regular basis.

Air Conditioner Units...

Air Conditioning season is now upon us!! If you have in previous years installed a mobile air conditioner, you will automatically be charged the \$200 seasonal fee for 2020 unless we are notified otherwise. As a reminder, *we DO NO prorate this charge based upon your usage.* Operating costs for Valley High 2 continue to increase annually, yet this fee has remained the same for over 20 years. Tenants that require assistance installing their portable air conditioner may request such by submitting a maintenance work request to the Valley High 2 office. To ensure the safety of our staff and others, our maintenance team will be following a COVID-19 pre-screening procedure prior to entering a tenant's unit. We ask that you please be patient with our staff and maintenance team. Thank you!

No Parking at Front of Building...

We have had complaints and concerns about people parking in front of the building in the turn-around. This is a *NO PARKING* zone and vehicles are strictly prohibited from parking there. We will be monitoring this area on a daily basis and any vehicles found to be illegally parked there will be subject to being ticketed and towed at the owner's expense. This area is for emergency vehicles, and must be kept clear at all times. Please remind visitors, medical and food deliveries and, homecare service staff to park in the appropriate designated spaces, being either "Short Term" or Visitor parking spaces. Vehicles parked illegally **WILL** be ticketed and/or towed away at the owners own expense.

May generator testing...

Scheduled testing of the generator will take place twice in May; the 6th and the 20th. Please keep your doors and windows shut and refrain from using the exits at the southwest end of the building.

Laundry Room Etiquette...

Our office received a written complaint that on Wednesday April 22nd at approximately 2:45pm it was observed that there was one tenant using six dryers at all at one time. As a reminder, there are 132 units within Valley High 2, and one tenant using multiple washers and dryers all at once restricts the ability for other tenants and / or caregivers to do their own laundry. This is completely unacceptable and disrespectful to other tenants. Please refrain from using multiple machines at one time, and we request that tenants and / or caregivers limit their use to only two (2) machines at one time.

May Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday
				1 8:00am - 10:00am
4 Closed	5 4:00pm - 6:00pm	6 10:00am –12:00pm Generator Testing	7 8:00am – 10:00am	8 Closed
11 8:00am – 10:00am	12 10:00am–12:00pm	13 Closed	14 Closed	15 4:00pm – 6:00pm
18 Closed Victoria Day	19 Closed	20 4:00pm – 6:00pm Generator Testing	21 10:00am-12:00pm	22 8:00am – 10:00am
25 Closed	26 8:00am – 10:00am	27 4:00pm – 6:00pm	28 Closed	29 10:00am–12:00pm