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| |  | | --- | |  | | March 26, 2020 Tenant Newsletter | |  |   A close up of a sign  Description automatically generatedCASA Rental Management   |  | | --- | |  | | **TENANT INFORMATION** | |  |   **There is a lot of misinformation out there regarding your monthly rent payments.**  **According to your residential tenancy agreement your rent is still due on the**  **first of every month.**  **Your homeowners still have bills to pay and are expecting the rent owed to them to be paid.**  **Although we represent the Owner’s we respect that these are trying times for Tenant’s as well.**  **Here are some of the available links that are available to you, however it is up to you to arrange for any financial help you require.**  [**https://www.canada.ca/home.html**](https://www.canada.ca/home.html)  [**https://www.bchousing.org/home**](https://www.bchousing.org/home)  [**https://www2.gov.bc.ca/gov/content/home**](https://www2.gov.bc.ca/gov/content/home)  [**https://bcrentbank.ca/**](https://bcrentbank.ca/)  **While the State of Emergency is in effect, please note that emergency repairs will be done on a priority case by case basis.**  **If you require a repair, please be patient, your property manager is doing their best to get your repair attended too. Availability of parts, appliances etc. are difficult to access as many suppliers are closed at this time.** |  | |  | | --- | |  | | If you have any questions or concerns, contact your  CASA Property Manager  Scott Taylor  Property Manager  [scott@casarentals.ca](mailto:scott@casarentals.ca)  604-445-8769  Nikki Durham  Property Manager  [nikki@casarentals.ca](mailto:nikki@casarentals.ca)  604-445-8767  Brad Thain  Property Manager  [brad@casarentals.ca](mailto:brad@casarentals.ca)  604-445-8763  **For after-hour emergencies call: 604-273-6801**  A close up of a sign  Description automatically generated**CASA Rental Management**  110 - 6086 Russ Baker Way  Richmond BC V7C1Z2  [info@casarentals.ca](mailto:info@casarentals.ca)  **\*a tradition of trust since 1979\*** | |

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| **WELCOME SCOTT TAYLOR!**  **We would like to welcome our newest property manager to our team! Scott is great addition and will be contacting his tenants shortly.**  **WATER SHUTOFF**  **Locate it and remember where it is if there is ever a serious leak. The shutoff is almost always near the perimeter lower level and not the central part of your home.**   * **Toilet - the valve is usually on the wall where the toilet is or below the bowl** * **Sink - Underneath the sink in the cabinet, there will be a shutoff valve** * **Washing machine - There are usually 2 valves, and sometimes a lever** * **If you are in a Strata contact your building manager who should know where the shutoff is.**   **KNOWING WHERE AND HOW TO STOP A LEAK CAN HELP PREVENT EXTENSIVE WATER DAMAGE!**  **TRYING TIMES - GOOD NEWS STORIES**  Every night at 7pm in Vancouver, everyone downtown applauds the shift change at St Paul’s Hospital, thanking our care workers and front-line staff  Many companies are increasing pay for their front-line workers that are out there stocking shelves, sanitizing stores so we have what we need.  Senior hours at stores and free delivery from many companies  Hiring! Lots of companies are hiring to handle the overload of Taking orders, packing groceries, stocking shelves, deliveries! Jobs, jobs, jobs!  Many people are doing online visits with family and friends with facetime, and other social media platforms both business and personal! Social media at its best!  Rainbows in windows. People around the world are putting rainbow pictures or messages of hope in their windows for people to see when they are out for their family walks, social distancing of course…  CASA Rental Management hopes that you all stay healthy and safe, during this unprecedented time. |  | |  | | --- | |  | | |  | | --- | |  | | CASA Rental Management continues to be proactive and please be aware that as tenants, your tenancy agreements already include a clause that prohibits smoking, and vaping, and are considered to prohibit the use of cannabis in the same manner.  This change is retroactive to all tenancies entered in to before the “Cannabis Control Date” which was the date this legislation became law.  The cultivation of cannabis in rental units has a retroactive prohibition on the growing, cultivation, and harvest of cannabis in all rental units across BC. Many strata’s have the same restrictions. NO growing or cultivation is allowed. |   **NO SMOKING/NO VAPING** the use of tobacco, cannabis, vape devices is strictly prohibited in or outside any CASA rental property | |