



**Feedback process on provision of goods or services to people with disabilities -- Must be posted in a prominent place**

**Example 1**

Dear Tenants,

We are committed to improving accessibility for persons with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to persons with disabilities. Please contact Dennis Nelson, Director Building Operations, Menkes Property Management Services Ltd. in person, by mail or by email to share your comments. Please let us know if you would like a copy of our Customer Service Policy.

Dennis Nelson  
Director Building Operations  
Menkes Property Management Services Ltd.  
4711 Yonge Street, Suite 101  
Toronto, Ontario M2N 7E4  
(416) 642-8145  
dennis.nelson@menkes.com

**Example 2**

Dear Tenants,

We welcome your feedback on our efforts in providing accessibility to persons with disabilities. Please call Dennis Nelson at (416) 642-8145 or email [dennis.nelson@menkes.com](mailto:dennis.nelson@menkes.com) to provide your comments. If you prefer, please request our Customer Service Feedback questionnaire and we will send it to you. Our Customer Service Policy is also available to you upon request.

Thank you.

Management