**Date:** Select today’s date.

**From:** Enter your name here.  
**On behalf of:** Enter the condominium corporation’s legal name here.  
Enter the condominium corporation’s address here (including street address, unit number, municipality, province, and postal code).

**To:** Enter the Unit Owner’s name here.  
Enter the Unit Owner’s address here (including street address, unit number, municipality, province, and postal code).

Enter the Unit Occupant’s name here.  
Enter the Unit Occupant’s address here (including street address, unit number, municipality, province, and postal code).

**Subject:** Enter the subject of your letter here.

Dear Enter the Unit Owner’s name here and Enter the Unit Occupant’s name here,

We are reaching out to both of you today to bring a concern to your attention. In sending this letter, we hope that we can discuss this issue and come to a mutually agreeable resolution.

The board of directors have been informed that there have been issues involving infestation. Describe the infestation issue you are experiencing, including what the infestation issue is, when and where it has occurred, how often it occurs, and you can also include any relevant provisions in your condominium corporation’s governing documents.

We would appreciate if both of you could take steps to resolve this issue.

For more information about infestation issues, you can review the information available on the Condominium Authority of Ontario’s website, which is available at <https://www.condoauthorityontario.ca/issues-and-solutions/infestation/>.

Finally, please note that if this dispute cannot be collaboratively resolved, we may need to resolve this infestation issue by other means, such as through mandatory mediation or arbitration, or byrequesting a oppression or compliance order from the Superior Court of Justice.

Our hope is that we can resolve this issue collaboratively without having to escalate it further.

If you either of you would like additional information or to discuss this issue and/or any potential resolutions with the board of directors, you can contact us by Enter your preferred contact method here at Provide your contact information here.

Thank you in advance for your cooperation.

Sincerely,

Enter your name here.