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MEMO

June 14, 2016

Attention: Residents of Shelter-Managed Properties:

Crawford & Company is the insurance adjuster that is co-ordinating the cleaning of the Shelter-managed properties in Fort McMurray.

It has become necessary to change the manner in which the occupied suites will be cleaned, as follows:

1. The building contractor, ServPro, will be entering and cleaning the occupied suites. When the timing for the cleaning is made available to Shelter Canadian Properties Limited, Notices will be delivered by Shelter Canadian to the suites of affected residents.
2. ServPro will be cleaning the surface areas from the ceiling to the floor, including all furniture that is owned by the property.
3. ServPro will not be cleaning any contents or furnishings that are owned by the residents.
4. Residents with insurance should contact their insurance provider in order to arrange for their contents to be cleaned.
5. Residents who do not have insurance should review the Re-entry Booklet that was issued by the RMWB for instructions on how to clean their suite contents.

Crawford & Company is managing the clean-up in Fort McMurray as efficiently and as effectively as possible. The circumstances are, however, constantly changing.

We sincerely apologize for any changes in our processes that are not immediately communicated to Shelters valued residents. We appreciate your patience and understanding in this regard.

We invite all residents to contact our Call Centre for updated information, as follows:

1-844-284-4877 ext 113
Ask for Heidi Sandaker

June 14, 2016

Re: Building and In-suite Cleaning

Shelter Canadian, its insurance adjusters and contractors, have been addressing all aspects of the clean up and restoration of the Shelter-managed properties following the Fort McMurray wildfire.

We are pleased to report that the building roofs and exteriors have been inspected and all attic insulation is free of any smoke smell or contaminants. The mechanical systems have been inspected and returned to service, as required, and the HVAC systems have been inspected and cleaned of all contaminants. Exterior power washing of the buildings is expected to occur at a later date.

The building common areas and vacant suites have been cleaned. Air quality and surface cleanliness testing in the common areas and vacant suites is being performed by Pinchin West Ltd., the indoor air quality specialist that has been engaged by the insurance adjuster. Air quality and cleanliness testing will also be performed following the completion of the cleaning of the occupied suites.

Cleaning efforts are currently focused on the occupied suites. Notices, which provide detailed information in regard to the scope of the cleaning of occupied units, are being delivered to all suites that were occupied before the fire. Residents may also refer to the Notice from Crawford & Company, which is posted in the common areas, for additional information in regard to the cleaning of suite contents.

Shelter Canadian Properties Limited