**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 odour related issues. Describe the odour issue you are experiencing, including what the odour issue is, when and where it has occurred, how often it occurs, and you can also include any relevant provisions in your condominium corporations governing documents.

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

For more information about odour 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/odour-issues/>.

Finally, please note that the Condominium Authority Tribunal can accept and resolve cases about odour issues in condominium communities. For more information about the Tribunal, you can visit their website at <https://www.condoauthorityontario.ca/tribunal/>.

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

If 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.