

GWL Realty Advisors Residential Inc.

Feedback and Customer Concerns Procedure (the “Procedure”)

This document is available in other formats on www.gwlraresidential.com or on request from accessibility@vertica.ca

1. Introduction

GWL Realty Advisors Residential Inc. (“**GWLRA Residential**”) is committed to providing property management and related services to individuals with disabilities.

The Procedure is intended to address the requirements of applicable accessibility legislation, including the *Accessibility for Ontarians with Disabilities Act, 2005*. It describes how a person may provide feedback and notice of concerns to GWLRA Residential with respect to the accessibility of its products, services and facilities for persons with disabilities.

2. General

GWLRA Residential makes reasonable efforts to ensure that individuals with disabilities have the same opportunity to obtain, use and benefit from the property management and related services the Company provides, as well as the premises owned and managed by the GWLRA Residential, in a similar way as others.

GWLRA Residential welcomes feedback on the way it provides its property management and related services to individuals with disabilities, and the accessibility of the premises owned and managed by GWLRA Residential. Comments and concerns should be in writing by letter or e-mail, if reasonable. However, they may be made in person, by telephone or other method that accommodates a person’s communication needs.

GWLRA Residential will ensure that every process for receiving and responding to feedback is accessible to persons with disabilities. It will do this by providing or arranging for the provision of accessible formats and communication supports upon request and accepting feedback on the accessibility of its feedback processes generally.

3. How to Provide Feedback and Concerns

If you have any feedback or concerns about the way GWLRA Residential provides access to property management and related services to persons with disabilities, or about the feedback process itself, please direct them to:

Accessibility Coordinator

Email: Accessibility@vertica.ca

Letter: 33 Yonge Street, Toronto ON, Canada M5E 1G4

Fax: 1-416-361-0882

Tel: 1-866-430-2140 ext. 2981

TTY (Teletype) line for the hearing impaired: 1-800-990-6654

Feedback will be directed to the Accessibility Coordinator, who will engage the appropriate business unit to provide a prompt response. Customers can expect to receive an acknowledgement of their feedback within 5 calendar days.