



**PACIFIC COVE**  
PROPERTY MANAGEMENT LTD.

December 12, 2019

Dear Mayor & Council:

The attached letter was provided to the residents of 1054 Pandora on December 10, 2019.

In summary, all four remaining tenants are being provided with the following:

- Three to six months' rent, depending on the length of their tenancy as dictated by the Tenant Assistance Policy. Rent is calculated based on the greater of current rent or CMHC average for the unit size;
- An additional two months' rent;
- A moving allowance of \$500-\$750, depending on the size of the unit; and
- The services of a relocation consultant, who to date has shared more than 65 comparable Victoria listings.

In addition, upon signing the Mutual Agreement to End Tenancy these tenants will receive:

- A full refund of their security deposits, plus interest where applicable; and
- A return of their rent from the date of the incident (November 26, 2019) onwards.

Under Section 44 (1)(e) of the Residential Tenancy Act, the tenancies ended on November 26, 2019. The tenants have been provided hotel accommodation until December 31, 2019, 35 days beyond that which is required under the Residential Tenancy Act.

Regards,

Lee Rennison  
Pacific Cove Property Management Ltd.

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## PACIFIC COVE

PROPERTY MANAGEMENT LTD.

December 10, 2019

### **WITHOUT PREJUDICE**

To the Residents of 1054 Pandora Street:

Thank you for bearing with us as we have worked to diagnose the issue at the building at 1054 Pandora.

After extensive work on the site, together with our consultants, have determined that the building at 1054 Pandora will not be habitable again. The disintegration and collapse of the sewer line more than 3 metres below ground, would require in excess of six months to replace or repair. We apologize for the inconvenience and disruption this has caused.

We understand that most of you have made use of the hotel and/or other accommodation choices we have provided since late November. We are happy to continue to provide hotel or other accommodation up to December 31, 2019. We hope that by this time, many of you will have had success in your search for alternate accommodation. We also hope that you have made contact with your insurers to discuss your respective situations.

Based on the date of the incident, and in accordance with Section 44 (1)(e) of the Residential Tenancy Act, your tenancies ended on November 26, 2019.

Thank you to those of you that have made use of the services of Lee Murphy, our relocation consultant, and to those tenants who have not yet returned Lee's correspondence we encourage you to make use of his services. Lee will continue to provide you with listings for alternate permanent accommodation and is available seven days a week to help you as you search for your next home. Lee will be able to provide you with a Mutual Agreement to End Tenancy. This document acknowledges the end of your tenancy and allows us to release your security deposit and pro-rated rent, from November 26, the date of the incident. You will note that we did not cash your December rent cheques.

The compensation that is in accordance with the City of Victoria's Tenant Assistance policy plus the additional monetary compensation discussed during your meetings with Lee Murphy is still to be provided to you. As you know, the compensation you have been offered is well in excess of the compensation required by the City of Victoria Tenant Assistance Policy. The monetary compensation includes a lump sum payment of:

- Three to six months' rent depending on the length of your tenancy as dictated by the Tenant Assistance Policy;

- An additional two months' rent;
- A moving allowance of \$500-\$750, depending on the size of your unit; and
- A full refund of your security deposit, plus interest where applicable.

Please contact Lee Murphy if you wish to sign a Mutual Agreement to End Tenancy and receive this compensation. Lee can be reached at [REDACTED].

We will have the building open until February 1, 2020 for you to retrieve your belongings, after which time, the building will be boarded up pending development.

We apologize again for the inconvenience this has caused, and we thank you for your cooperation during these stressful and unforeseen circumstances.

Regards,  
Kevin Kuypers  
Pacific Cove Property Management Ltd.  
[REDACTED]