



**Copernicus Lodge**

66 Roncesvalles Avenue  
Toronto, Ontario M6R 3A7  
Tel: 416 536 7122

**Date:** Tuesday, September 22, 2020  
**To:** **All Copernicus Lodge Tenants and Residents**  
**From:** **Andy Poprawa, Interim CEO**  
**Danuta Gutkowska, Community Programs Manager**  
**Re:** **Tavasys Services**

Dear Tenants & TAVASYS Clients,

This memo is to provide you with an update of the current Tavasys services situation. We want you to be aware that we have listened and are listening to your concerns and we are working for you to resolve the situation. We met with the President of Tavasys last week to raise the concerns that we have heard from residents and Tavasys clients. Our goal is to ensure that Tavasys provides its clients with the services that you have contracted for. It is important to understand that Copernicus Lodge is not the client of Tavasys. Our role is to facilitate the services that Tavasys provides its clients.

We are taking the following steps to help to resolve your concerns:

- Copernicus Lodge is currently in the process of a full communications infrastructure review to determine what the current state and future needs are in order to ensure that our tenants and residents have the best possible services.
- Tavasys' short term goals are to resolve the signal and view quality issues for televisions especially for TV Trwam and TV Polonia. The President of Tavasys indicated that all of this is possible but requires some investments from Copernicus Lodge. We are in the process of working with Tavasys to assess the nature of the expenditures that Copernicus will need to make to implement these changes. We hope to resolve these issues within the next two weeks.
- Our long-term goals will be determined after the infrastructure evaluation that is planned to be completed in another month or so. The proposals are currently under review.

In the meantime, we appreciate your patience and understanding as we work through this situation. Thank you for your cooperation in helping to keep everyone at Copernicus Lodge safe!

Kind regards,

Andrew (Andy) Poprawa  
Interim CEO