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Dear Residents and Owners,

Subject: **New Food Delivery Protocol**

To maintain the cleanliness, safety, and professional appearance of our building, the following rule regarding food deliveries will take effect **October 1<sup>st</sup>, 2025**:

### **Food Delivery Protocol**

All residents must be present in the lobby at the time of delivery to receive food orders, including but not limited to:

- Prepared meals (e.g., Uber Eats, Skip the Dishes, DoorDash)
- Grocery deliveries (e.g., Instacart, Loblaws, Metro)
- Any similar food or beverage services
- Concierge will **not** accept or store food deliveries on behalf of residents.
- Deliveries will **not** be sent up to residential floors under any circumstances.
- Orders left unattended in the lobby may be removed for health and safety reasons.

### **Why this change is necessary**

- Prevents odours from food left sitting for extended periods.
- Reduces the risk of attracting pests such as insects and rodents.
- Maintains a clean, welcoming, and professional appearance in the lobby.
- Avoids clutter and tripping hazards from bags or boxes left on the floor.
- Reduces congestion and delays at the concierge desk.
- Ensures food safety by avoiding spoiled items left in non-refrigerated spaces.
- Aligns with best practices followed by the majority of downtown condominiums.

We appreciate your cooperation in following this new protocol, which will help ensure a pleasant environment for all residents.