



Niagara Regional Housing

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IMPORTANT NOTICE TO ALL TENANTS: COVID-19 UPDATE 3

December 23, 2020

This is an update to to keep you informed about our continued response to COVID-19 and the most recent Provincial direction moving to lockdown / grey zone as of December 26, 2020. The previous notice (dated April 22, 2020) can be found on our website at <http://nrh.ca/tenants> or the notice board.

YOUR SAFETY COMES FIRST!

Your health and safety is our highest priority. **Here's what NRH is doing to help:**

→ Limiting contact

- **The NRH office at Niagara Region Headquarters remains CLOSED to the public**, so we are doing business over the phone. Due to increases in phone calls, we will respond to emergency calls only. If it is not an emergency, please leave a message and we will get back to you as soon as possible.
- **Common Rooms and Community Houses continue to be CLOSED for general use.** We want to make sure that you are not exposed to the virus by preventing groups from gathering. Please do your part by staying inside as much as possible and staying 6 feet away from each other at all times.
- In order to reduce contact with others, **we will only respond to urgent/emergency maintenance requests that impact health and safety.** Please only call in for maintenance emergencies that need urgent attention such as fire, flood, loss of heat, bed bugs or emergencies as determined by NRH.

→ Masks required

- **Protect each other and wear a face covering** that covers your nose, mouth, and chin, as required by the Face Covering By-Law. This does not apply to those who are unable to wear a face covering as a result of a medical condition or a disability.

→ Increased cleaning

- **We have continued increased cleaning of touchpoints and common areas.** We are trying to keep sanitizers stocked but there is a shortage, so please do

your part by washing your hands often for at least 20 seconds at a time. If possible, bring hand wipes and sanitizers with you if you must leave your unit.

Rent and Income Changes

We understand that many of you may have a decrease in income. During this time, please continue to pay your rent as you are able until a new calculation can be completed and mail in documentation that shows any income changes.

Ontario introduced Legislation to freeze Residential Rent in 2021 (Bill 204).

What this means to you: Your rent for 2021 will remain at your current rent.

Support Each Other

We would like to thank you for your cooperation and patience during this confusing and unfamiliar time. Working together, we can continue to keep each other safe. Here's how you can help:

→ **Physically distance yourself from others**

- Keep 6 feet (2 metres) between yourself and other people (i.e. do not touch, shake hands, hug, etc.)

→ **Use elevators safely**

- Ride the elevator by yourself or only with your immediate family/quarantine group

→ **Support each other**

- Continue to be patient and kind:
 - Do not ask NRH Staff or each other if someone has been diagnosed with COVID. This is personal information that NRH Staff cannot disclose due to privacy legislation.

If there is a real risk to your safety because a neighbour is not complying with current local pandemic by-laws, call your municipal by-law enforcement office.

We will do everything possible to help you through this difficult time. If you or a neighbour needs emergency help, please call your Community Programs Coordinator (CPC).

Thank you for your patience during this time and for your cooperation in keeping our communities safe and healthy.

Sincerely,

Cameron Banach
Manager Housing Operations